IDENTIFYING THE INTROVERT

Finding hidden cyber talent
Using stereotypes to your advantage
WHO AM I?

Head Of Cyber Awareness & Business Partnership
Santander UK

SANS MTG433, MGT512, CISSP, PCI ISA
Techie by trade, passion for awareness
www.drivingdowntheclicks.com
@cymongrant
THE PROBLEM?

Shortage of cyber skills at Santander
Massive investment in cyber within Santander
Lots of enthusiastic candidates, but no substance
Top experts hard to attract
Digital apprentices were being recruited based on their enthusiasm and confidence.

Once onboarded, there was a steep learning curve.
### WHERE ARE THE GEEKS?

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<td>1</td>
<td><strong>INTROVERTS?</strong>&lt;br&gt;Overpowered by strong characters. Not listened to by others</td>
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<td>2</td>
<td><strong>LACK CONFIDENCE?</strong>&lt;br&gt;Do not perform well in stressful situations such as interviews and will avoid trying</td>
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<td><strong>SMALL NETWORKS?</strong>&lt;br&gt;Potentially very popular online, but lack social skills to network in the real world</td>
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HYPOTHESIS.

Is the next Lulzsec hacker working in our call centre?
Is their job just a 9 – 5?
Do they stay up to the early hours coding, hacking?
Would they join the white hat community?
How can we provide them with the right opportunity?
facebook CTF

https://github.com/facebook/fbctf
Welcome to the Facebook Capture the Flag Competition. By clicking "Play," you will be entered into the official CTF challenge. Good luck in your conquest.
DIGITAL ROADSHOWS

Find the talent, train our employees
QUESTION 1

An easy one, to get you started
QUESTION 2

The clock, is ticking
QUESTION 2

No it’s not countdown. We used the Caesar Cipher (ROT 13)
QUESTION 3

Finding the real talent
For testing purposes use: TestUser1: T3st1ng123
CELEBRATING SUCCESS

At each event we rewarded the top scorer with a prize

We gave special prizes for those who were most engaged
JON STRONG

• Call Centre manager in Complaints
• Looking to pursue a career in cyber
• Network+ and Sec+ exams
• Now a Digital Apprentice
• Working as a Vulnerability Manager
• Since achieved CISSP qualification
MARK McCANN

• EUC developer
• Develops mobile Apps as a hobby
• Keen cyber interest
• Helped to enrich data feeds
• Potential move to the team
Onboarding genuinely interested people

- GENUINE INTEREST
- FRESH IDEAS
- GREAT CONTACTS
- TARGETED MESSAGES
- HONEST FEEDBACK
- FAST REPORTERS
- POINT OF CONTACT
- COMMUNITY DEVELOPMENT
FAIL

Networked laptops

Initial questions too hard

Hogging the game

Allow group efforts

Scoreboard
CREATE ENGAGING QUESTIONS

SELECT A DELIVERY METHOD – CTF?

HOST A PILOT EVENT

ADOPT FEEDBACK / FINALISE PRODUCT
QUESTIONS?

SIMON GRANT

@CYMONGRANT

DRIVINGDOWNTHECLICKS.COM

SIMONJAMESGRANT