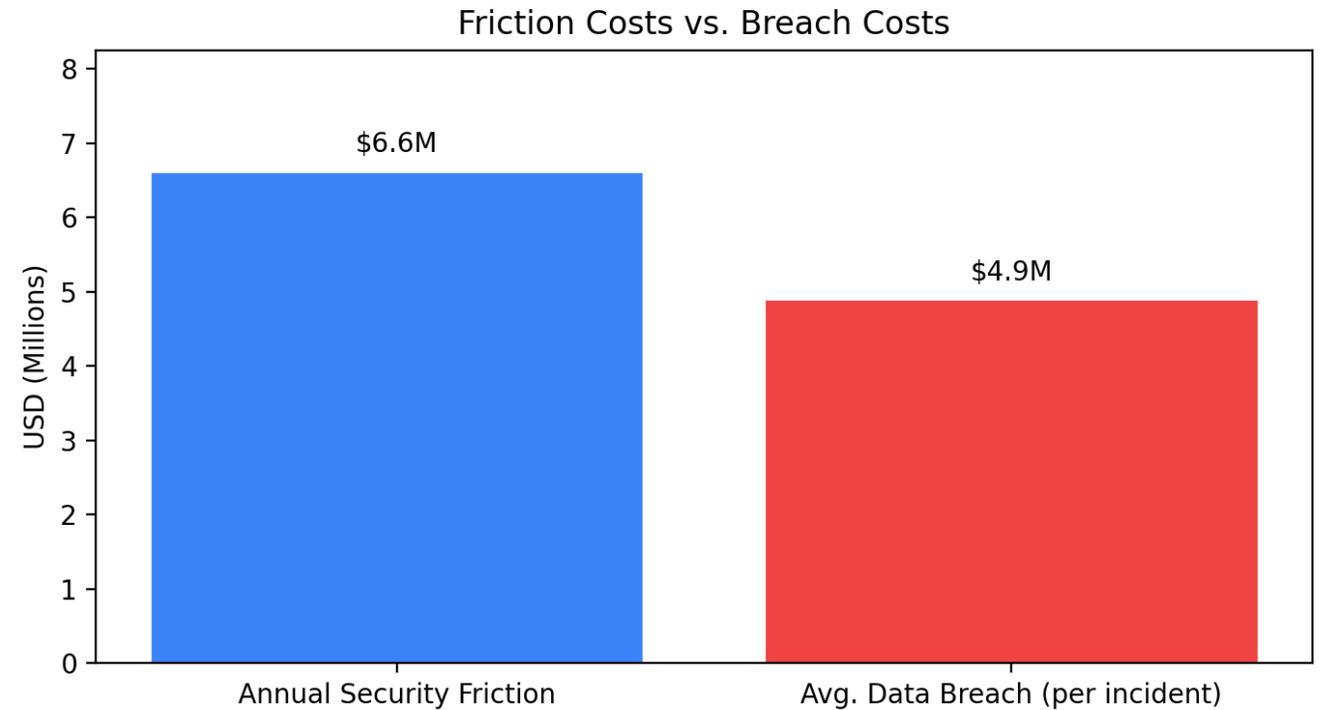


Cloud Security That Works for People: Balancing UX and Protection

Didar Chy - Information Technology Security
Architect - Reserve Bank of Australia

The \$10 Billion Friction Problem

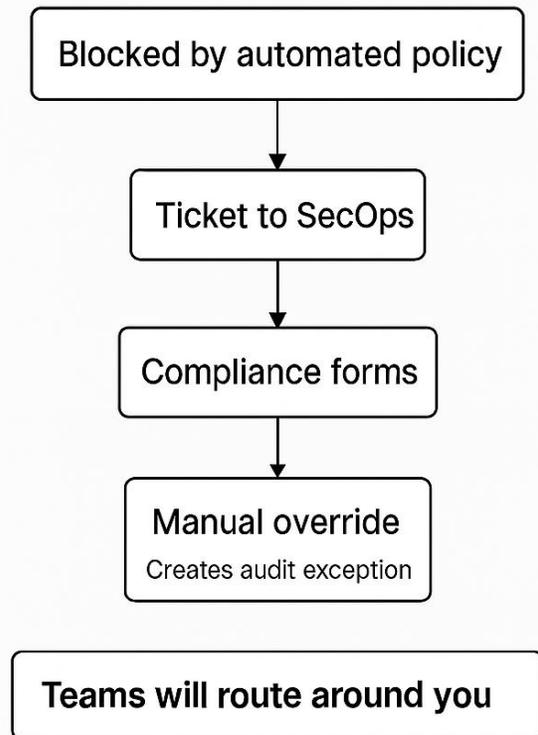
- Bad Security UX Costs More Than Breaches
- **Key Data Points:**
 - **Gartner Research:** "By 2027, 50% of enterprise cybersecurity leaders will have tried unsuccessfully to use outdated control frameworks to manage cloud risk."
 - **EY Cybersecurity Survey:** 56% of organizations say security controls are "a barrier to innovation and digital transformation"
 - **Carnegie Mellon SEI Study:** Security friction causes **83% increase in shadow IT projects**



Assumptions: 10,000 employees; \$60/hr loaded cost; 11 hrs/employee/year waiting for access.
Sources: IBM Cost of a Data Breach 2024 (avg \$4.88M); SailPoint 2023 (via Avatier) 11 hrs/year waiting for access.

The Developer's Breaking Point

The Friction Spiral

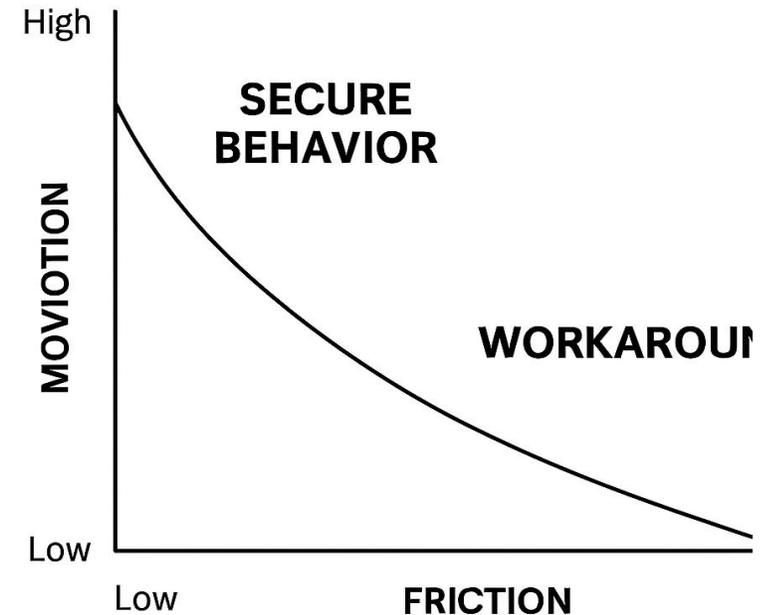


- **Headline:** "I Just Need to Fix This Bug..."
- **The Reality Check:**
 - **Blocked** by automated policy (5 mins → 5 days)
 - **Ticket** to SecOps (Average: 3.2 days for response)
 - **Compliance forms** (42 fields to complete)
 - **Manual override** (Creates audit exception)
- **MIT Human-Computer Interaction Lab Finding:** Each additional security step reduces compliance by **37%**
- **Visual:** Simple flowchart showing the friction spiral

The Psychology of Secure Behavior

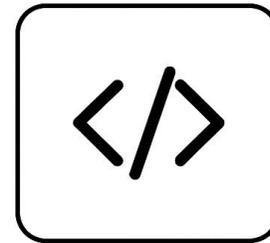
- **Headline:** Why People Bypass Security (It's Not Laziness)
- **Research Insights:**
 - **Gartner:** "Employees don't reject security controls because they're 'lazy'—they reject them because they're trying to do their jobs efficiently."
 - **Stanford Persuasive Tech Lab:** Systems with high "cognitive load" see 4x more workarounds
 - **University of Cambridge Study:** When security requires more than **2 extra steps**, adoption drops below 15%

Motivation vs. Friction

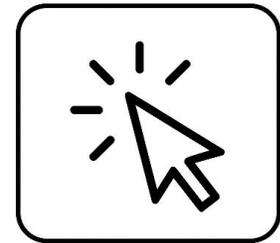


Strategy 1: Secure by Default, Invisible by Design

-
- The Golden Path Strategy
 - **How It Works:**
 - Pre-approved templates in dev portal
 - Infrastructure-as-Code guardrails
 - Auto-remediation for common misconfigurations



**Build from
scratch**



**Click and
deploy
securely**

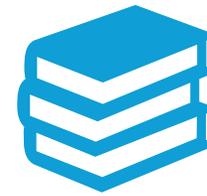
Strategy 2: Just-in-Time Intelligence



**From Standing Privileges to Safe
Autonomy**



The Data-Driven Approach:



**University of Maryland
Research: Reducing permanent admin
access cuts insider threat risk by 78%**

Strategy 3: Intelligent, Contextual Alerts



From Noise to Signal



The Problem: Security teams waste 40% of their time on false positives (EY Research)



The Solution:



Carnegie Mellon SEI Finding: Contextual alerts improve response time by 67%

The Business Impact: Numbers That Matter



When Security Works for People



Before & After Metrics:



EY Finding: Companies with high-security UX adoption have 3.2x faster cloud migration

Practical Strategies for Leaders

- **1. Design for the 80%, not the 0.1% edge case**
- **Most cloud security tools are built for experts, not everyday users.**
- **2. Replace complexity with opinionated defaults**
- **Misconfigurations are the #1 cause of cloud breaches.**
- **3. Use progressive disclosure**
- **Show advanced controls only when needed.**
- **4. Build security into CI/CD pipelines**
- **Shift-left reduces friction for developers.**
- **5. Provide contextual, human-readable alerts**
- **Alerts should guide action, not create panic.**

Your 90-Day Action Plan



Start Small, Scale Fast



Phase 1 (30 Days):

Map one major friction point
(access/deployment)

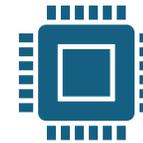
Create one "golden template"



Phase 2 (60 Days):

Implement JIT for one critical
system

Tune alert noise by 50%



Phase 3 (90 Days):

Measure: Developer satisfaction
+ security coverage

Expand to next team

The Ultimate Truth About Cloud Security

- People Are Not Your Weakest Link
- **Big Idea:** People are your **first and last line of defense**
- **Call to Action:** Build security that people want to use

- **Research**
Insight: Organizations that prioritize security UX experience **60% fewer major incidents** (Gartner)

Q&A

Please Contact

Didar Chy

[Didar Chy | LinkedIn](#)