IT Security Training and Awareness in the Multigenerational Workplace

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Abstract

For many organizations, increased cybersecurity training and employee aware-ness building have already played an increasingly significant role in their cyber-security strategies as a means of ensuring their policies are being followed, yet such organizations tend to offer generic, "one size fits all" training and awareness packages that do not sufficiently recognize important differences among employees. Among these are differences in attitude and outlook associated with generational cohorts. Through an examination of how these cohorts view various fac-tors that influence cybersecurity awareness, as well as the cohorts' receptivity to different training methodologies, organizations can exploit generational characteristics to maximize the effectiveness of cybersecurity training for Baby Boomers, Generation X, Millennials, and imminently, Generation Z. A clear understanding of the intrinsic relationship between end-users and cybersecurity technology can help cybersecurity professionals act effectively to protect organizations' critical IT infrastructure. Such effectiveness is more important than ever now, as sudden, massive increase in teleworking brought on by the COVID-19 pandemic, as well as the security challenges associated with this shift, will undoubtedly outlast it.

Index terms: Generations, Cyber Security, Information System Security, Insider Threat, Non-malicious Security Violations, Malicious Security Violations, IT Training and Awareness

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