

Human aspects of Information Security in Care

*"Measure what you can measure,
but if you can't transfer
knowledge, what is the point"*

professor Steven Boyages, Chair HealthXN and ex CEO Western District Health NSW



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health**XN**

"Advice on best practice digital learning to improve performance and increase return"

care**XN**

"Access learning to improve care within 3 clicks or 3 seconds"

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Every Security Aspect is
something someone did at
some point..... ■ Mark Jones CEO Enex Carbon

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What is going on.....



5+1 Necessary Health **(R)**evolutions

1. Interoperability, IOT Like a Bank, BYOB

2. Workflow Guide/Streamline
Logistics, like Hong Kong Harbour

**3. Health Knowledge Transfer &
Aggregation, Workforce
Casualisation**

4. Engagement, Personalised
Healthcare & Biometrics

healthXN

5. Predictive Health (AI), Big Data

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6. Leadership & Mentorship

Leading information Security themes rated by ISF 2017

1. Internet as a "Utility" Interruption
2. Govt, Local or Individual attacks will cascade cross sector(s). Physical
3. Ransomware from \$200 to \$1billion, IOT
4. Privileged Insiders
5. Trust Information "fake news"
6. Chatbots
7. Falsified Info for decision(s)
8. Blockchain compromise
9. National security erode individual privacy
10. Privacy Regulation(s)
11. User Behaviour Analytics
12. Adolescent AI

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When you send a security message.....Research shows an individual(s) intention is very different to actual behaviour ■ Imperical Study of Intention v's Actual

Behaviour (HAISA 2012)

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Security Messages to Organisation....

80%

Will respond if already
“engaged” in IS

<13%

Will respond if “passively”
engaged

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How to cut through....

Protection Motivation Theory

1. Percieved severity of event
2. Percieved probability
3. Efficacy of preventative measures
4. Percieved self efficacy

Sense of crisis will cut through, but has a “thermostat”

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Simple Summary....

1. Hardware/Software is important but a larger impact can be made via motivation
2. A message from IS expected but needs to be reinforced by peers
3. Always assess individual engagement and motivation to the message

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