

SECURITY BURNOUT

I'M OUT



*Image adapted from an original meme generated by Revon Media

Overview

- ▶ Who am I?
- ▶ Definition of Job Burnout
- ▶ Security is hard
- ▶ Recognition of Security Burnout
- ▶ How did I get here?
- ▶ Evaluation
- ▶ Support
- ▶ Conclusion

Who am I?

Jennifer Stevens, MS, CISM, CRISC, PCI ISA;

- ▶ Expat from USA living in Munich with my family;
- ▶ 10+years in InfoSec, 10+ in IT
- ▶ Currently @Oracle – Security, Risk, & Compliance Program Manager
- ▶ Past:
 - ▶ CISO @ WellStar Health Systems
 - ▶ InfoSec Manager @WellStar Health Systems
 - ▶ Security Analyst @WellStar Health Systems
 - ▶ Security Engineer @WellStar Health Systems
 - ▶ Adjunct Professor

Disclaimer:

The view and opinions expressed in this presentation are the presenter's own and do not reflect the view of the organizations or Employers mentioned.

What is Job Burnout?

- ▶ The build of dissatisfaction, exhaustion related to your job which can cause physical and emotional reactions;
- ▶ We can replace “Job” with “Security”.

Security is Hard!

- ▶ We have multiple roles and wear multiple hats when it comes to our daily jobs that we may not even realize it:
 - ▶ From providing technical support to business support
- ▶ Increased workload due to:
 - ▶ New threats & vulnerabilities
 - ▶ New & Updated regulations
 - ▶ New & old risks to review
 - ▶ Vendors and customers to deal with
 - ▶ Audits to conduct
 - ▶ Keeping up with security hygiene
- ▶ Constant training and keeping up-to-date with vulnerabilities, threats, regulations, new technologies;
- ▶ Always have to prove the importance of having Info Sec program within an organization:
 - ▶ Developing and updating status reports and security metrics
 - ▶ Same speech to different audience
- ▶ Shortage of qualified security folks;

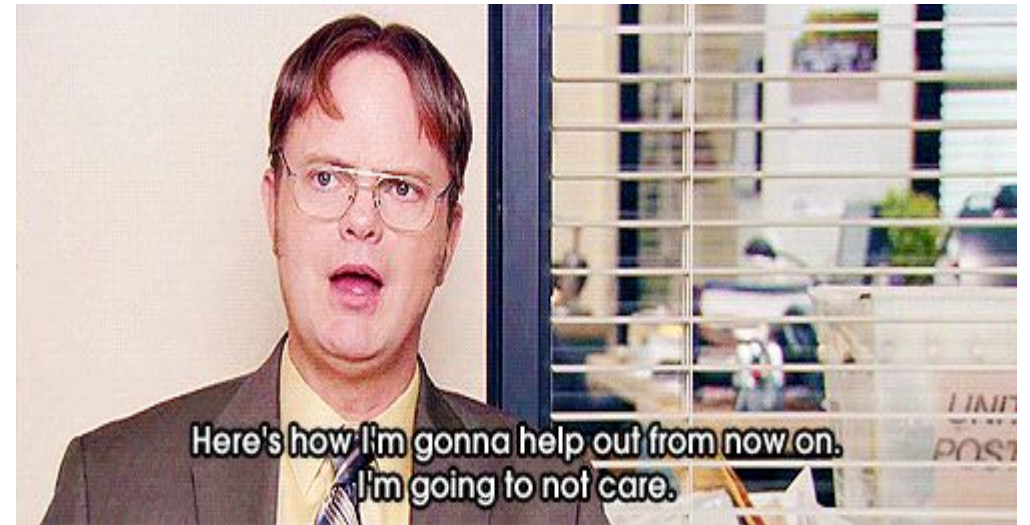
- ▶ The Security program is not maturing; Static; Reactive not Proactive
- ▶ Your organization does not know where to put your team; shuffled around
- ▶ You report to management or the organization only see Security as a check that yes we have a team and somewhat a security program; makes it difficult to build and report security/compliance demands.
- ▶ Too much chaos in Information Security!



I have a lot of excitement in my life. I used to call it tension, but I feel much better now that I call it excitement.

Recognition of Security Burnout

- ▶ Dissatisfaction with your job:
 - ▶ This damn job....
 - ▶ I hope my company has a data breach
 - ▶ You don't care! Delay in responses, meeting deadlines
- ▶ You are doing the same thing over and over with no achievements and no progress. The security program is not maturing always static;
- ▶ Physical stress: headaches, exhaustion
- ▶ Managers must identify these signs
- ▶ Business, Security & potential compliance risk(s) to the team and organization



How did I end up here?

- ▶ Lack of support from the Organization and Leadership!
- ▶ Can never finish a project because there is always something new to start on;
- ▶ Reactive not proactive;
- ▶ Lack of security maturity;
- ▶ I have been at my company for #years and I have not made a difference;
- ▶ Why do I keep repeating myself?
- ▶ Cannot keep up with new/existing technologies, threats, vulnerabilities, regulations;
- ▶ NO input into the organization strategy;



Evaluation

Why did I join InfoSec?

- ▶ To make a difference in InfoSec;
- ▶ To help protect X, Y, Z;
- ▶ Like to learn shiny new things
- ▶ \$\$\$\$ - we need to talk
- ▶ Any others?

Evaluate yourself or the team

- ▶ Is it my communication style?
- ▶ Am I not reporting the correct data?
- ▶ Do we have a strategy? Or did we have one?
- ▶ Am I following through?
- ▶ Am I talking to the right folks at the organization?

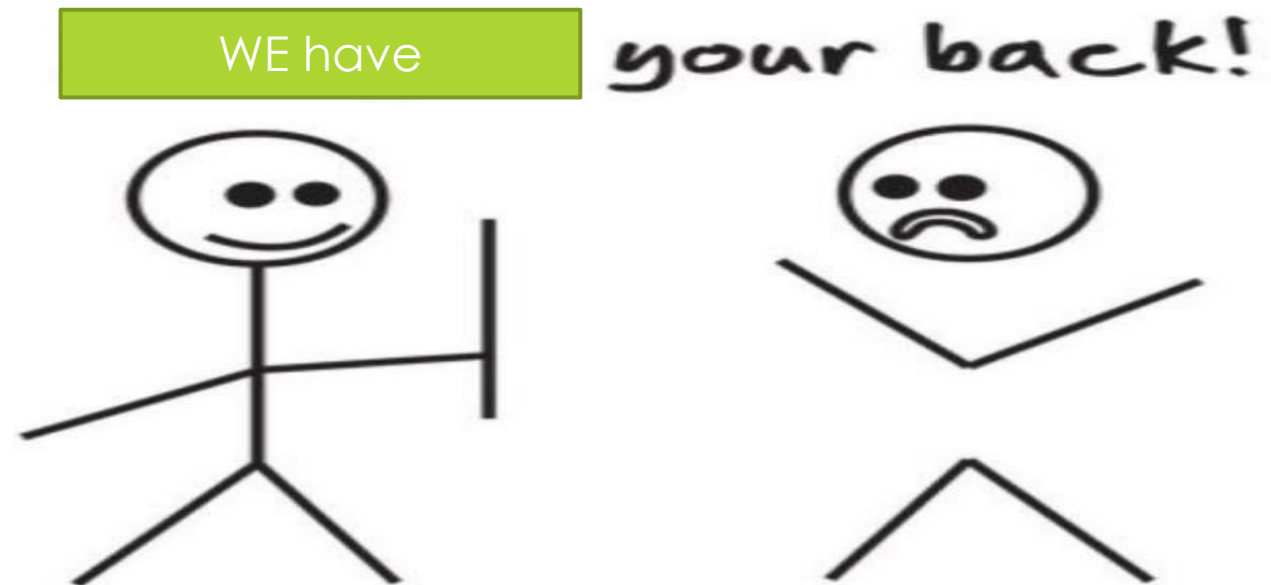
Support

- ▶ Talk with management;
- ▶ Find support at the organization;
- ▶ Reach out to the Information Security Community
 - ▶ Professional Orgs & Chapters (i.e., ISACA, ISC², Sec Munich)
- ▶ Find help from your peers or even a mentor;
- ▶ Inquire help from the a consulting firm;
- ▶ Take a break;
- ▶ Pursue a different role or even a different organization.
- ▶ Managers of a security team must recognize and find ways to diffuse security burnout.



Information Security is NOT that Hard!

- ▶ Remember when I said this “Too much chaos in Information Security!”?
- ▶ Well, the chaos is also exciting and invigorating...to keep you going!
- ▶ You have a unique skill set(s) that is desired making you a valuable asset to this industry and your organization.
- ▶ You got into this industry for a reason.
- ▶ We, the Information Security Community, are here for YOU!





Questions, Comments, Complaints

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