

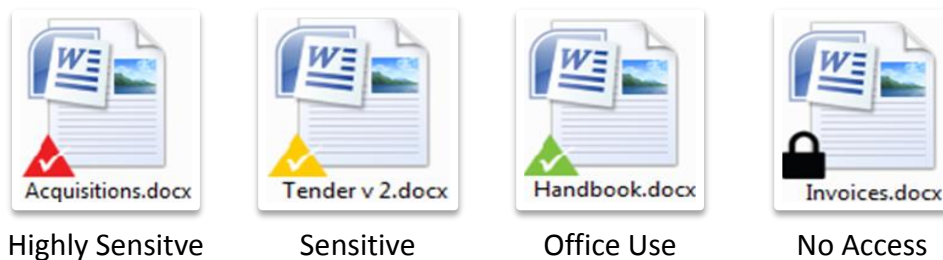
LACK OF ONGOING USER TRAINING AND INTERACTION RESULT IN SECURITY VULNERABILITIES AND NON- COMPLIANCE TO SECURITY STANDARDS

Handling sensitive information is a complex tasks which normally requires training and self-governance. If users are not properly trained or don't have a proper way to give feedback they will not learn the proper way and will not change their behaviour to address the security concerns. Unfortunately existing traditional security systems do not visually indicate whether information is sensitive and don't give a mechanism to the user to interact with the system in case they genuinely want to use the information. This rigid structure often results in users avoiding security just to get the work done.

1 SOLUTION: E-SAFE COMPLIANCE EDUCATES AND MODIFIES HUMAN BEHAVIOUR

1.1 VISIBLE SIGNALS ENSURE ONGOING EDUCATION AND ENSURE COMPLIANCE

e-Safe Compliance assists in improving the behaviour of users by educating the users on acceptable usage. e-Safe Compliance monitors user behaviour, and when misuse of **sensitive information** or **inappropriate behaviour** is found it displays warning messages to the user for guidance. For example sensitive information is clearly marked with triangles based on their sensitivity levels (displayed below). The visual representation ensures users are aware they are dealing with sensitive information with appropriate warning messages displayed when they miss handle the information.



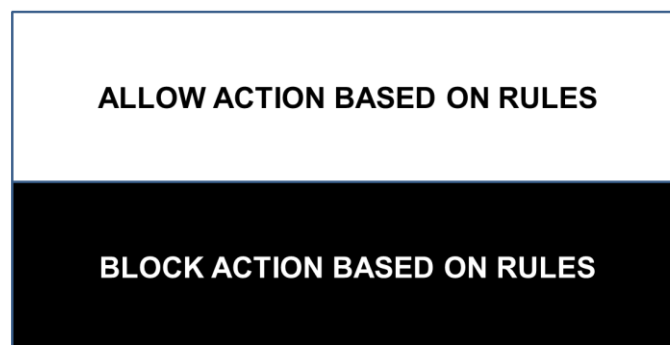
In addition to this, users are warned of any misuse of the company property by displaying a clear policy screen when logging into the company's PC. **This visible screen (displayed below) sends a clear customisable message to members of staff that this machine is monitored and thus acts as a perfect deterrent to prevent infringement of the company's IT policy.**



1.2 AUTOMATIC FEEDBACK MECHANISM TO IMPROVE MONITORING

e-Safe Compliance offers an easy way for users to give feedback and where authorised allows the user to **override a restriction by giving a reason**. Traditional security systems have two modes of operation: i) restrict document usage, and ii) allow document usage but monitor.

Approach Taken by Existing Solutions



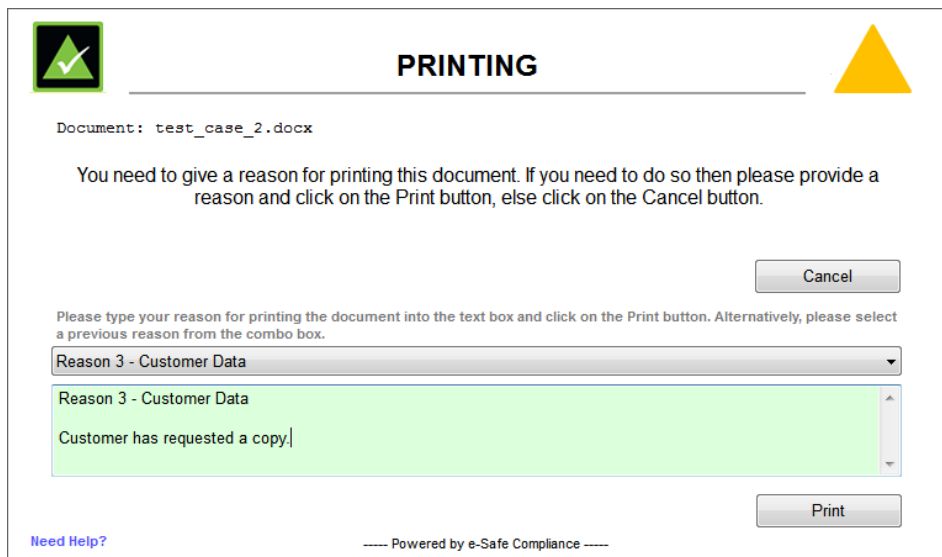
Rules need to be perfect all the time, even when business circumstances change.

Restricting document usage prevents users from doing their job, whilst just monitoring document usage results in the reviewing of a large number of incidents. e-Safe Compliance introduces a third way – “allow users to remove restrictions but require them to provide a reason for doing so”. By allowing authorised users to override restrictions the users are no longer prevented from doing their job. Further the reason is used to better tag the sensitive document in future, based on its usage. Most important the override and the reason given are reported directly to the document owner who will either accept, or choose to investigate if the behaviour is suspicious.

e-Safe Compliance Approach



A third option. Trust the employees to do the right thing but verify.

A screenshot of a software dialog box titled "PRINTING". The dialog box has a header bar with a green checkmark icon on the left and a yellow triangle icon on the right. Below the header, the text reads "Document: test_case_2.docx". The main body of the dialog contains the instruction: "You need to give a reason for printing this document. If you need to do so then please provide a reason and click on the Print button, else click on the Cancel button." There are two buttons: "Cancel" and "Print". Below the instruction, there is a text box with the text "Reason 3 - Customer Data" and a dropdown menu with the same text. Below the text box, there is a larger text area with the text "Reason 3 - Customer Data" and "Customer has requested a copy." At the bottom left, there is a link "Need Help?". At the bottom center, there is a footer "----- Powered by e-Safe Compliance -----".