

HOW TO CONDUCT AN INSIDER RISK INVESTIGATION: Empathetic Investigations™



Code42's Approach to Empathetic Investigations™ is 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.

4 Steps to Empathetic Investigations: A Human-Centric Approach

1 CONNECT

Connect to understand. When an insider event happens, it's important to reach out to the employee to understand why the event occurred.

3 RECOVER

Recovery takes teamwork. Work with the employee to recover data.

Pro tip: video call with screen share can assure the security team that the event has been solved and offers help to the employee.

2 REASSURE

Reassure to support partnership and build trust. Most events can be reversed. Supportive language encourages honesty and quicker solutions.

4 EDUCATE

Education helps reduce future events. Provide guidance on the right way to take action in the future to avoid further investigation.

Benefits of Using Empathetic Investigations



IMPROVED
SECURITY
AWARENESS



INCREASED
POLICY
AWARENESS



BETTER
COMPANY
RISK POSTURE



QUICKER RESPONSE
TO DATA
EXPOSURE EVENTS

Build Trust within Your Organization

The goal of using this approach is to unite teams and ultimately build trust throughout the entire organization. It's no longer us vs. them but rather, "we". A more positive view on security within an organization creates awareness and keeps security and compliance top-of-mind.

