

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

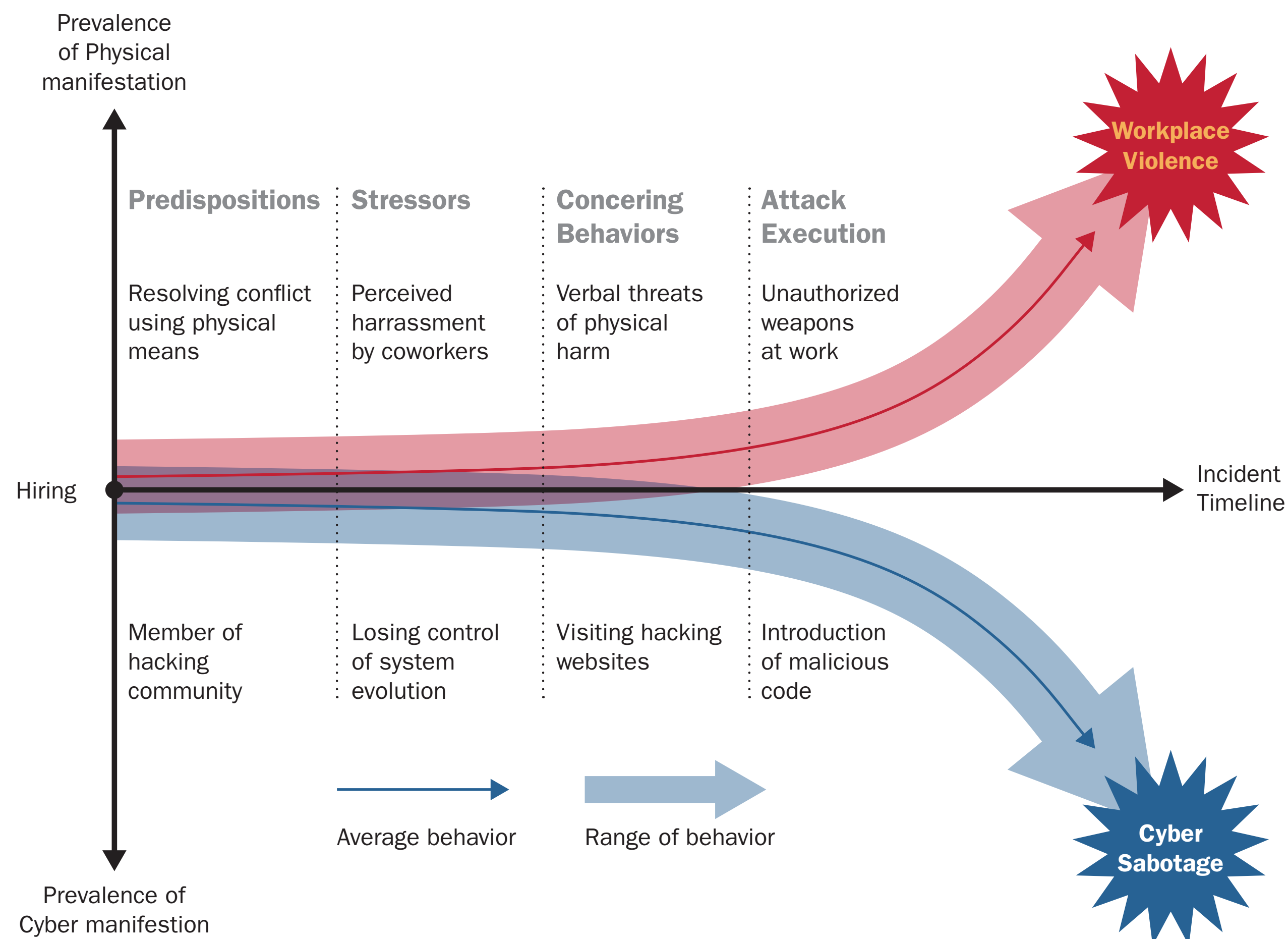
We set out to Determine if coherent, integrated, and validated indicators for Insider Workplace Violence (WPV) and Insider Cyber Sabotage (ICS) can be identified.

**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.



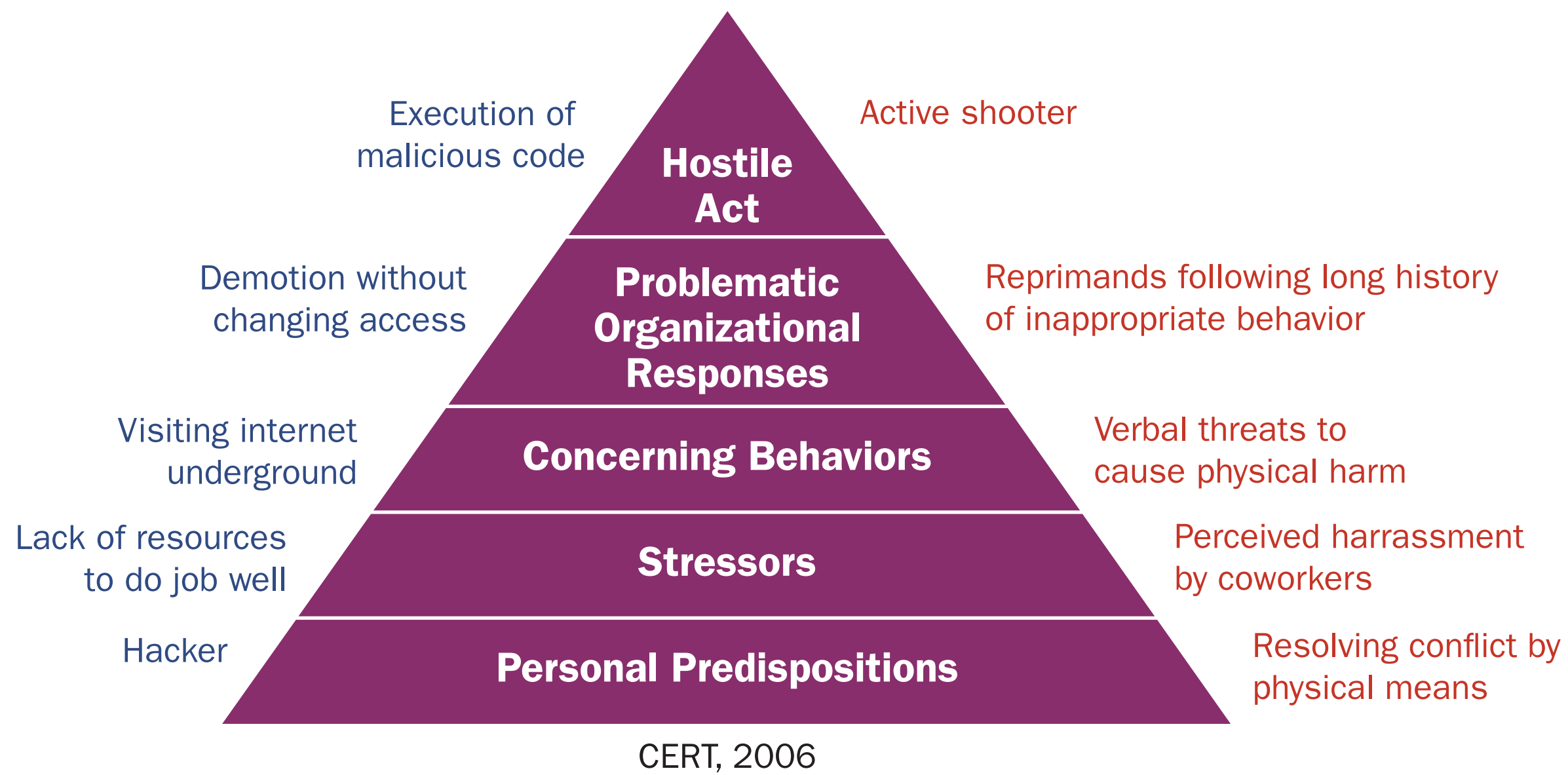
### Coding for Stressors.

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

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

## WPV & ICS Incident Pathway



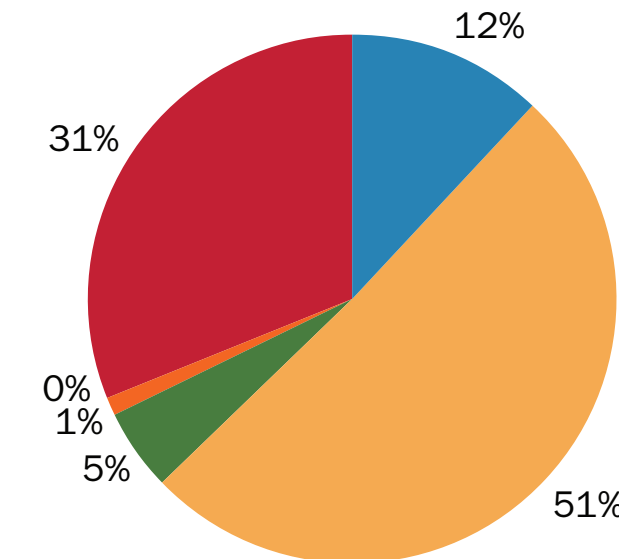
Key: ICS WPV

### WPV and ICS Pathways

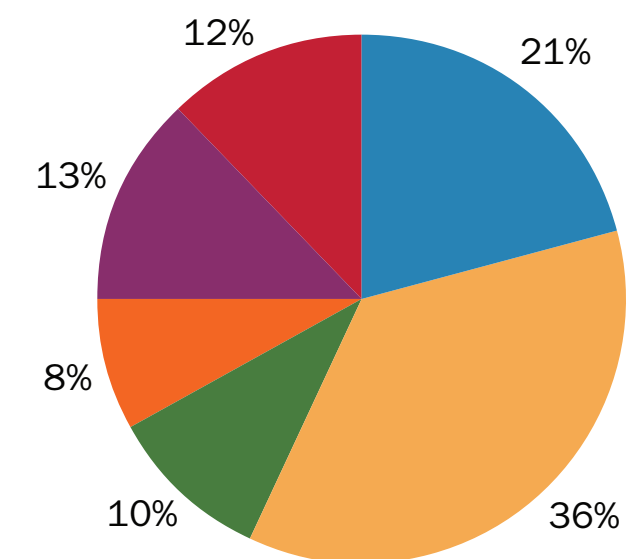
The pathways were most common in areas of predispositions and stressors. Concerning behaviors was usually the earliest point where organizations might be able to determine if a hostile act might manifest as WPV or ICS.

## Comparing Stressors for ICS & WPV

Stressors for Insider Cyber Violence



Stressors for Workplace Violence



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