

# Human Factors and Security Incidents

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- We need a taxonomy of human security errors/mistakes in order to find solutions to influence behavior. (literature review and meta-analysis needed)
- How do we get people to report mistakes? How do individual users define errors and define mistakes? Is there a case here, where end-user doesn't think there is an error at all. How should this community define mistakes, or management define mistakes, or users think of mistakes?
- When and how do we make explicit to the user what the consequences of their actions might be?
- How do people determine the value of information? If we don't understand how people value info, we will not be able to get compliance for its protection.

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- How do you make single actor aware of their impact on the entire system? If they don't understand the value of the server?
- How can we change to a security – what people think is the right thing to do. Is there something in social psych or marketing research to change group thinking about what's acceptable level of behavior, of privacy – from grade school level up. Can we use K-12 education?
- How should we frame risk communications for security? Tech writing for user messages, writing to elicit human emotion.
- Need to measure user trust and risk perceptions and investigate ways to influence these perceptions.