



The continuous failure of countering social engineering threats

7th Information Security Conference

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Social engineering



Why?



People



Mitigation
techniques

Why?



Why?



People



Mitigation
techniques

Human factor

Why?



Why?

Influence – human decision process

Why?



Why?

Cognitive biases

() Cognitive bias codex*

People



Why?



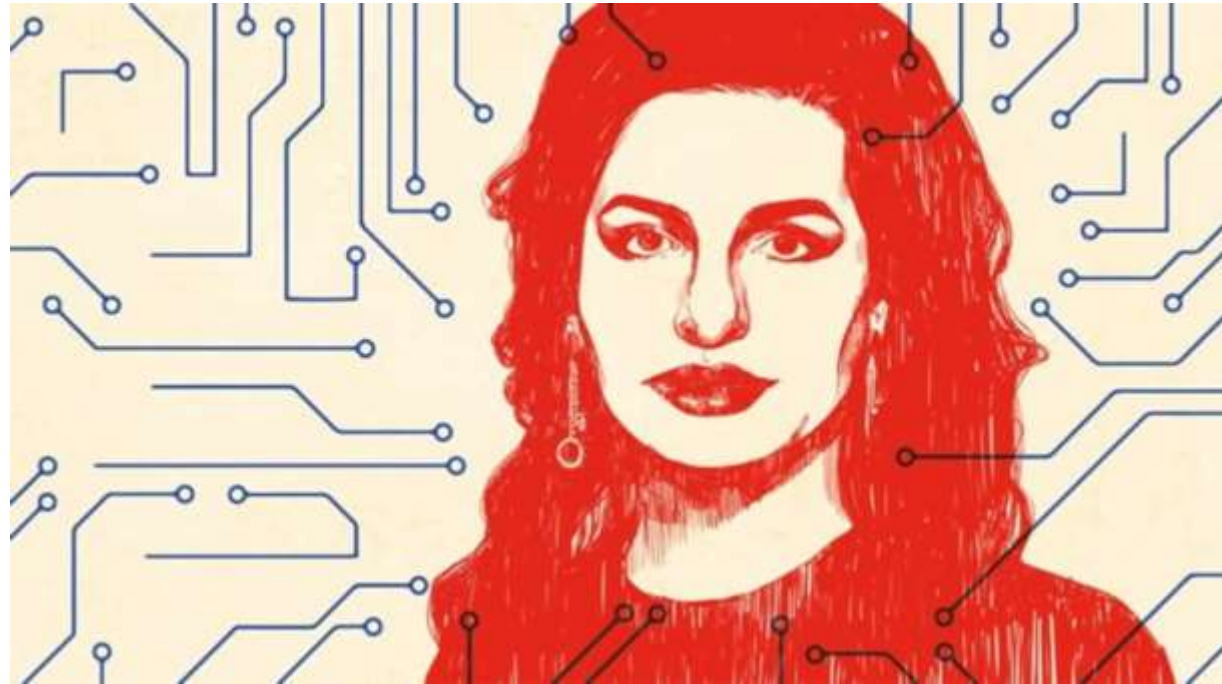
People

Professional v. Human

People



People



<https://www.bbc.com/news/stories-50435014>

People



People

InfoSec expectations

People



People

How do we choose people?

People



26 replies; Only 5 non-technical (<20%)

People



People

What do we expect from our users?

Mitigation techniques



People



Mitigation
techniques

Understanding

Mitigation techniques



Mitigation
techniques

Context

Mitigation techniques



Mitigation
techniques

Soft v. hard skills

Conclusion



Why?



People



Mitigation
techniques



Thank you



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