

Sharing Permissions



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 made a confidential document public via share link

Devin needs her marketing vendor to review an outline of the release of your new product line. The public release date is months away, but Devin rushed to meet her deadline and set her file share setting link to "anyone with the link" so everyone would have access without issue. Devin's good intentions to move the project quickly accidentally made the document public. What's next?



How to use this human-centric approach

Try this

Instead of that

1 CONNECT

"Devin, we noticed that you changed the share setting on a file titled "New Product Release" to public. Did you mean to do that?"

"You made a highly confidential company file public. That's against policy."

2 REASSURE

"Don't worry. We understand that folks make mistakes."

"There are repercussions for breaking security policy."

3 RECOVER

"Can I set up a call with you to help you change the sharing permissions?"

"We need a Zoom call with screen share to watch you change it back and delete the public file."

4 EDUCATE

"I'm going to send you a quick training video to help explain our best practices for file sharing permissions. Please let me know if you have questions."

"Due to your behavior, we're assigning you our Security Policy training that is required to be completed within the next 48 hours."