

RSA[®]Conference2020

San Francisco | February 24 – 28 | Moscone Center

HUMAN
ELEMENT

SESSION ID: KEY-R09S

Hacking Stress in Cybersecurity Operations

Dr. Celeste Paul

Researcher
National Security Agency
@NSAgov



#RSAC

NATIONAL SECURITY AGENCY

SIGNALS INTELLIGENCE

Intercept and exploit foreign signals



&



CYBERSECURITY

Prevent and eradicate threats to
National Security Systems

WHAT IS **STRESS**?

Stress is a **physical** and **emotional** reaction to adverse events.

ACUTE Temporary 'fight or flight' response

EPISODIC Repetitive stress with little time to recover

CHRONIC Enduring situations with no sense of control

STRESS & MENTAL HEALTH

- Physical and mental
- Burnout and turnover
- Depression and anxiety
- Risky behavior
- Substance abuse



RISK FACTORS

- Relationship problems
- Loss/Grief/Bereavement
- Economic struggle
- Prior exposure to suicide and/or violence
- Chronic illness/pain
- Mental health issues
- Past suicide attempts
- History of substance abuse and/or addiction

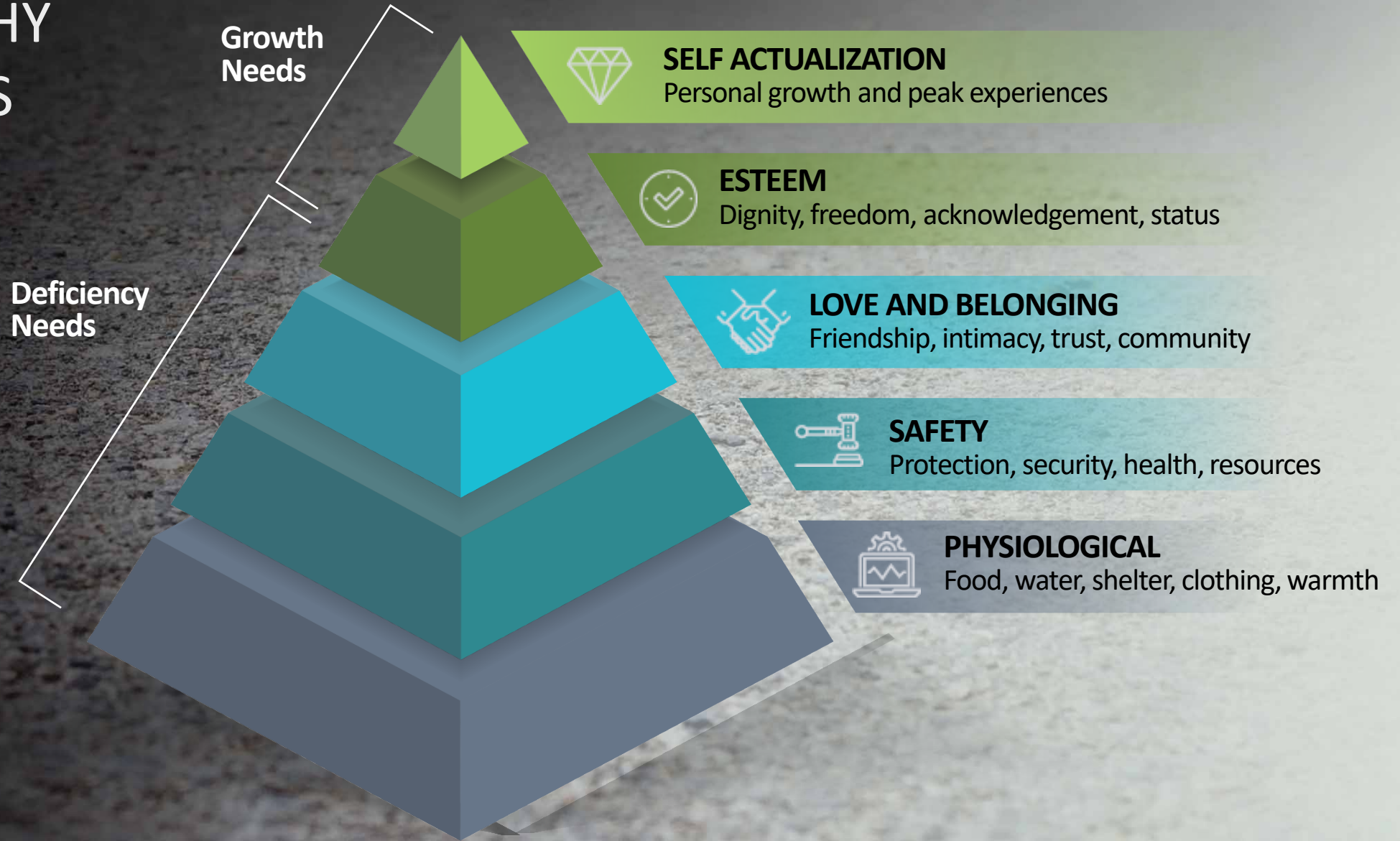
Source: Center for Disease Control (2016)

LOCUS OF CONTROL

A hand is shown in the foreground, placing a block onto a path of blocks that recedes into the distance. The path is made of rectangular blocks of varying heights, creating a series of steps. The background is a dark, textured wall. The lighting is dramatic, with strong shadows and highlights.

The extent to which a person feels that they have control over the outcome of events in their lives.

MASLOW'S HIERARCHY OF NEEDS



CYBER

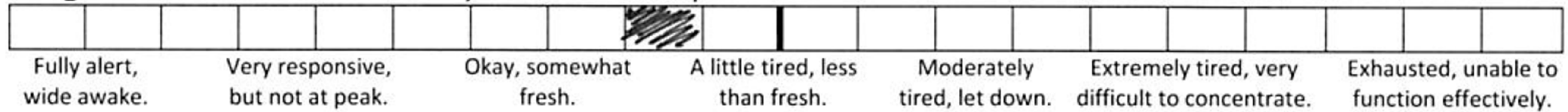
is HARD



HIGH RISK
HIGH REWARD



Fatigue: How awake or tired are you before the operation?

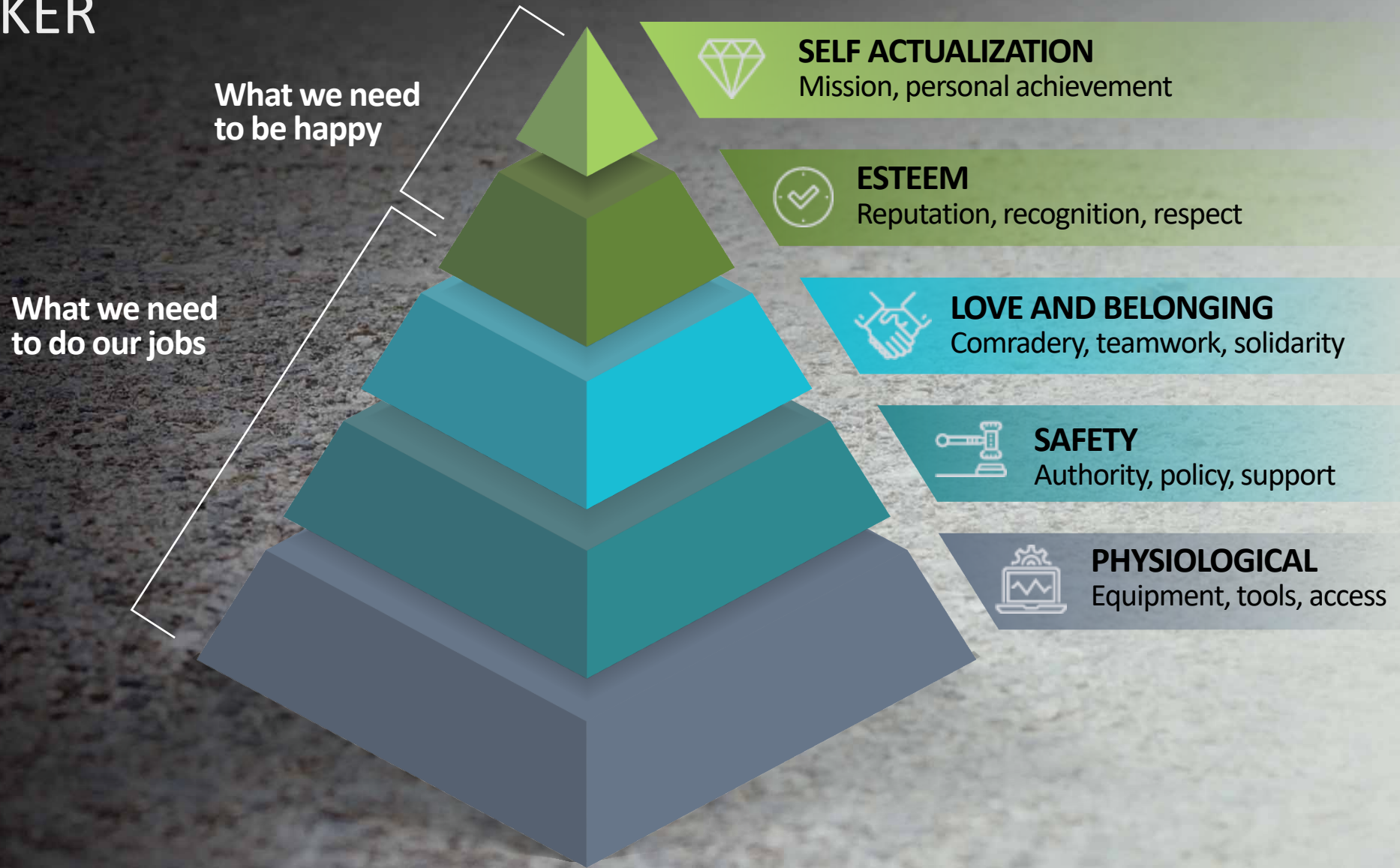


Frustration Level: How insecure, discouraged, irritated, stressed, and annoyed are you right now?



* Don't worry, they were fine once the op started

HIERARCHY OF HACKER NEEDS





How do we manage stress?



Hope

Three Mindful Breaths



Sensory Centering

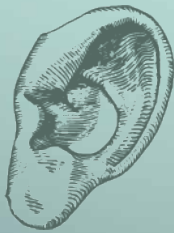
Acknowledge
FIVE
Things that you can see



Acknowledge
FOUR
Things that you can touch



Acknowledge
THREE
Things that you can hear



Acknowledge
TWO
Things that you can smell



Acknowledge
ONE
Thing that you can taste



Mental Health Crisis

Immediately call 911

Need to talk to someone?



Call — #711 or 1-800-273-TALK



Tweet — @800273TALK

Managing Stress at NSA

- Employee Assistance Services
- Civilian Fitness Program
- Mindfulness Program
- Mentoring Program



What you can do now

A photograph of a woman with dark hair pulled back, wearing a light-colored button-down shirt with a small star pattern. She is smiling and looking towards another person whose back is to the camera. They appear to be in a meeting or conversation. The background is a bright, out-of-focus indoor setting.

Individuals & Teams

- Practice Mindfulness
- Check-in with each other

Organizations

- Empower your workforce
- Value work-life balance

Cybersecurity Community

- Be Kind

Cybersecurity is a
TEAM EFFORT



nsa.gov/cybersecurity