EMPATHY FIRST
Remote Users

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 employee uploaded sensitive data to personal email

Dave was running an errand and needed to send an earnings forecast to a trusted vendor. With a tight deadline and only his personal mobile device on hand, he mistakenly used his personal instead of work email. His quick trip to the cleaners turned into a messy data exfiltration event for the security team. What's next?

How to use this human-centric approach

	Try this	Instead of that
1 CONNECT	"Hi Dave, we noticed that you sent our earnings forecast using your personal email account. Did you mean to do that?"	"You sent a highly sensitive company file using a non-corporate email account. That's against policy."
2 REASSURE	"It's ok! We understand that folks make mistakes when we're in a rush to get the job done."	"There are repercussions for breaking security policy."
3 RECOVER	"Can I set up a call with you to help you remedy the situation?"	"You'll need to do a screenshare so we can watch you put it back and delete it from your personal email."
4 EDUCATE	"I'm going to send you a quick training video that deals with this exact situation with tips for the future."	"Due to your behavior, we're assigning you our Security Policy training that is required to be completed within the next 7 days."

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