



## *Center for Cybercrime Studies*

*presents*

Addressing the Digital Divide in Security:  
Measuring and Intervening in User Security Behavior

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Time: 1:40 – 2:40 pm

Math & CS Conference Room (6.63.37), 6<sup>th</sup> Floor, New Building

Abstract: Security advice is everywhere. There are novel length authoritative guidelines from organizations like US CERT and McAfee, in addition to the information passed along by friends and family. Yet nearly half of Americans report at least one significant online safety incident, such as identity theft or having an account compromised. In this talk, I will describe the results of a series of qualitative and quantitative studies in which I find a strong relationship between users' advice sources and their likelihood of reporting an online incident. Further, I find the first evidence of a "digital-security divide," in which lower-skill and less-educated Americans encounter and apply authoritative advice less frequently than their more-skilled, more-educated neighbors. Taken together, these results and the high rate of online victimization suggest a security-education ecosystem in crisis: unable to help most Americans, and especially those with the least resources, effectively defend themselves from digital crime.

Bio: Elissa Redmiles is a Ph.D. student at the University of Maryland in Computer Science. Her research focuses on understanding and measuring users' security behavior and developing security education interventions for at-risk users. She is the recipient of an NSF Graduate Research Fellowship and a Facebook Fellowship. Prior to pursuing her Ph.D., Elissa held Marketing Management and Software Engineering roles at IBM and was a Data Science for Social Good Fellow at the University of Chicago.