

## SeCuRE 3

CPNI's Security Culture Survey Tool



# A GUIDE FOR NATIONAL INFRASTRUCTURE ORGANISATIONS

## What is security culture?

**“How could this happen? The system is protected by state-of-the-art security technology meaning it is virtually impossible to access without entering the correct passwords”**

**“Yes, but someone left the system unlocked – the protection wasn't in place”**

In many organisations, the traditional approach to security has focused on addressing physical and information security issues. The people element, which is equally important, has often been overlooked. The actions and attitudes of people can make all the difference.

A significant factor affecting how people act is the **security culture** of the organisation. This can be defined as the styles, approaches and values that the organisation wishes to adopt towards security. It can range from whether employees adhere to a clear desk policy to whether they share sensitive information on social networking sites. In organisations with a strong security culture, employees will tend to think and act in a more security conscious manner; helping reduce risk and vulnerability, which in turn helps protect against reputational damage, business impact and ultimately national security threats.

## Overview of SeCuRE:

CPNI has created a survey and analysis tool, **SeCuRE**, to help national infrastructure organisations assess and understand their security culture. The outputs from the tool can be used to inform decisions about the organisation's strategic direction. The tool consists of two surveys; one that helps to identify the culture gap between the existing security culture and the desired culture to identify where strategic level change needs to be made; the other that provides quantitative data on the extent to which employees believe the mechanisms that shape security culture are currently operating satisfactorily. This can be used to support decisions about where best to focus behaviour change activities and how to target resources.

The third iteration of the tool, SeCuRE 3, can be run *online* or *in-house by downloading software onto your corporate IT systems*. Organisations can add their logos to the surveys, and can include demographical questions on the Employee Survey such as 'department' and 'location' which are helpful in identifying possible sub-cultures. Organisations can also include some of their own questions on the Employee Survey should there be additional areas of security where it would be valuable to gather data from employees. The automated reporting function enables the results to be produced quickly and for the data to be cut in a variety of ways so comparisons can be made across groups. The results are presented graphically and supported with easy to follow textual interpretations. Results are also shared in the context of UK national average data to provide an indication about how the organisation is performing in comparison to other UK national infrastructure sites.

## What is the business case for attending to security culture?

**Increased employee engagement:** employees are more likely to engage with, and take responsibility for, security issues if they work in an environment where security is taken seriously.

**Reduced risk and vulnerability:** the risk of security breaches and incidents is reduced by encouraging employees to think and act in more security conscious ways.

**Reduction in theft of materials or company information:** employees are more likely to report behaviours/activities of concern where there are fair and robust processes and procedures.

**Reduced risk of reputational or financial damage:** the likelihood, and opportunity for, embarrassing security breaches or incidents that could damage the reputation of the organisation will be reduced.

**Low-cost interventions:** initiatives that help to develop security culture can be more cost effective to implement than expensive new IT or physical access systems.

**Improved organisational performance:** an effective security culture requires good management practices and communication. Security standards will be improved if performance is effectively managed, there are adequate feedback systems in place, staff are well-trained and competent in the security aspects of their role, and employees know what is expected of them. Consequently an effective security culture will have spin-offs such as improved team working, increased employee satisfaction, and higher levels of commitment to the organisation which potentially will result in a healthier bottom line.

## Why run SeCuRE 3?

**Drive forward change:** provides an excellent starting point to assist senior management with identifying what type of security culture is desired for the future and where strategic level change needs to be made.

**Organisational health check:** carries out an audit on how satisfactorily the mechanisms that help to enable and embed a good security culture are currently operating. Areas of strength and areas for improvement are highlighted.

**Metric to track change:** culture can be hard to quantify. SeCuRE 3 provides quantitative data to help measure and track changes in staff security awareness over time as well as help to identify lower performing areas where resources, time and money can be prioritised appropriately.

**Easy to administer and interpret:** the tool is quick and easy to administer. Results are presented graphically with easy to follow textual interpretations. Areas for further discussion and suggested recommendations are also provided.

**Flexibility and customisability:** Organisations have the option to add their own logo to the survey and the reports, and to ask additional questions. Results can be analysed for the organisation as a whole or by specific groups such as location or department.

**Comparison to the UK national average:** Results are provided for your organisation as well as for the UK national average allowing you to evaluate your performance in relation to other UK National Infrastructure organisations that have conducted the survey.

**SeCuRE 3 can be run as an online survey or in-house on your intranet by downloading the software. For further information on the options for your organisation please contact CPNI at [secure-tool@cpni.gsi.gov.uk](mailto:secure-tool@cpni.gsi.gov.uk)**