

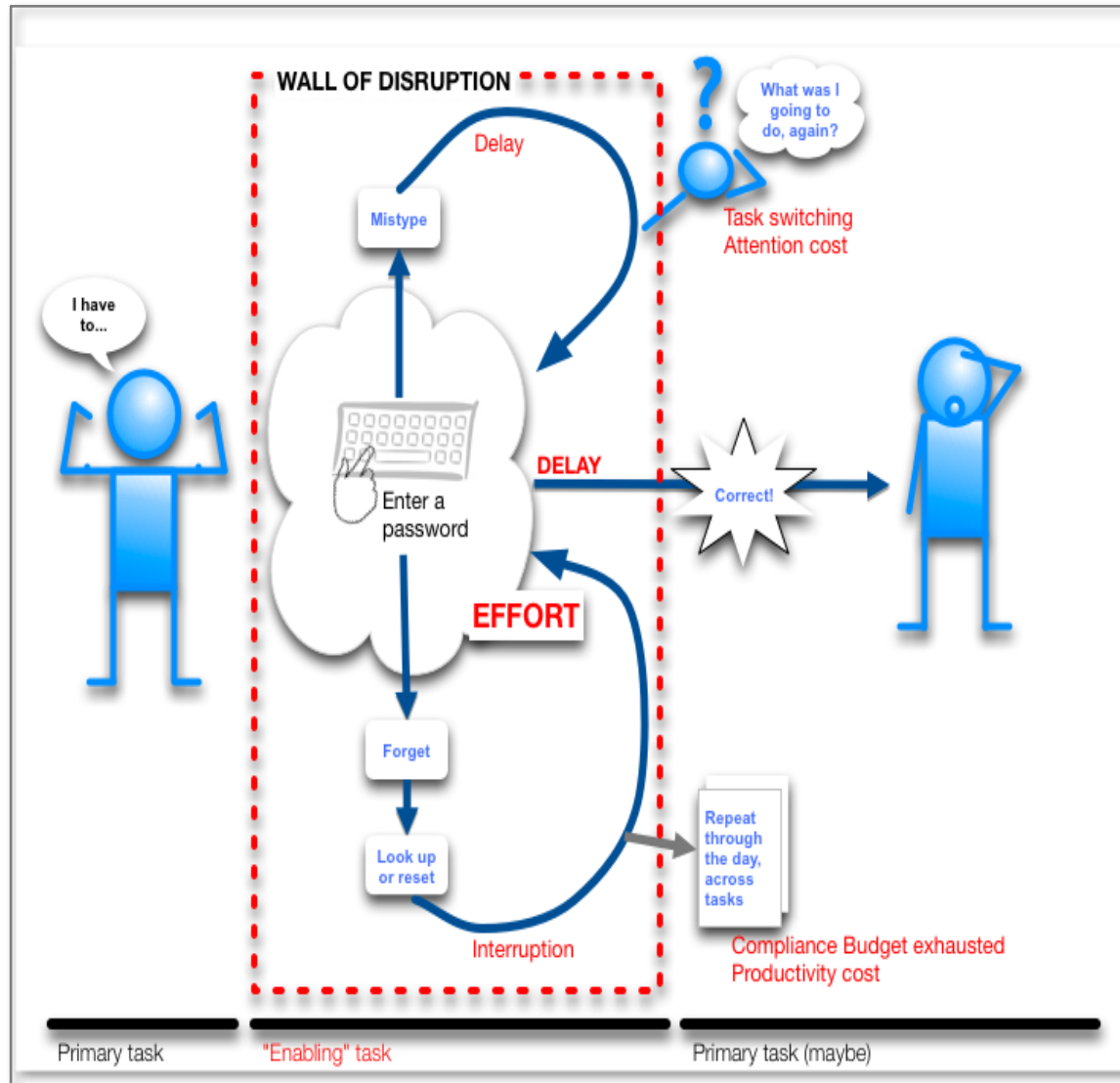
Top Challenges and Solutions for SMEs

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Background

- Human factors of security research
 - Security usability, policy comprehension and awareness
- Work with large organisations (~10Ks of staff)
- ... and small ones (1-50 members)
 - Small-to-Medium Enterprises (SMEs)
 - Small charities
- Collaborating with
 - Imperial College, to model security investment and the *indirect (human) costs* of security
 - Outsourced IT providers, to understand security challenges SMEs face in practice

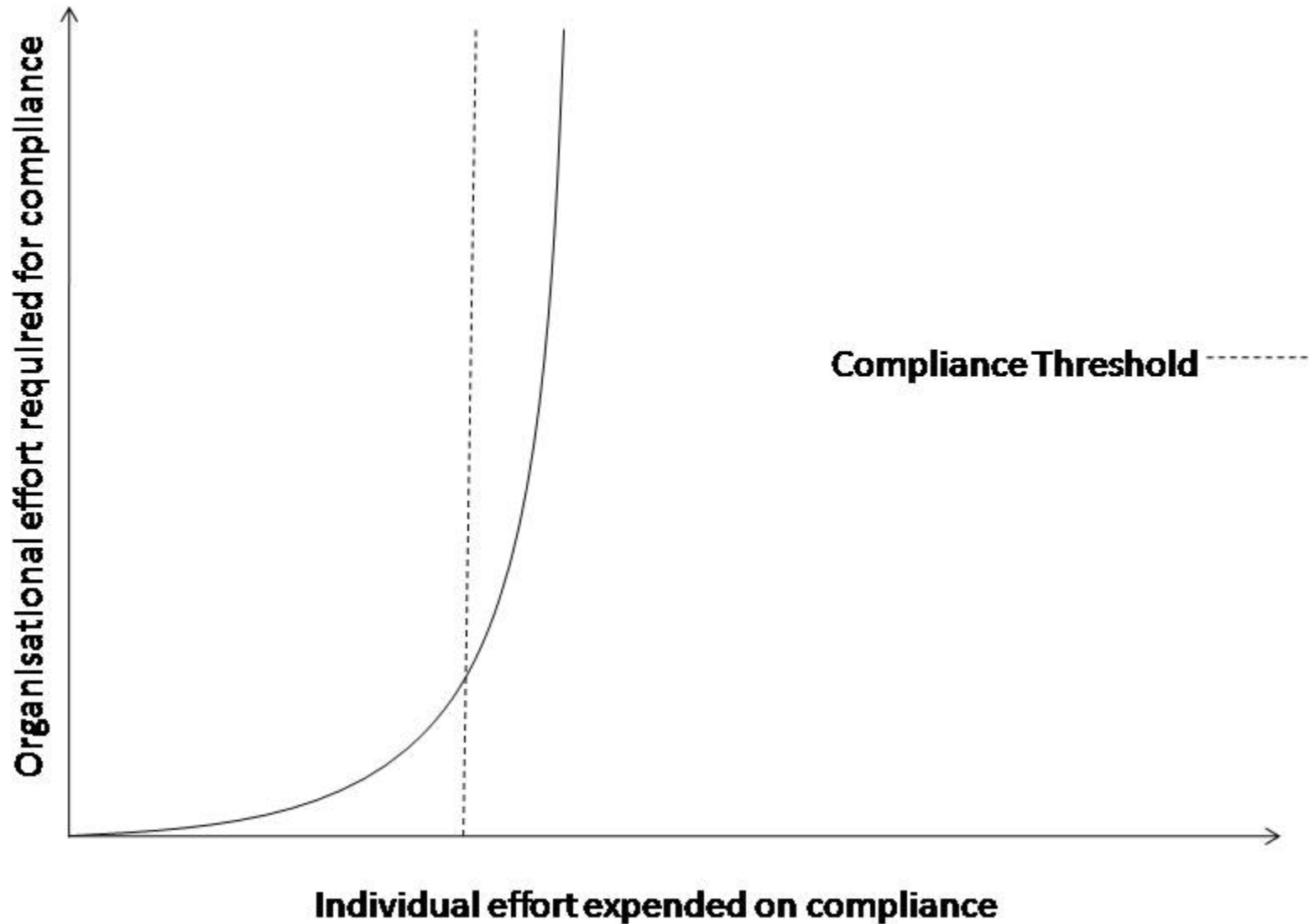
Indirect cost example: 'wall of disruption'



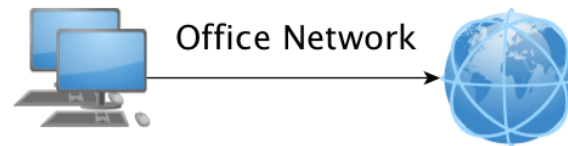
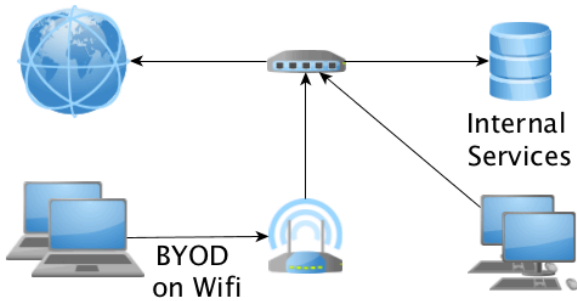
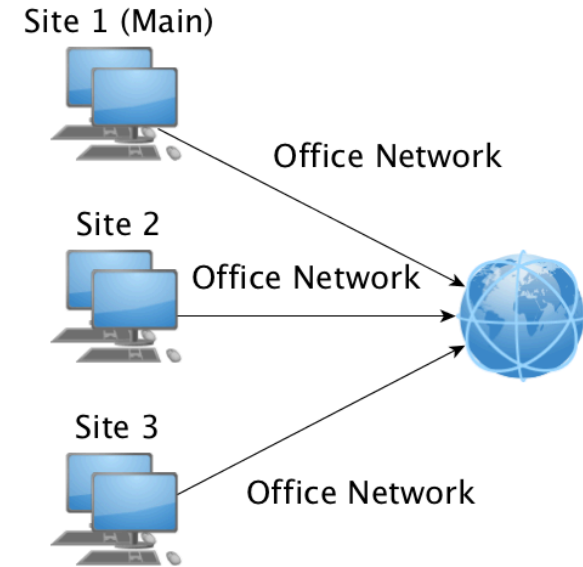
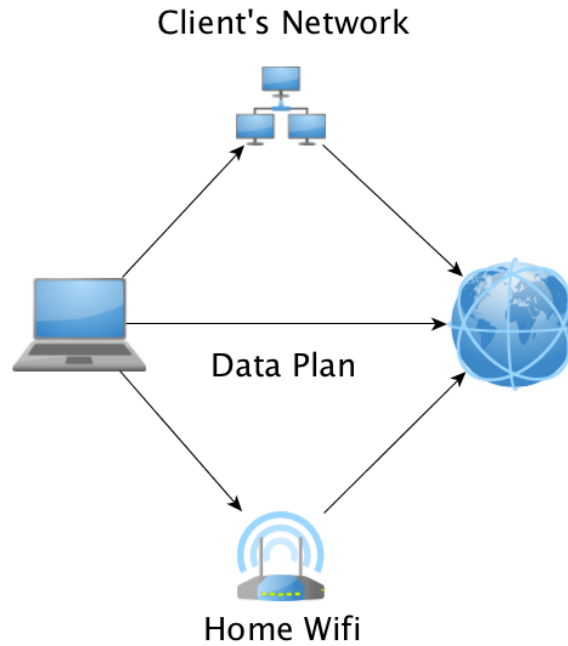
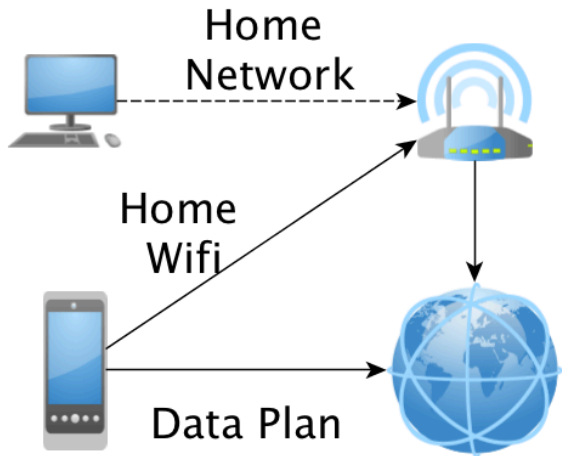
SMEs security challenges

- Formal security training and in-house expertise is ...
 - ... limited
 - ... or non-existent
- Security policies and guidelines a challenge to interpret
 - Despite good intentions
- Leased services, and controls intended for home users
 - Little control or oversight
 - Resourcing challenges
- Employees need to learn and adapt IT
- Where technology design ignores staff needs, resistance can happen

Compliance Budget



SMEs are diverse



Solutions - initial insights

1. Focus training on core threats to the business
 - Example: phishing training to limit credential theft
 - SMEs operate with less infrastructure and resources
2. Checklists are one way to overcome technical jargon
 - Situate advice, and avoid tech-speak which reads like it is “for someone else”
3. Weave security training into other procedures
 - Security is just one hat that people wear

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