

# CYBERSECURITY

## Managing the Human Element



***Moderator:***

*Micaela LeBlanc, CM, P.E.  
Division Director, IMTG  
Los Angeles World Airports*


***Speaker:***

*Bryan Mills, Director  
Cybersecurity, ServiceTec  
Airport Services Intl*

***Speaker:***

*Lorena de Rodriguez  
President  
SSI, Inc.*

## ***THE HUMAN ELEMENT TO CYBERSECURITY***

**ACI-BIT members, these terms need to be added to our discussions on Airport Cybersecurity.** 

- CyberHumint
- SENDS
- Attack surface –how wide is yours
- Cyber hygiene
- Human response time to incidents
- Holistic Cybersecurity
- Human based-firewall
- Malicious insider vs. clueless insider
- Change detection mechanism (change of habits, change of schedule, anomalies, etc.)



**PRESENTER**

***Lorena de Rodriguez, President  
SSI, Inc.***

- Began in aviation working in airline ramp and customer service
- Created participatory workshops and programs for aviation companies and airports.
- 2004, Founder of company Safety & Security Instruction, Incorporated ( SSI, INC)
- Writer of airport security program revisions, ARFF program reviews, and SMS programs
- Serves as the 2014-15 ACI-NA World Business Partners Associate Board chair
- Serves on the Board of Airports Consultants Council
- ACI Executive Leadership program at Concordia University
- Master of aviation management from Embry-Riddle Aeronautical University
- Adjunct faculty member at Emory Riddle Aeronautical Univ.
- Instructor for the ACI World Global Training program, conducting security and safety classes in Korea, Panama, Dubai, and Switzerland



**PRESENTER**

***Bryan Mills  
Director of Cybersecurity  
ServiceTec  
Airport Services Int'l***

- Read Economics and Law at Cambridge
- Briefly served in the Diplomatic Service,
- Experienced manager of IT service companies in the UK, the Netherlands and other European countries.
- Co-founded CMG (Computer Management Group) in 1964 where he held the positions of Chairman and CEO, for 17 years.
- Active in the Irish software and services industry.
- In 1984 he became a director and subsequently UK chairman of F International.
- Set up Pi Holdings by acquiring several IT service companies
- Joined ServiceTec in 1996 as a consultant, shortly becoming a director and then Chairman.
- Leading the creation of ServiceTec Airport Services International, culminating in the approach to the cybersecurity market.
- Founded and was first President of the Computer Services Association (now Intellect),
- Was a very early Liveryman of the Worshipful Company of Information Technologists and Freeman of the City of London,
- Served as Vice-Chairman of the Industrial Participation Association
- Lives in Wimbledon for much of the last 50 years



[AHFE 2015 - Call for Participation](#)

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## Welcome

Dylan D. Schmorow, Ph.D.  
AHFE 2015 Scientific and Technical Advisor

I would like to personally invite you to attend the 6th International Conference on Applied Human Factors and Ergonomics (AHFE), including our 20 Affiliated Conferences.  
[Read more here](#)



## Keynote Address: How do Technologies Change Work and Organizations

Dr. Stephen R. Barley  
Richard Weiland Professor  
Co-Director, Center for Work, Technology and Organization  
Stanford University, USA  
[www.stanford.edu/group/WTO](http://www.stanford.edu/group/WTO)



[Read more here](#)

## AHFE 2015 Objective and Areas of Interest

You are cordially invited to participate in the 6th International Conference on Applied Human Factors and Ergonomics 2015 and the Affiliated Conferences, jointly held under one management and one registration, including:

- [1st International Conference on Human Factors in Cybersecurity](#)
- [1st International Conference on Human Factors and Systems Interaction](#)
- [1st International Conference on Human Factors and Unmanned Systems](#)
- [1st International Conference on Human Factors in Sports and Outdoor Recreation](#)
- [1st International Conference on Human Factors in the Oil, Gas, and Nuclear Industries](#)
- [1st International Co-Evolve Conference on Human Factors, Business Management and Society](#)
- [1st International Conference on Human Factors of Robots and Exoskeletons: Rehabilitation and Assistance](#)
- [1st International Symposium on Human Factors in Training, Education, and Learning Sciences](#)
- [2nd International IBM Symposium on Human Factors, Software, and Systems Engineering](#)

AHFE 2015 Proceedings  
Published and Indexed  
Elsevier ScienceDirect  
Proceedings



Exhibits provide state-of-the-art ergonomics products, systems and services for professionals, and researchers in the AHFE field. Organizations interested in exhibiting or advertising should contact the Advance Program and Exhibits Program at [exhibits@ahfe.org](mailto:exhibits@ahfe.org)

Exhibitors who have committed to exhibit at AHFE 2015 will be listed in the Advance Program, the Exhibits Program, and the Conference Proceedings which will be distributed worldwide.

To learn in depth information and techniques regarding Human Factors in CyberSecurity check out:

**6<sup>TH</sup> International Conference on Applied Human Factor and Ergonomics and the Affiliated Conferences  
July 26-30, 2015  
Caesars Palace  
Las Vegas, Nevada**

<http://www.ahfe2015.org/>

***Human Factors in Cybersecurity Conference***



Areas of interest include, but are not limited to, those listed here:

- Human Error and Awareness
- Cybersecurity Training
- Human Factors in Information Security Management
- Cyber Analytics Behavior and Resilience
- The Role of Human Error in Successful Security Attacks
- Social, Economic and Behavioral Aspects of Cyberspace
- Cyber Economics
- Cyber Physical Systems Security
- Cybersecurity Forensics
- Cybersecurity Competitions
- Cybersecurity Incident Response
- Cybersecurity Risk Factors
- The Threats of Inadvertent Human Error by Insider Mistakes
- Assessment and Evaluation
- Data Privacy Technologies
- Distributed Denial of Service Defense
- Distributed Environment for Critical Infrastructure Decision-Making
- Enterprise Level Security Metrics and Usability
- Identity and Access Management
- Key Insights to the Depth and Breadth of Cyber Security Threats
- Cyber Security Index
- Mobile Technology Security
- Process Control Systems (PCS) Security

## ***Human Factors in Cybersecurity Conference***

### ***July 26-30, 2015***

### ***Caesars Palace***

### ***Las Vegas, Nevada***



The banner features a night view of the Las Vegas skyline with the Caesars Palace Hotel prominently displayed. On the left, a logo for the AHFE International Applied Human Factors and Ergonomics Conference 2015 is shown, with the website www.AHFE2015.org. The main text on the banner reads: '6th International Conference on Applied Human Factors and Ergonomics and the Affiliated Conferences', 'AHFE 2015 • 26-30 July 2015', and 'Caesars Palace Hotel, Las Vegas, Nevada, USA'.

Affiliated Conferences		
Home	Applied Human Factors and Ergonomics (AHFE)	<b>Human Factors in Cybersecurity</b>  Our daily life, economic vitality, and national security depend on a stable, safe, and resilient cyberspace. We rely on this vast array of networks to communicate and travel, power our homes, run our economy, and provide government services. Yet, cyber intrusions and attacks have increased dramatically over the last decade, exposing sensitive personal and business information, disrupting critical operations, and imposing high costs on the economy.  The human factor at the core of cybersecurity provides greater insight into this issue and highlights human error and awareness as key factors, in addition to technical lapses, as the areas of greatest concern.
Deadlines & Instructions	Human Factors in Cybersecurity	
Submission	Human Factors and Systems Interaction	
Scientific Advisory Boards >	Human Factors, Business Management	
Preliminary Program >		
Tutorials		<b>Scientific Advisory Board</b>  <b>Co-Chairs:</b> <b>J. Lockett-Reynolds, USA</b> <b>K. Muse, USA</b>
Posters		
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