

Workplace Violence and IT Sabotage: Two Sides of the Same Coin?

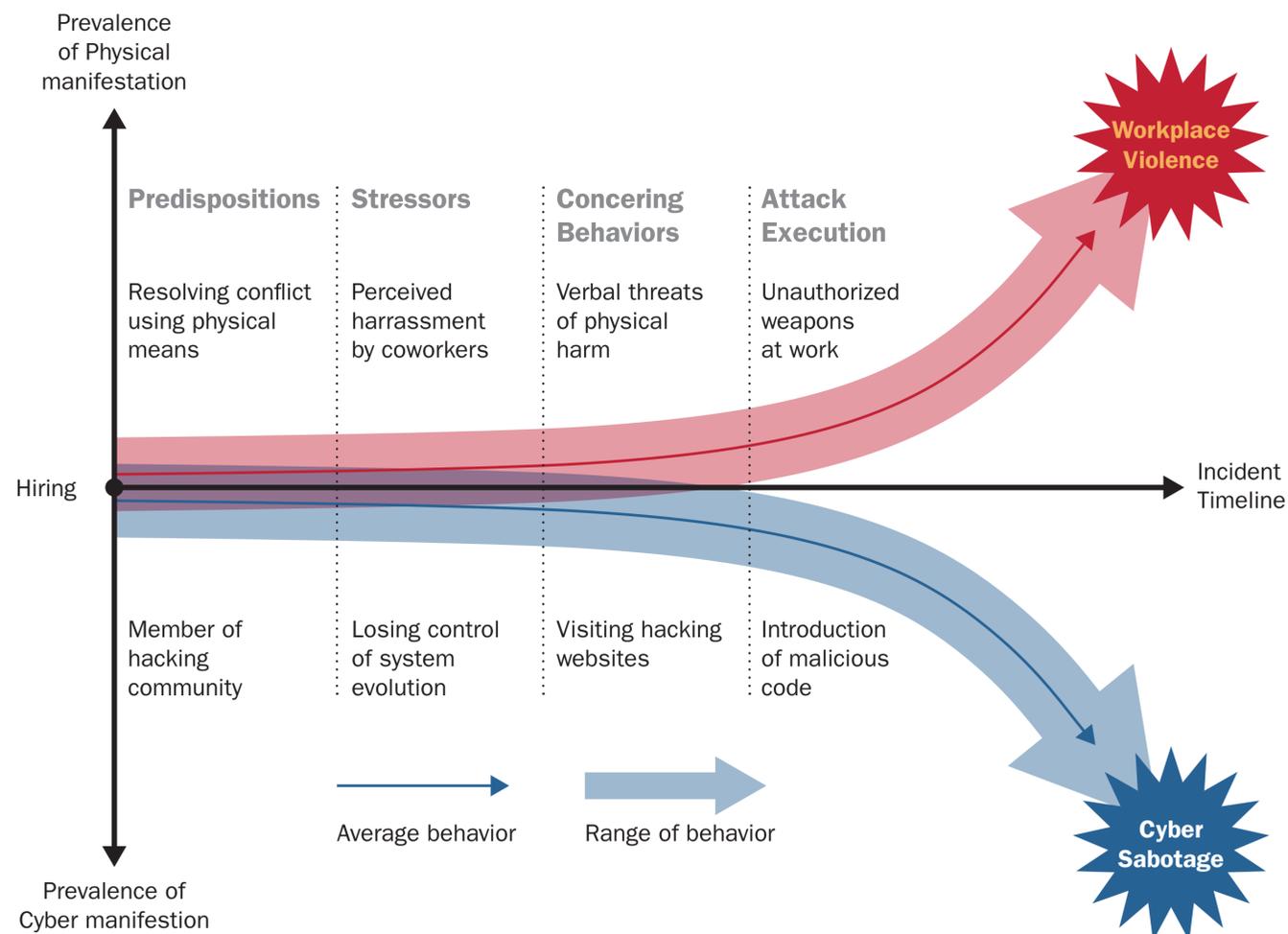
We set out to Determine if coherent, integrated, and validated indicators for Insider Workplace Violence (WPV) and Insider Cyber Sabotage (ICS) can be identified.

Reason: If there are common indicators organizations may be able to develop socio-technical controls that prevent, detect, and help respond to both threats without identifying which crime will eventually be committed.

Approach: Collect, code, and analyze cases of WPV and compare them to cases of ICS in the CERT Insider Threat Center's corpus.

Coding & Analysis

We coded WPV & ICS cases for personal predispositions, stressors, concerning behaviors, problematic organizational responses, and the hostile act to identify a common incident pathway.



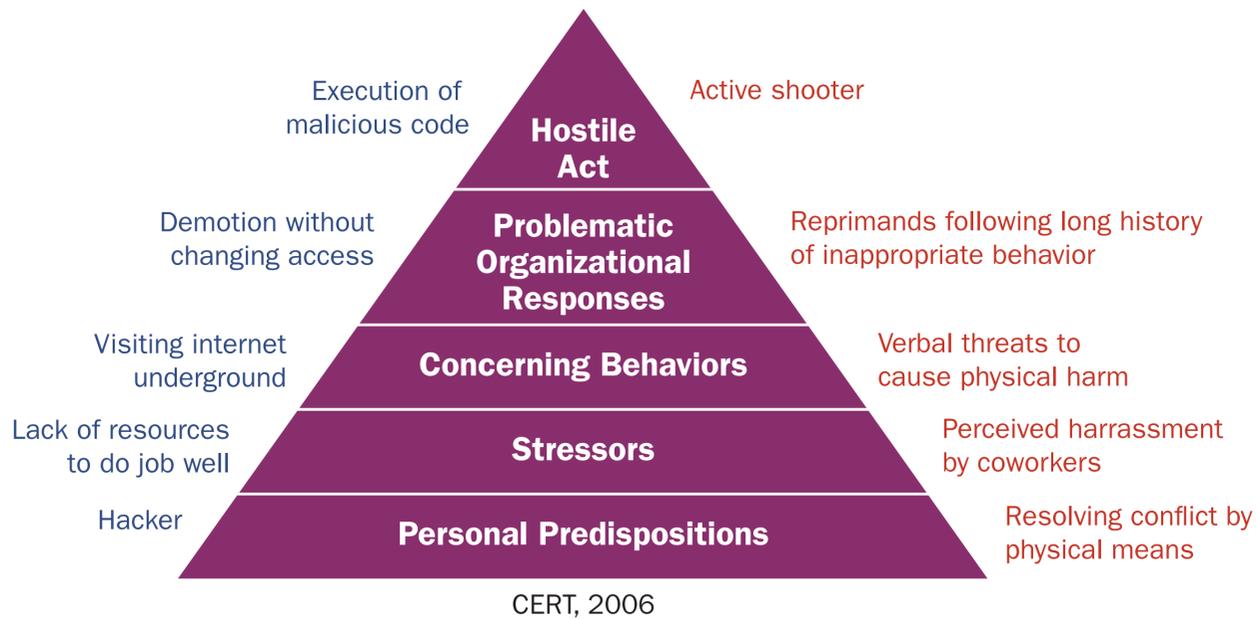
Coding for Stressors.

The clearest commonality between all the coding factors were the categories of stressors that the perpetrators experienced. These were coded into six major categories: personal, financial, mental health, work, relationship, and work relationship. Two areas that were significant in both WPV and ICS were work and work relationship stressors; two areas that organizations could have the greatest influence over.

Stressor Definitions

Personal	Self-esteem, confidence, insecurity, nervousness, disagreeableness, etc.
Financial	Debt, insufficient income, loss of bonus/promotion/raise
Relationship	Family, friends, enemies (not workplace related)
Mental Health	Clinically diagnosable issues (even if not diagnosed at the time they were observed)
Work	Job security, performance, unmet expectations, disgruntlement (with co-workers, supervisors, or the organization)
Work Relationship	Aggression, disagreements, bullying, isolation, inability to form cohesive work relationships due to personality

WPV & ICS Incident Pathway

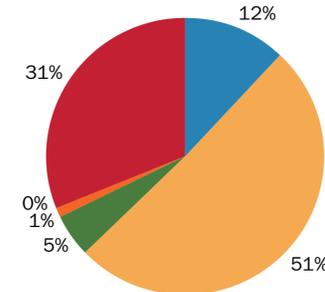


WPV and ICS Pathways

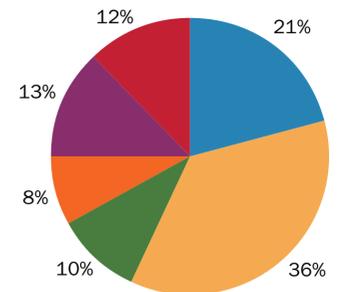
The pathways were most common in areas of predispositions and stressors. Concerning behaviors was usually the earliest point where organizations might be able to determine if a hostile act might manifest as WPV or ICS.

Comparing Stressors for ICS & WPV

Stressors for Insider Cyber Violence



Stressors for Workplace Violence



■ Personal
■ Relationship
■ Financial
■ Mental Health
■ Work Relationship