**PSR – Protective Security Requirements**

**Accessible Transcript**

**3. Focus On Insider Threat**

**Visual**

**A background of light green, aqua, navy and orange geometric shapes. Within the light green panel, orange text reads ‘It happens here.’ Beneath that, navy text reads ‘Managing the insider threat to your organisation.’ Beneath that, the navy and aqua logo for PSR – Protective Security Requirements. The navy geometric panel sweeps across the screen. A pair of hands type on a computer keyboard. In a black strip, text reads ‘Insider threat guidance – part three.’ The black strip flips to become an aqua strip with text reading ‘Focus on insider threat.’ The coloured geometric panels swipe across the screen. A woman, Rebecca Kitteridge, Director General, NZ Security Intelligence Service & Government Protective Security Lead, sits at a table in an office. Laid out in front of her is a glass of water, a pen and papers. Rebecca’s brown hair is tied back, and she wears a white floral patterned blouse and a black jacket.**

**Audio**

(Rebecca): There could be people within your organisation who either, you know, deliberately or

because they're really careless are creating some threat to the valuable assets that you hold, such as information.

**Visual**

**Terry Newman, Principal Advisor Protective Security, NZ Transport Agency, sits at a table in an office. Laid out in front of him is a piece of paper, reading glasses and a pen. Terry has short brown hair and wears a light purple business shirt.**

**Audio**

(Terry): In order for somebody from outside the organisation to get in and do damage, they need to be able to enter our environment. That's both the physical environment and the virtual environment.

**Visual**

**In an office, Terry approaches a closed door next to an oblong aquarium. He pulls out a dark grey key fob on a retractable cord and holds it to a key panel with a red lit strip on it. Having triggered the unlocking of the door, Terry pushes it open.**

**Audio**

(Terry): But for somebody that already works inside the organisation, they've already got authorised access to the virtual and physical environment, and that's more difficult for us to control that than the mitigations that we can put in place to prevent an outsider from gaining access.

**Visual**

**A woman with short brown hair wears a charcoal top and has a pounamu around her neck. She stands at a reception desk, talking with a woman seated behind the desk. The woman who is standing is Mary-Anne Crompton, Chief Security Officer, Ministry Of Foreign Affairs & Trade. She sits in front of a background of wooden Māori carvings and black and white geometric patterns.**

**Audio**

(Mary-Anne): As New Zealanders, I think when we form friendships, they are very strong. People who want information are often skilled at trying to develop those relationships as another way of trying to either access premises,... get information and get people into a position where they're in so deep, they can't find their way back out.

(Rebecca): I think it's maybe a little bit contrary to our culture, that we don't really want to think about this with our colleagues, but we really need to.

(Terry): And some people don't just do harm maliciously. Sometimes it can happen accidentally.

**Visual**

**Smiling, Terry takes a seat at a desk in an open-plan office and begins typing on a keyboard. He starts entering a password to unlock his computer. Terry puts documents into an orange plastic document holder. He then talks with another man at a table.**

**Audio**

(Rebecca): They don't realise that the kind of poor security practice that they've got is creating real risk for their organisation. And so you see it with people who may have really weak passwords or they might just be leaving documents out.

(Terry): Sometimes we cut corners. Sometimes, 'The rules don't apply to me.' Mishandling information just because you don't understand how to handle it properly.

(Rebecca): They're not thinking about it, and actually, what they're doing is creating some really significant risk for their organisation.

(Mary-Anne): We hear about the big cases - Snowden and Manning and others around the world - but why would we think that we don't necessarily have one of those?

**Visual**

**Mary-Anne sits down at a meeting room table with a man and a woman. She turns the pages of a bound book in front of the trio. A heading on one of the pages reads ‘If a bomb threat is received by phone.’**

**Audio**

(Mary-Anne): We're a really innovated country. We have information from others who share with us

as trusted parties, and therefore, we have vulnerabilities.

(Rebecca): I do understand that in New Zealand, we've got quite a long tradition of being a very safe and secure country, and I think to some extent, we're a little bit complacent or we haven't had enough information to really understand that this is a real thing. But I can really tell you that there absolutely is this issue of insider threat happening both in the public and in the private sectors, and we just want to make sure that people understand that. It's known to happen in other countries, and I know that it does happen here.

**Visual**

**The coloured geometric panels swipe across the screen. On a light green background, the navy and aqua logo for PSR – Protective Security Requirements. Beneath that is the logo for the New Zealand Government.**

Accessible transcript by Able.

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