

## Remote Working Burnout a Factor in Security Risk

Human error is one of the largest threats to the cybersecurity of an organization. As remote work continues, Canadian workers are reporting burnout, which can lead to more cybersecurity errors.

According to Microsoft's recent World Trend Index, Canadians are "trending more toward burnout" during the workday, with 47 per cent feeling exhausted versus 39 per cent globally, and 51 per cent feeling stressed versus 42 per cent globally. When organizations first transitioned to remote work at the start of the pandemic, security and IT teams tended to focus on protecting hastily installed remote work support systems. However, a year later, as systems become more secure, the risk for human error is more of a threat than ever.

### INCREASE IN STRESS AND DISTRACTIONS

In its Psychology of Human Error report, security firm Tessian found that stress, distraction and workplace disruption led to people making mistakes at work. In fact, 43 per cent of employees reported that they had made mistakes resulting in cybersecurity repercussions for themselves or their company while stressed or distracted.

### INCREASE IN SCAMS

According to a recent report by non-profit Anti-Phishing Working Group (APWG), there has been an increase in online phishing attacks targeting webmail and other cloud-based services since the start of the COVID-19 pandemic. Cybersecurity experts have warned that remote workers are particularly vulnerable to phishing scams.

### INCREASE IN DEMANDS

When remote workers are distracted, stressed or suffering from burnout, the cost can be detrimental to organizations. The average ransom demand in Canada has increased by 33 per cent since late 2019, to a current average of \$111,605. As online fraud and attempts to steal personal, financial and corporate information continue, it's more important than ever for organizations to increase cybersecurity awareness and address employee burnout.

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If you have questions specific to your business, or would like additional information on how to protect your business from cyber risks, please reach out to your local advisor.

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LET US HELP YOU MANAGE YOUR RISK

#### LOCATIONS

Edmonton: 1.800.665.5243

Calgary: 1.866.845.8330

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