

Culture Metrics

Metric Name	What Is Measured?	How Is It Measured?	When Is It Measured?	Who Measures?	Why this is Being Measured
Culture Survey	<p>Your workforce's shared attitudes, perceptions and beliefs about cybersecurity. Key elements to measure include what people think about . . .</p> <ul style="list-style-type: none"> * The Security Team * Security Policies * Security Training * Leadership 	Survey (Likert Scale)	Annually or every other year	Security Team or Human Resources	Similar to an Engagement Survey, but measuring attitudes towards cybersecurity. Good for broad understanding of the organization and can quantify the data (Likert scale).
Focus Groups	Your workforce's shared attitudes, beliefs and perceptions concerning cybersecurity	Focus Groups	Quarterly or Annually	Security Team or Human Resources	Bring a group of employees together and interact with them to better understand their thoughts and concerns towards cybersecurity. Very valuable in helping to better understand and identify the cause of any problems identified by the Security Culture survey. This data will be hard to quantify but give indepth understanding of the target group or issues identified in the survey.
Interviews	Your workforce's shared attitudes, beliefs and perceptions concerning cybersecurity	Individual Interviews	Quarterly or Annually	Security Team or Human Resources	Similar to focus groups but more of at an individual level.
Interactions	Your workforce's shared attitudes, beliefs and perceptions concerning cybersecurity	Monitoring communication channels, such as in Slack, Yammer or other Social Media feeds	Continously	Security Team	Sometimes the best way to understand peoples attitudes and beliefs is to monitor how they interact with each other.
Security Engagement	Number of requests the security team gets to do security briefings for other business units or teams or requests to assist in projects	Tracking by the security team	Monthly	Security Team	As your workforce grows in its trust of and perceived value of the security team and cybersecurity in general, you should see more and more groups within your organization initiating contact with your security team or requesting for more cybersecurity information.
Security Team NPS Score	Your organizations shared attitudes, beliefs and perceptions concerning the security team.	Asking people how likely they would recommend the security team to their peers.	After any interaction with the security team	Security Team	NPS (Net Promoter Score) is a well known and established way to measure an entity's brand. This is a very simple way to measure the brand of the security team and communicate that score to leadership in business terms. The security team is one of the biggest drivers of your security culture, as such this is a key metric to track.