



black hat[®]
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BRIEFINGS

No Such Thing As A Stupid Question

Why Knowledge Shaming is Making Us Less Secure

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What we do well

- Non-Traditional Job Paths
- Subject Matter Experts
- Navigating Confidentially

So... what's the problem then?

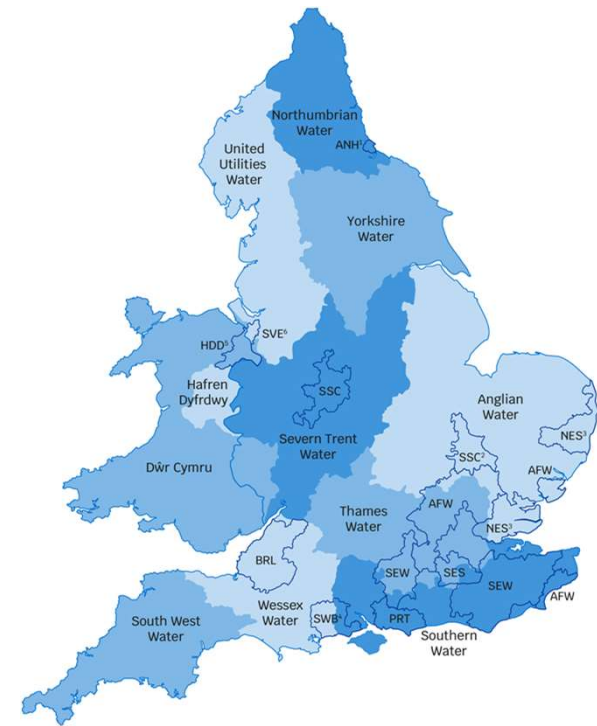
Industry Challenges

- Non-Traditional Job Paths
- Knowledge Silos
- Confidentiality Concerns
- Security Concerns



UK Water Companies

- No commercial competition
- Share very similar threat models
- Close-knit, established industry



Pharmaceutical Industry

- Extreme commercial competition
- Similar threat models
- Geographically diverse teams

CISP and ISACs

Consider the Purpose:

- Situational Awareness—information providing an awareness of the broader threat landscape.
- Decision Making—information relevant to a particular organization’s needs and enabling more effective security management.
- Action—information directly supporting the implementation of a particular measure to improve security.

Consider the Time and Application:

- Immediate—information relating to actions to defend against or respond to new threats, vulnerabilities, or incidents.
- Tactical—information relating to decisions on how to best deploy an organization’s existing resources against the change in the threat environment.
- Strategic—information relating to making plans and decisions on efforts and resources needed to address emerging or future threat environments.

https://www.isao.org/wp-content/uploads/2016/10/ISAO-300-1-Introduction-to-Information-Sharing-v1-01_Final.pdf

Knowledge Sharing Tips

- Define your target audience from the outset
- Set clear rules for interacting with information
- Ensure there is give and take
- Use the appropriate medium
- Outcome-based storytelling
- Develop solutions collaboratively
- Leverage trusted networks and environments
- Share the wealth!

How to Consume Knowledge

- Are you the intended audience?
- Is it written as an opinion or as a fact?
- Who is the author and what is their background?
- Find the learning style that suits you best

“Excessive Passivity”

sparringmind.com

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How to Disagree

- Don't get personal
- Practice care alongside candor
- Listen to the other side
- Follow the golden rule of online interactions... don't be a dick!



**Where do we
go from here?**

Actions to take

Managers/Execs

- Foster a culture of openness
- Be human, admit your mistakes
- Establish frameworks to enable knowledge sharing safely

Organisations

- Contribute, don't commoditise

Individuals

- Seek out opportunities for knowledge sharing
- Don't belittle others
- Back yourself!



Thank you!

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