code42

EMPATHY FIRST
Departing Employees

Code42's Approach to Empathetic Investigations™ is a new way of conducting Insider Risk investigations rooted in presuming positive intent.

This approach empowers security teams to develop trust and build relationships with users so employees make safer and smarter decisions to keep data secure.

Your Departing Employee Took Sensitive Data

Lenny got another job offer and decided it was time for a change. Before he left to work for his new employer, he downloaded your company's product roadmap to his personal device. Suddenly, his two-weeks notice turned into a hope-you-didn't-notice. What next?

How to use this human-centric approach

Try this	Instead of that
1 CONNECT — "Hi! We noticed that a product roadmap was downloaded to your personal device. Did you mean to do that?"	"You moved a company file to a personal cloud account. That's against policy."
2 REASSURE — "Don't panic. We understand that folks make mistakes when we're moving quickly."	"There are repercussions for breaking security policy."
3 RECOVER — "Can I set up a call to help you reverse this?"	"We need a Zoom call with screen share to watch you put it back and delete it from your personal device."
4 EDUCATE — "We have secure ways to save and share data and it's all summed up in a short training lesson that I'm going to send to you. Please let me know when you've watched it so I can answer any questions you may have."	"Due to this action, you are being assigned our Security Policy training and are required to complete it within the next 10 days."

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