CISO Summit

Thursday 9 July 2026

Chair

Professor Andy Clark
Content Advisor, The SASIG

Host

Simon Turner
Chief Security Officer, Which?

House rules

Respect others
The Chatham House Rule must be universally respected – please do not attribute anything shared today. Phones should also be turned to silent, though you are free to leave the room for calls if needed.

Take part
We welcome questions or comments – don't forget to introduce yourself when you join the conversation. Be sure to make five new friends throughout the day, too!

Get involved
Fancy taking to the stage yourself? Speak to the team or drop us an email. Don't forget to follow us on LinkedIn and share SASIG with your colleagues, too.

Upcoming webinars

The Next Insider Threat: Securing AI Agents, Machine Identities, and Hybrid Environments Using Behaviour Analytics
11am, Friday 10 July

Agentic SOCs in the age of Mythos - What it means for Vulnerability Management
11am, Friday 17 July

Fighting Financial Fraud (F3): Insight into a Collaborative Framework
11am, Tuesday 21 July

What's Hiding in Your Microsoft 365 Tenant Could Derail Your AI Plans
11am, Wednesday 22 July

View the full calendar at www.thesasig.com/events

Upcoming in-person events

An Evening with... Petra Velzeboer
Tuesday 14 July, London

ISACA Central & SASIG Leadership Conference
Thursday 16 July, Birmingham

Scotland SASIG
Tuesday 22 September, Edinburgh

Cybersecurity Awareness SASIG
Thursday 8 October, London

View the full calendar at www.thesasig.com/events

Where will cyber leaders be this September?

bigsasig

The flagship conference from SASIG Events

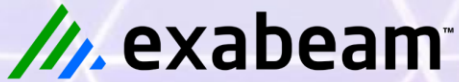
Wednesday 9 September, Central London

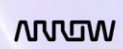
Apply to attend today to avoid disappointment...

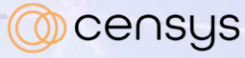
bigsasig.com

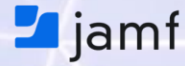
Our Supporters and Contributors

A special thanks to our Supporters, Contributors and all the speakers who share their expertise with us.









Have you got a minute?

We’d appreciate your feedback

Let us know what you thought of today’s event as well as any ideas you have for future SASIG events, using our short survey or commenting on our LinkedIn post.

We’ll display the below QR code on screen throughout the day which will be live at 11.30am – we’d be very grateful if you would share your views.

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Simon Turner
Chief Security Officer, Which?

Keynote presentation

Rocio Concha
Director of Advocacy, Which?

Panel session: Conscious Uncoupling for resilience?

Facilitator

Liz Murray Chief of Staff, The SASIG

Panellists

Gary Osborn Head of Information Security, Amnesty International
Ade Clewlow MBE Senior Advisor, NCC Group
Adam Boynton Enterprise Strategy Manager, Jamf

Tea, coffee & networking break

We'll be back at 11.30am

PLEASE SCAN HERE to share your thoughts on today's event so far…

When AI Gets Personal: Fraud Visibility, Nudges, and Compliance Together

Tim Ward
CEO & Founder, Redflags

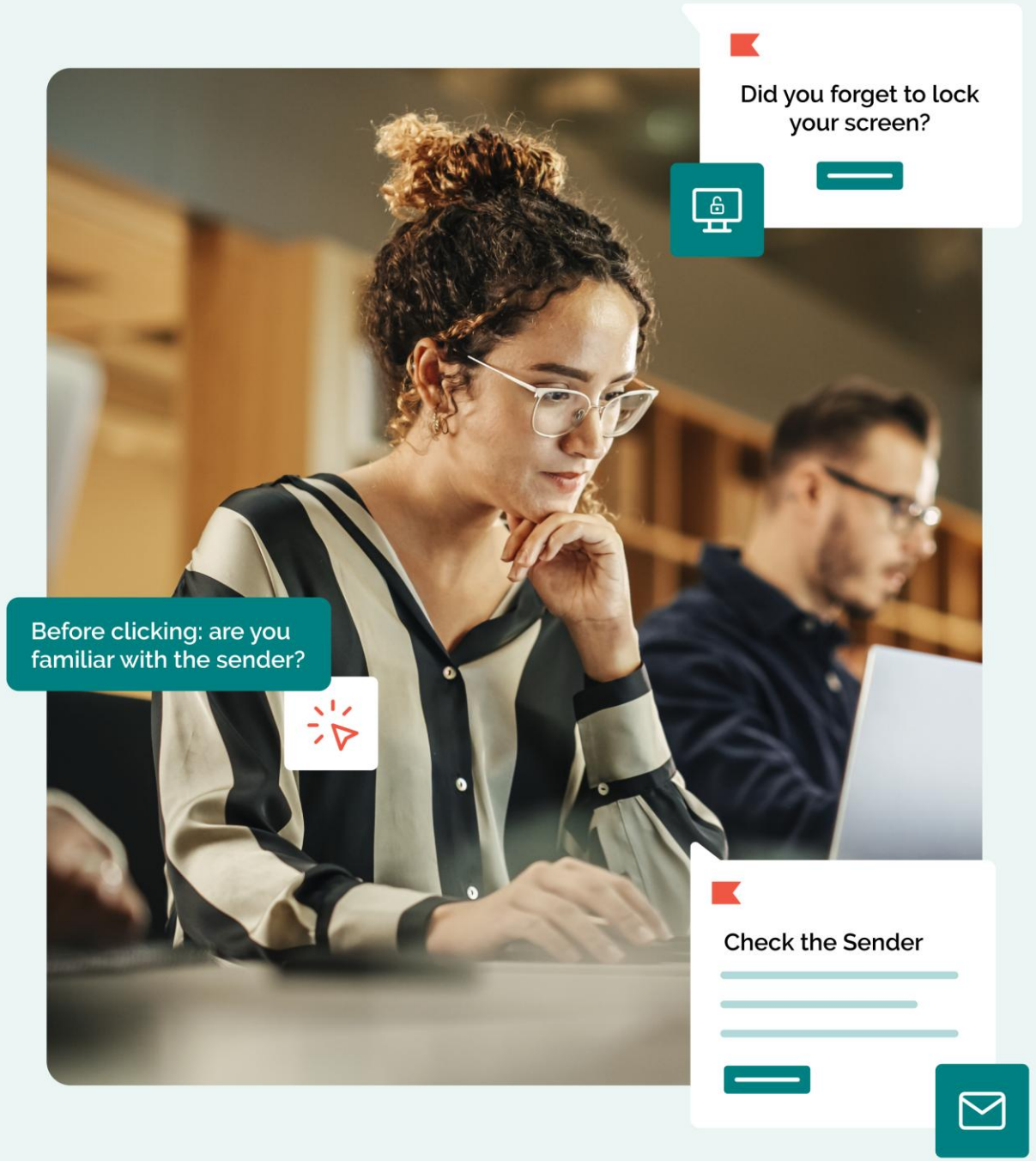
Redflags®

When AI Gets Personal

Bringing Visibility, Nudges, and Compliance Together.

Tim Ward

CEO and Co-Founder



AI, AI everywhere

The double-edged sword

AI:
The enabler

AI:
The Information Security Risk

What's the risk?

The old risks – on steroids

- Better phishing
- Better social engineering

The new risks

- Data leakage into AI
- Shadow AI
- Unmanaged local AI
- Over-trust

"The meeting of rapid technological change driven by developments in AI … is giving rise to a period of tumultuous uncertainty."

Richard Horne, CEO, UK NCSC, CYBERUK 2026

The security team challenges ?

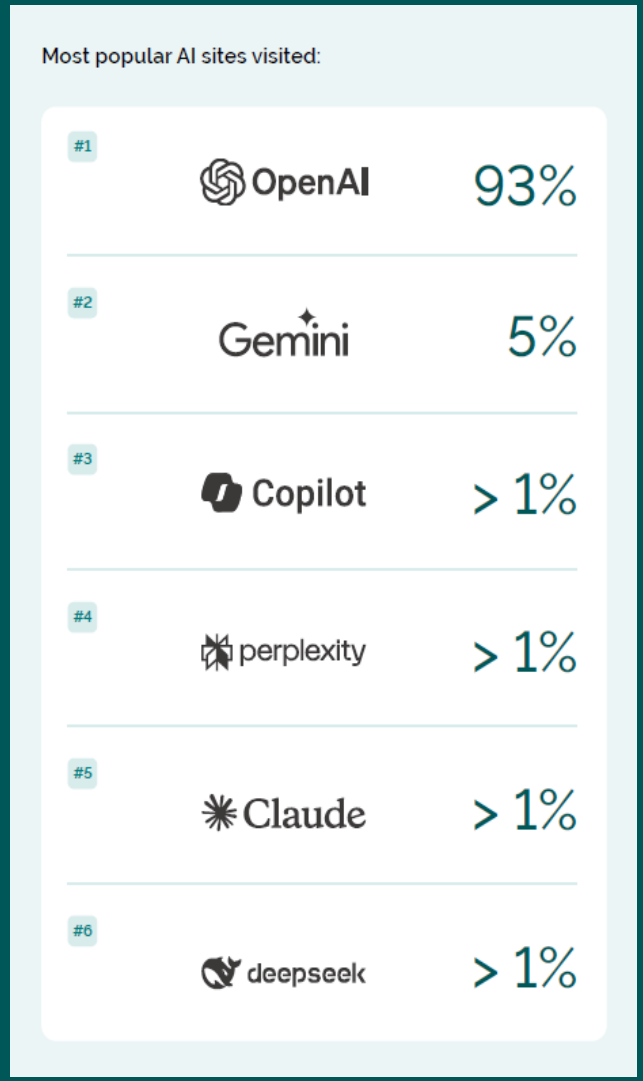
AI Visibility…. and then

Governance.

AI governance is evolving...

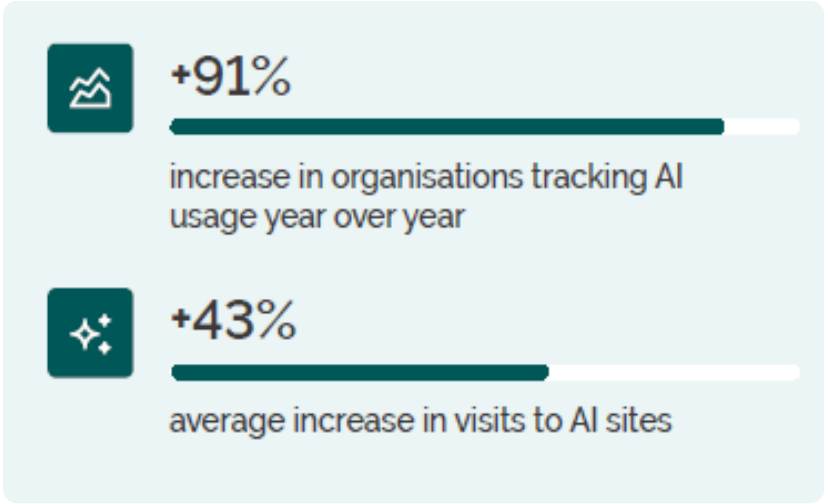
2023-2004: "Keep an eye on it."

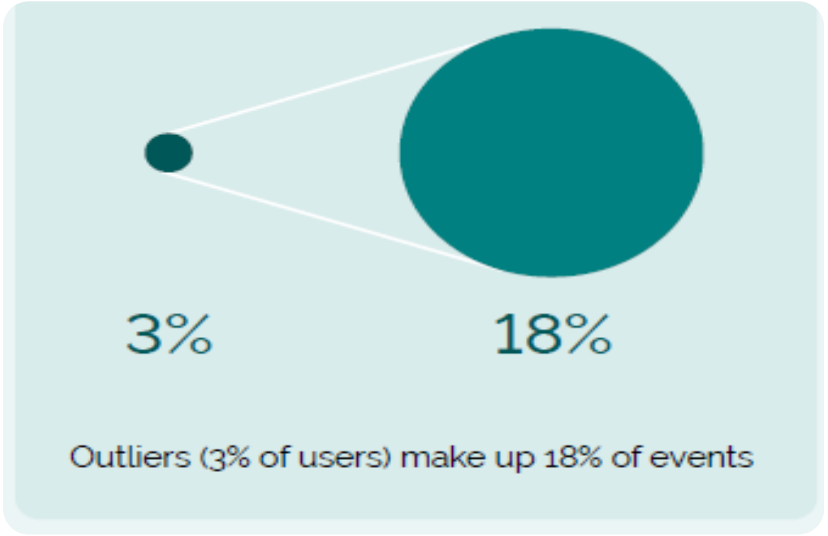
- Focus on "visits to AI"
- Larger organisations mainly
- Block or free reign?
- Limited number of sites being nudged on



2025: “Better focus on this.”

- Nearly double the interest in visibility
- More sites being nudged on
- Initial shaping of policy
- Approved tools – nudging towards and away
- Emergence of “power” users





2026: Pandora's box

- Hyper-speed developments (Claude Mythos & vulnerability exploits)
- Governance, ethics & data protection headaches intensify with agents
- Rapid development of new AI trackers and nudges as behaviours evolve: 100+ sites being tracked
- Block or allow? debate still ongoing
- Redflags trends showing mix of both

Version of AI tool 'too powerful for public' released to public

Anthropic suspends new AI tools over US government security concerns

And into the future?

- Agents as extension of attack
- Hyper-efficient social engineering
- Attacker-controlled agents – long, quiet recon campaigns
- Widening gap between out-dated businesses
- Will it be the same but faster?
- Or more novel attacks?

NEWS

UK critical systems at increased risk from 'digital divide' created by AI threats

New report warns that organisations unable to defend AI-enabled threats are exposed to greater cyber risk.

Where should we focus?

- Good **security fundamentals** are still key
- Attackers still **need context** to be perfect
- Attackers still need you or your employees to **step outside processes**
- Human behaviour has **not** evolved as rapidly as AI!

"Amid all this change, one message stays the same: The threat landscape will keep evolving, but the ***fundamentals still matter most.****"*

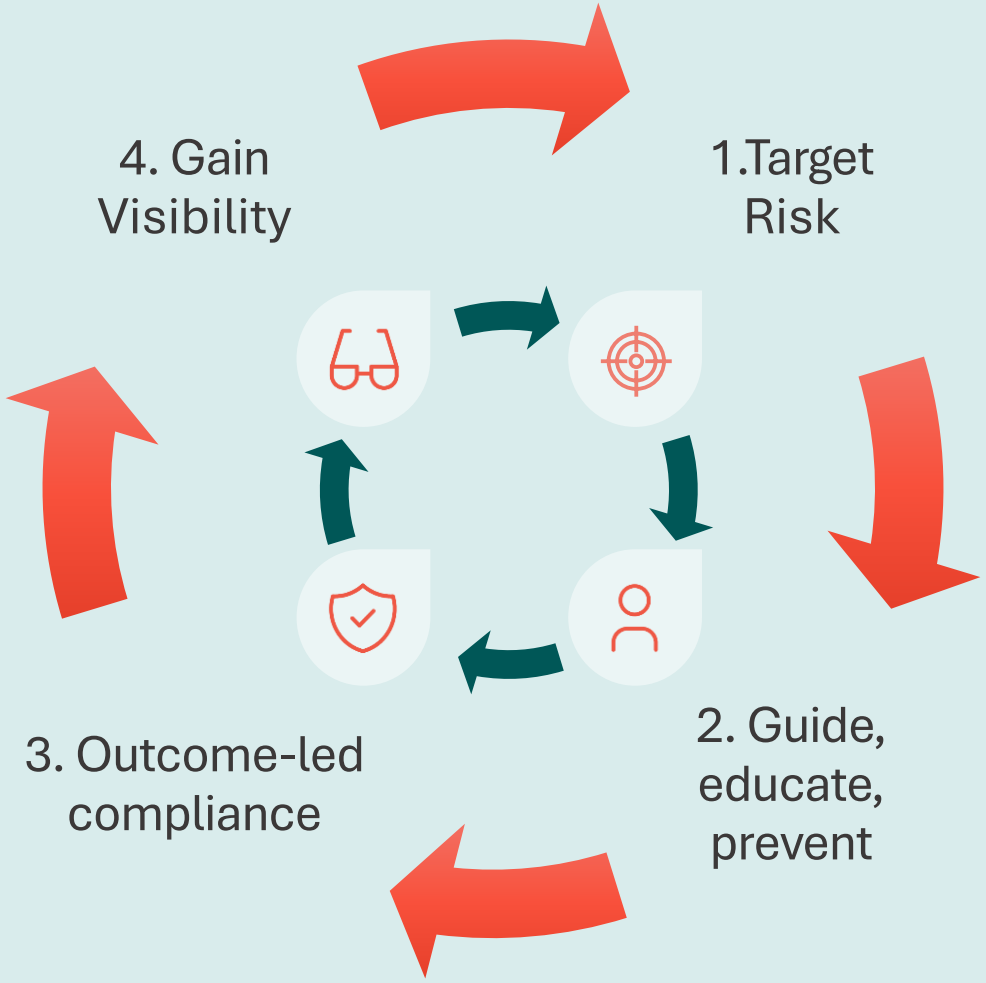
(Verizon DBIR 2026)

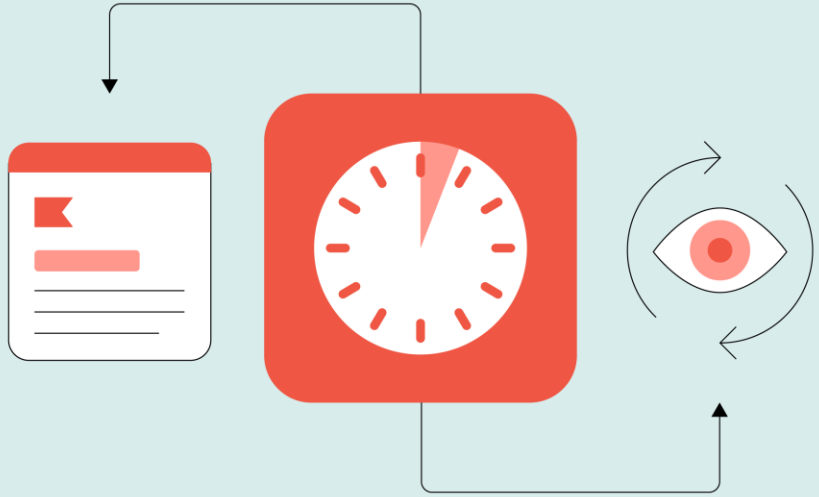
How can we do this?

- **Ongoing visibility is key** – focus your efforts with judicious trackers aligned to your behavioural risks
- **Inventive use of existing tools** – Redflags for visibility, inform your policy, AI teams activity, combat shadow AI
- **Human nature is unchanged** – nudge towards and reward good behaviour, nudge away from undesired
- Clear **AI usage boundaries** – enable, but safely
- Making the ***secure*** *choice the* ***easy*** *choice*

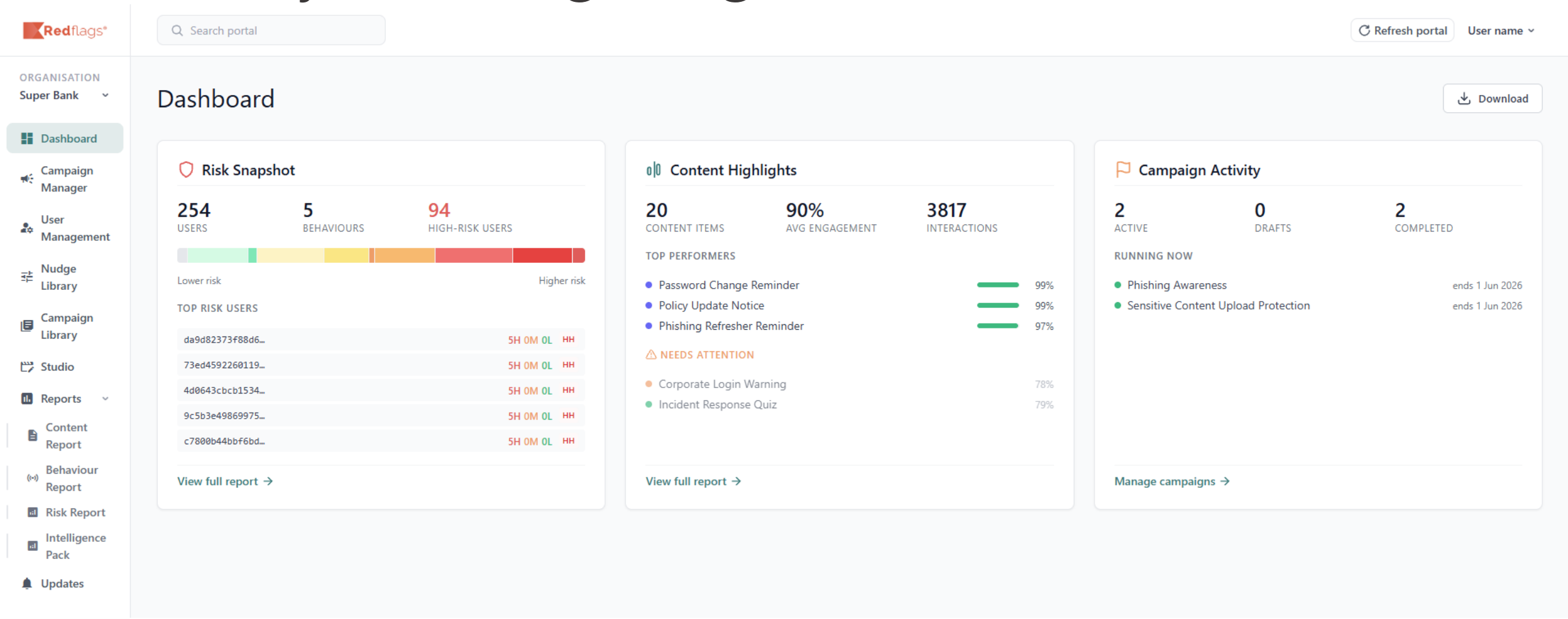
Behaviour change at the point of risk remains fundamental

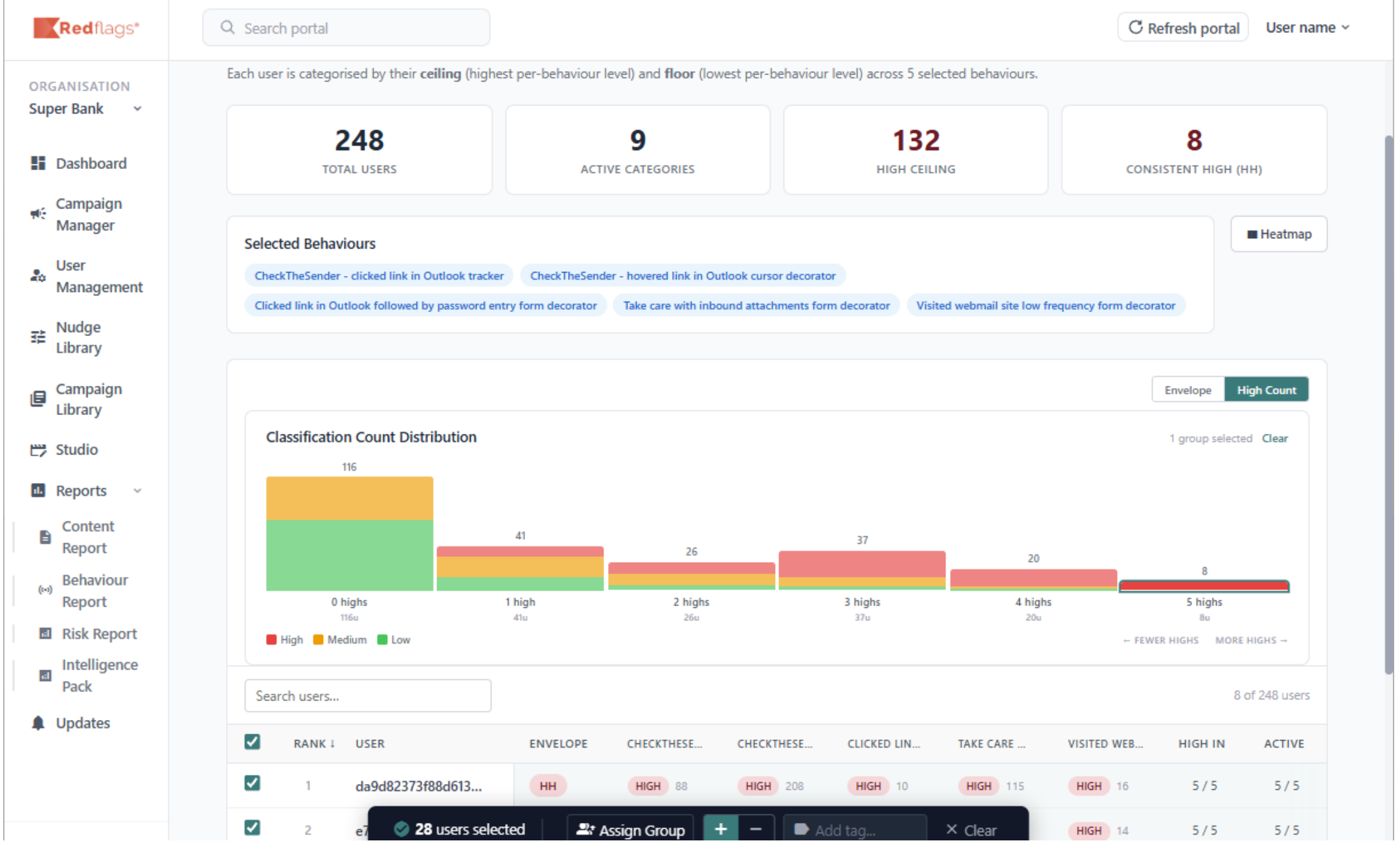
Target Risk where it lies





Visibility and targeting risk

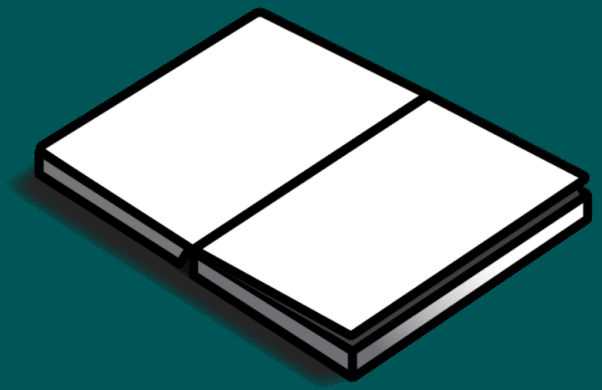




Guide, educate, prevent, CHANGE

Understand human behaviour

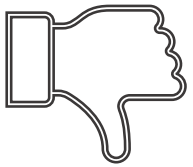
- Traditional training relies on the idea that:
  - knowledge, skills and understanding of the risk
  - all impact intention,
  - which leads to behaviour
- But...
  - Context interferes
  - Sub-conscious decisions / cognitive bias / heuristics
  - Habit-based decisions bypass executive function



How we really decide under pressure

Bounded Rationality

Nudge theory recognizes that individuals make decisions using limited time, information, and mental resources.



Heuristics and Cognitive biases

Heuristics are “rules of thumb” that help us make quick decisions without exhaustive analysis. They are efficient but can lead to systematic errors in judgment – Cognitive biases

Availability bias

Salience bias

Optimism bias

Affect heuristic

Authority bias

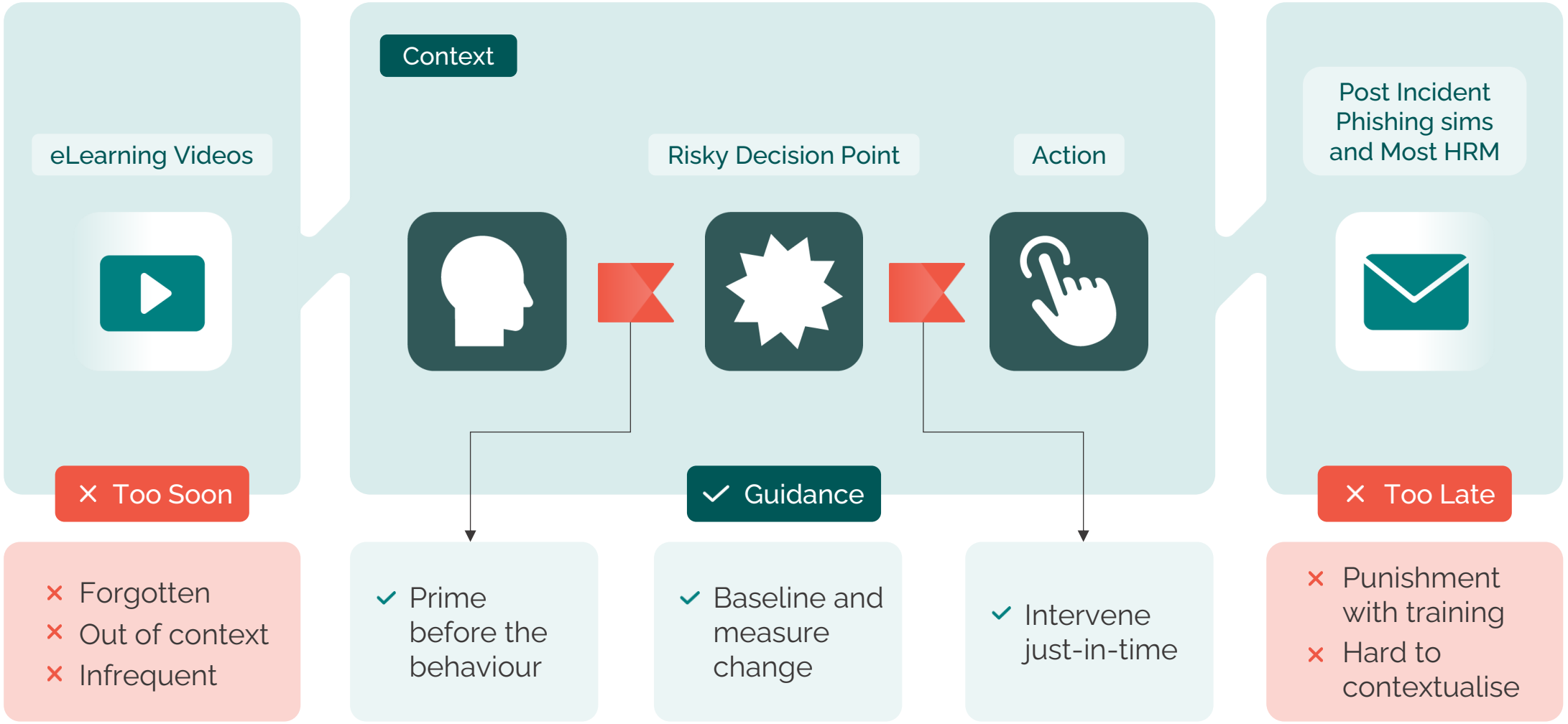
Confirmation bias

Familiarity bias

Conformity bias

Priming bias

Pre-emptive behaviour change



AI Use Case : Global Business Leader

Some of the key AI behaviours that are tracked

- **Tracking & nudging on visits to download page(s) of unapproved AI agents**
- **Tracking use of M365 copilot in browser and via desktop app & use of non-M365 Copilot**
- **Nudging users on the nonM365 version** to redirect them to the M365 version/encourage sign in with corporate credentials if using Copilot for work purposes
- **Tracking on visits to & uploads to unapproved AI sites** like ChatGPT, and nudging on uploads to these sites to point users to approved solutions instead.

- **Growing concern:** Employees are building agents in copilot browser/desktop app*: What these agents are being granted access to?*
- **New nudge request :** nudging when users are building agents in copilot browser/desktop app to reinforce principle of least privilege

AI “Stories”

Focus on key learning points

Provide actionable security advice, with click-through for more information

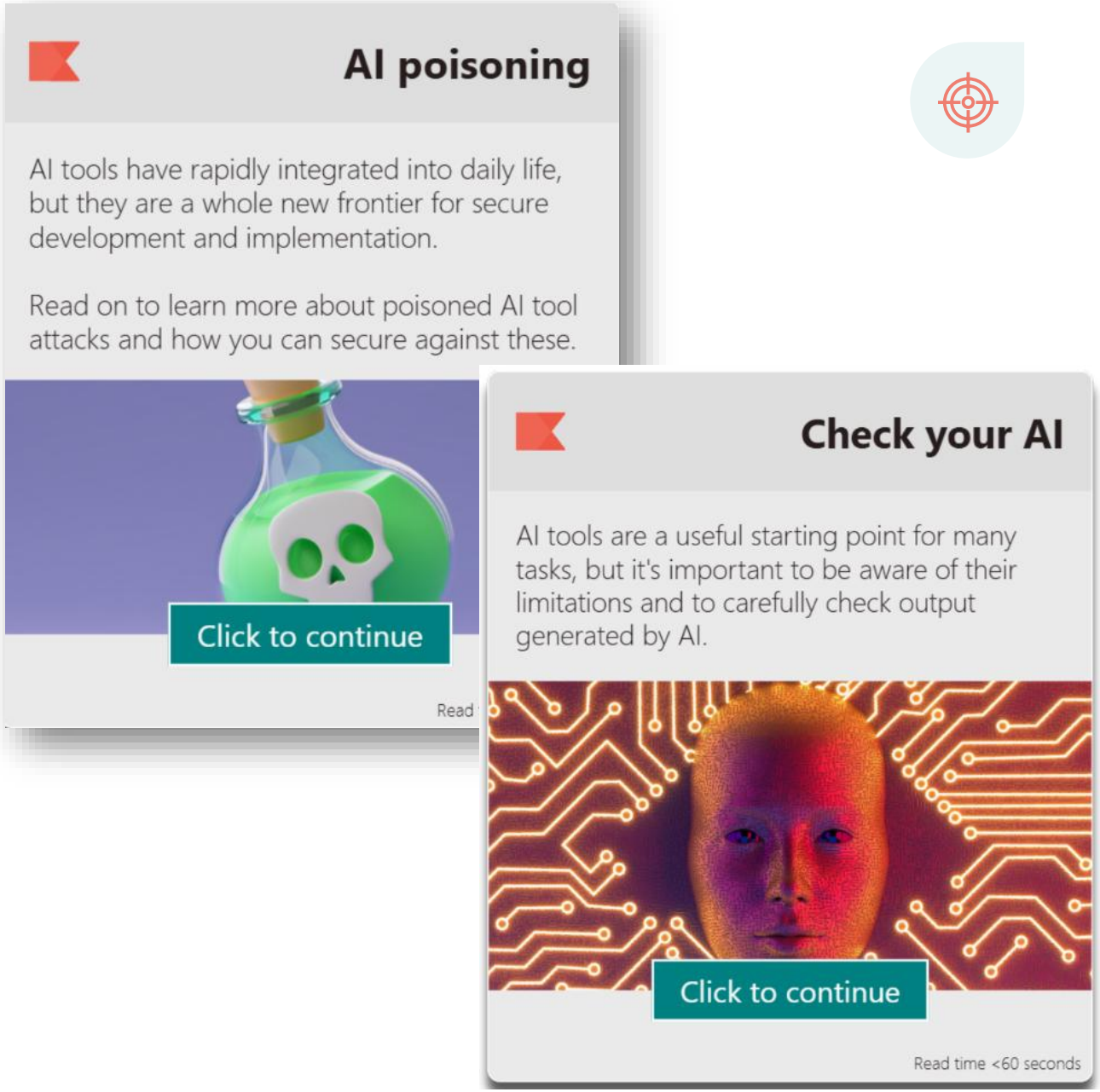
Desktop ‘overlay’ format

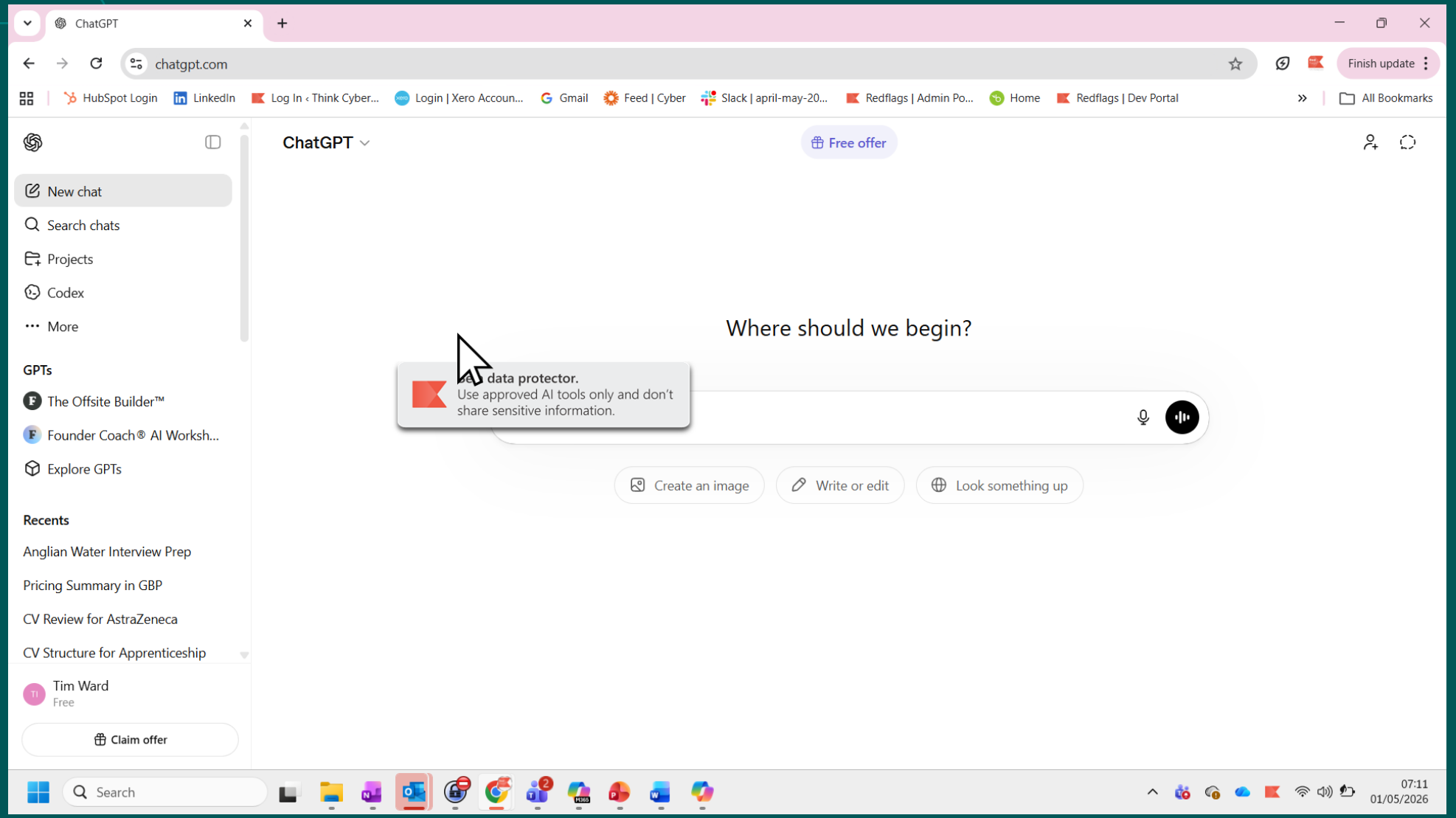
Low friction but conspicuous.
Engaging paged content including Q&A

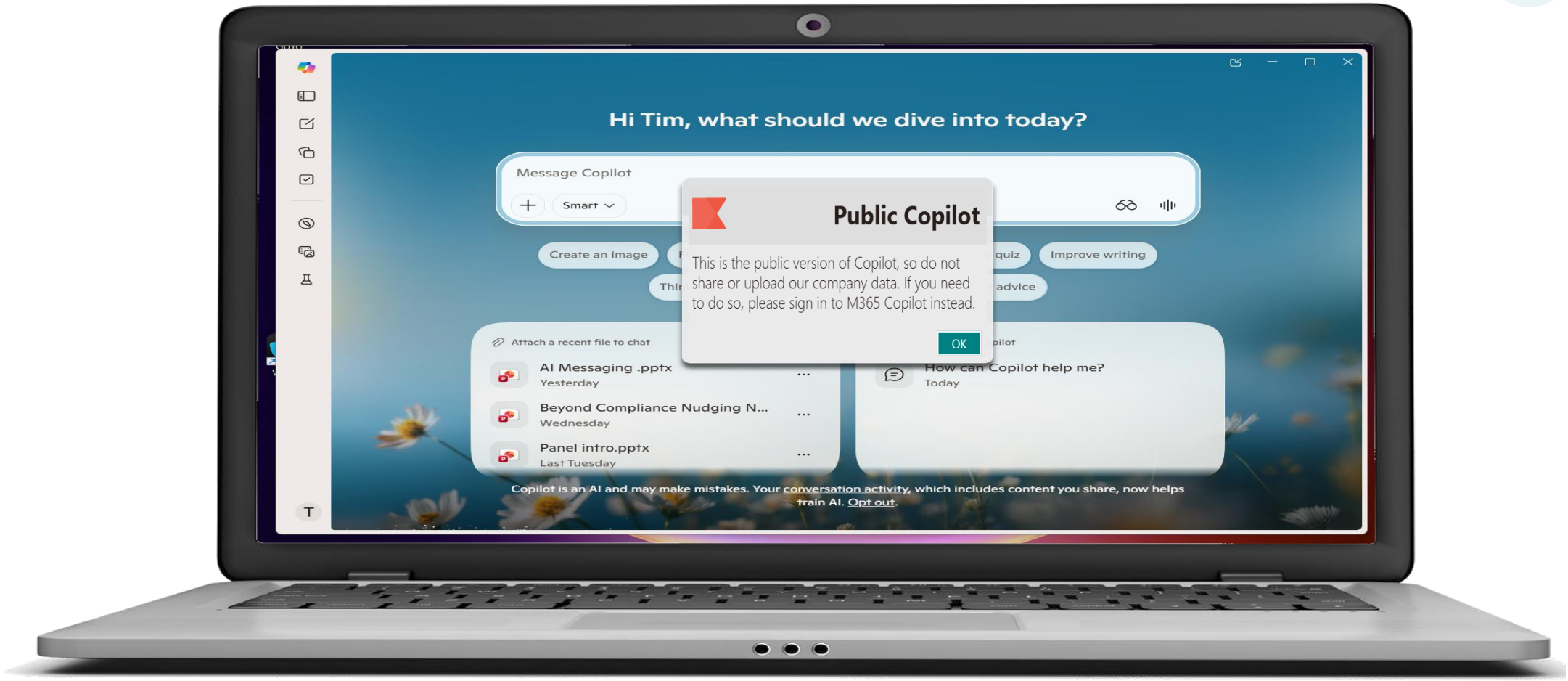
Engagement tracking

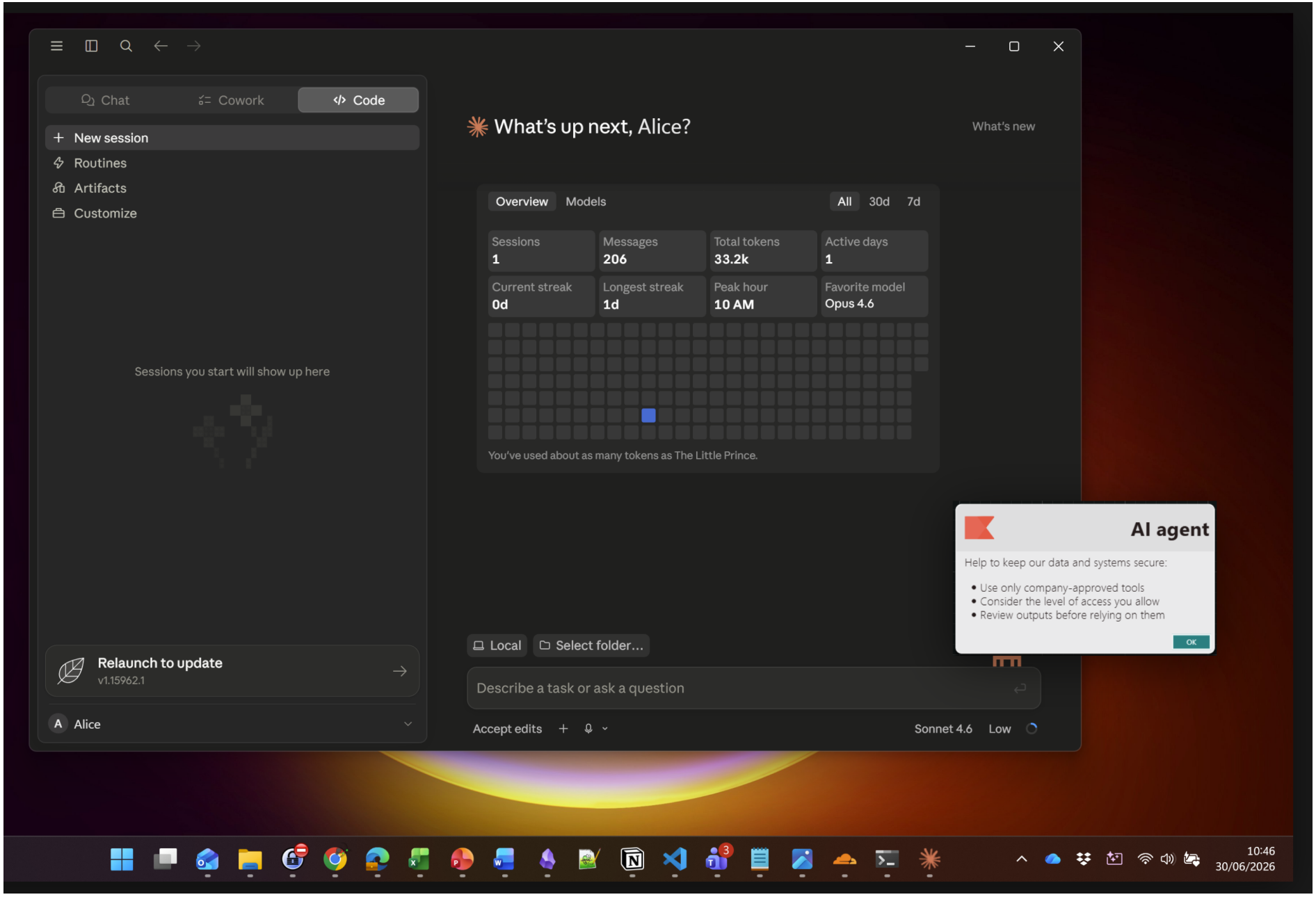
Measurement of dwell time and click-through statistics

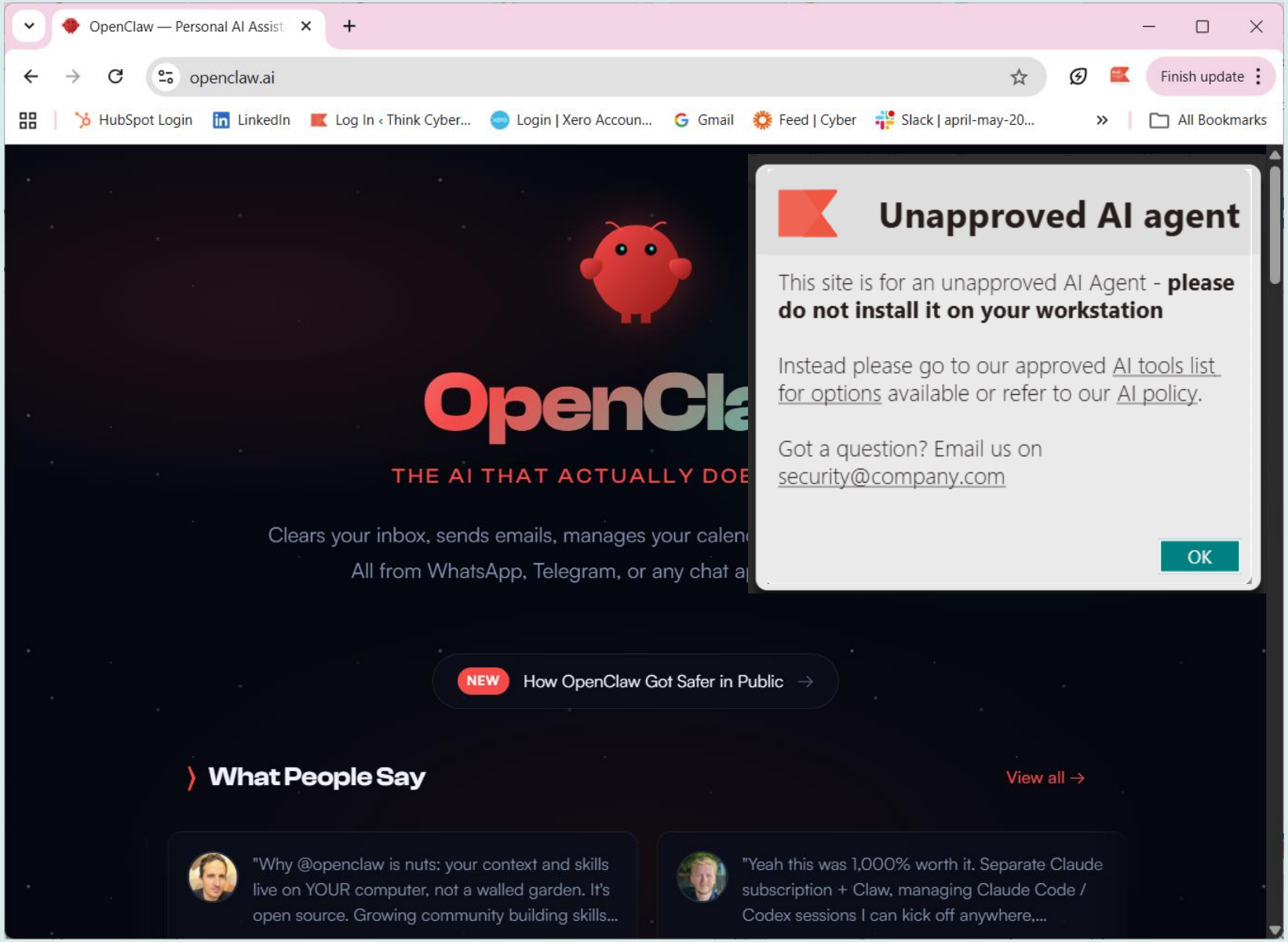
Ease, timeliness, salience, availability











Lead with outcome-led compliance

Changing regulation

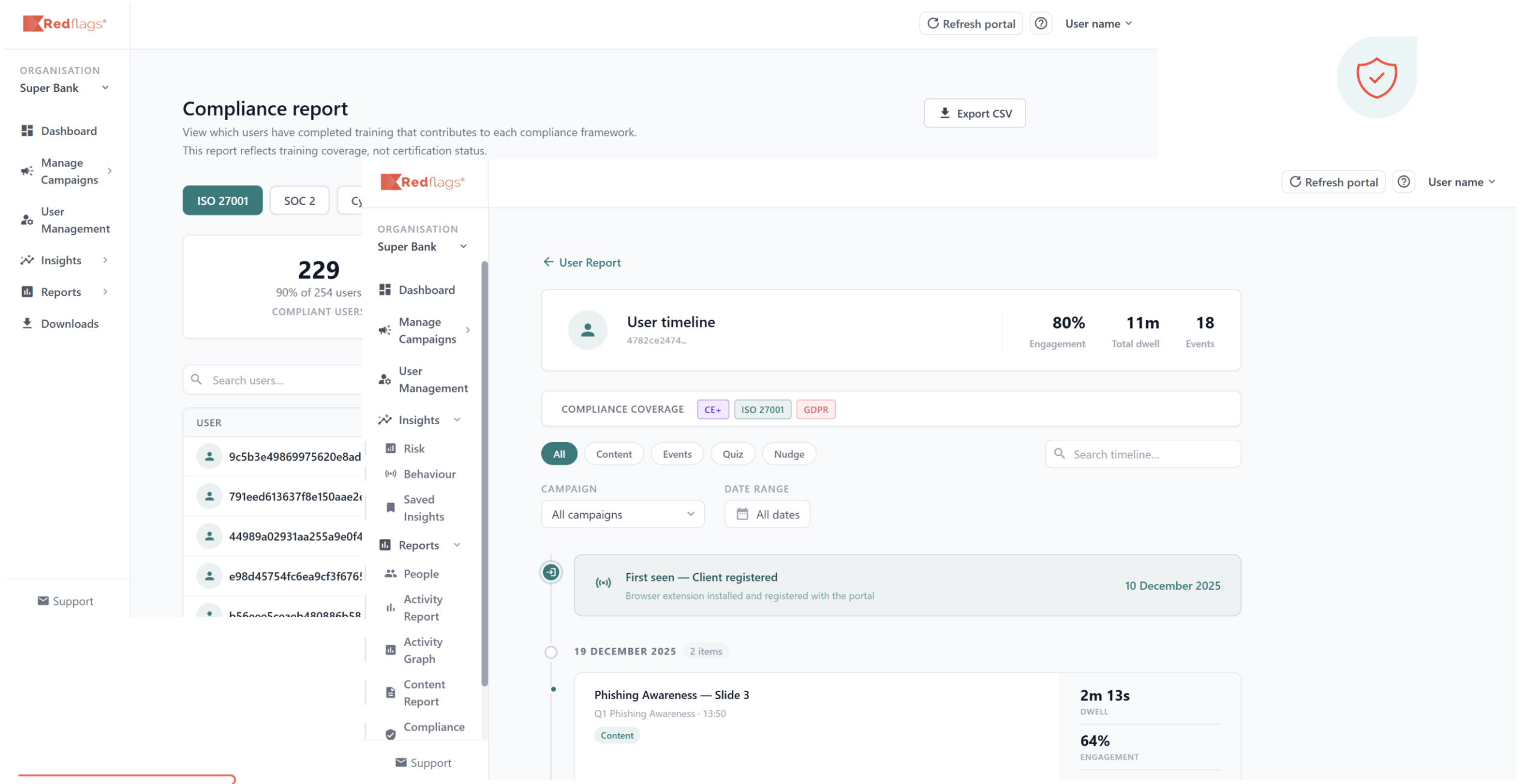
- Outcomes > activities → evidence of risk reduction matters, not training completion
- Behavioural cyber risk → human actions are treated as both risk drivers and risk controls
- Continuous improvement → maturity assessed over time, not point-in-time
- Integration of governance, policy and operations → policies must be understood and applied by people in real situations

No longer assessed on "delivering" training.

Organisations must now prove:

- People **recognise real threats**
- People **behave securely in context**
- **Incidents are reported** correctly and quickly

Human behaviour measurably reduces risk



Show Impact

Redflags

Search portal

ORGANISATION
Super Bank

- Dashboard
- Campaign Manager
- User Management
- Nudge Library
- Campaign Library
- Studio
- Reports
  - Content Report
  - Behaviour Report
  - Risk Report
  - Intelligence Pack
- Updates

← Back to Behaviour Reports

Intervention Timeline

View behaviour trends over time with campaign content overlaid. Click a content marker to see the population shift before and after deployment.

CAMPAIGN

Phishing Awareness 2025

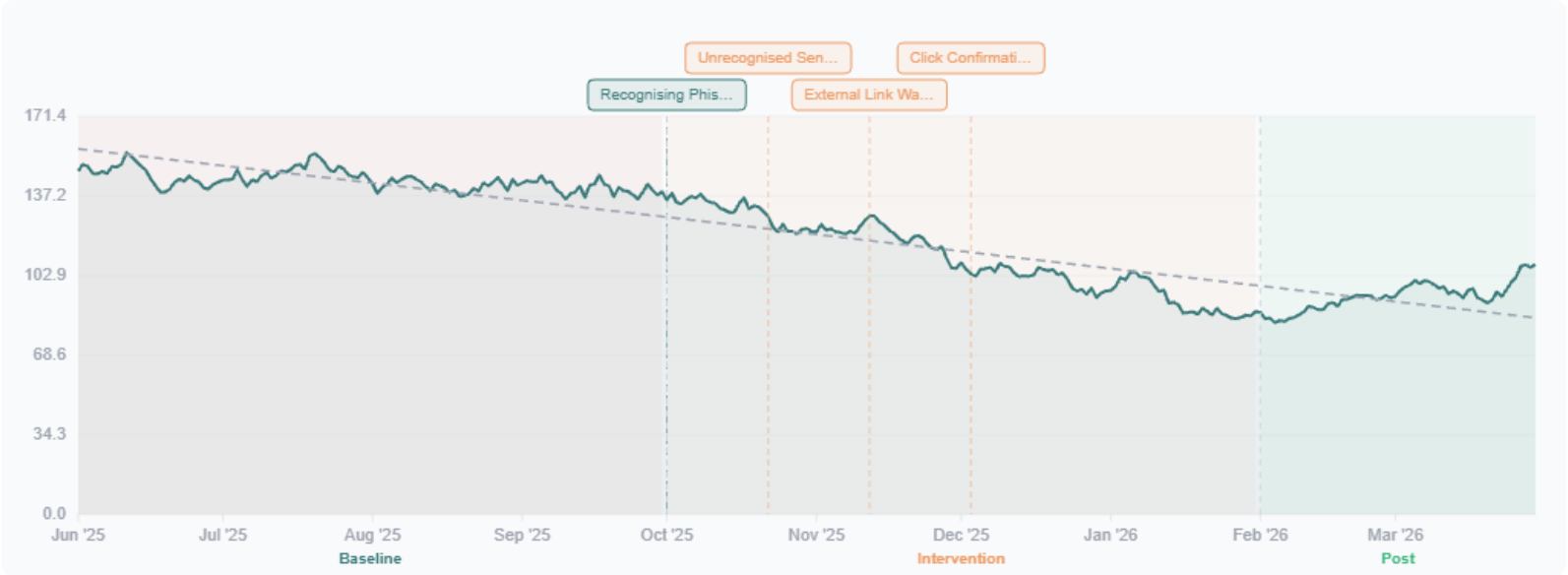
TRACKERS

Suspicious Link Hovers	210u	-35%
Phishing Link Clicks	169u	-32%
Credential Entry on Untrusted Sites	98u	-29%

CONTENT ITEMS

- Recognising Phishing Emails — 1 Oct 2025
- Unrecognised Sender Badge — 22 Oct 2025
- External Link Warning — 12 Nov 2025
- Click Confirmation Dialog — 3 Dec 2025

Suspicious Link Hovers PHISHING_RECON



Baseline avg	Intervention avg	Post avg	Overall change	Users responded
144.1 events/day	111.07 events/day	93.97 events/day	-35%	47%

Delivered in context

Nudge the user when they encounter a link in an email from an external sender

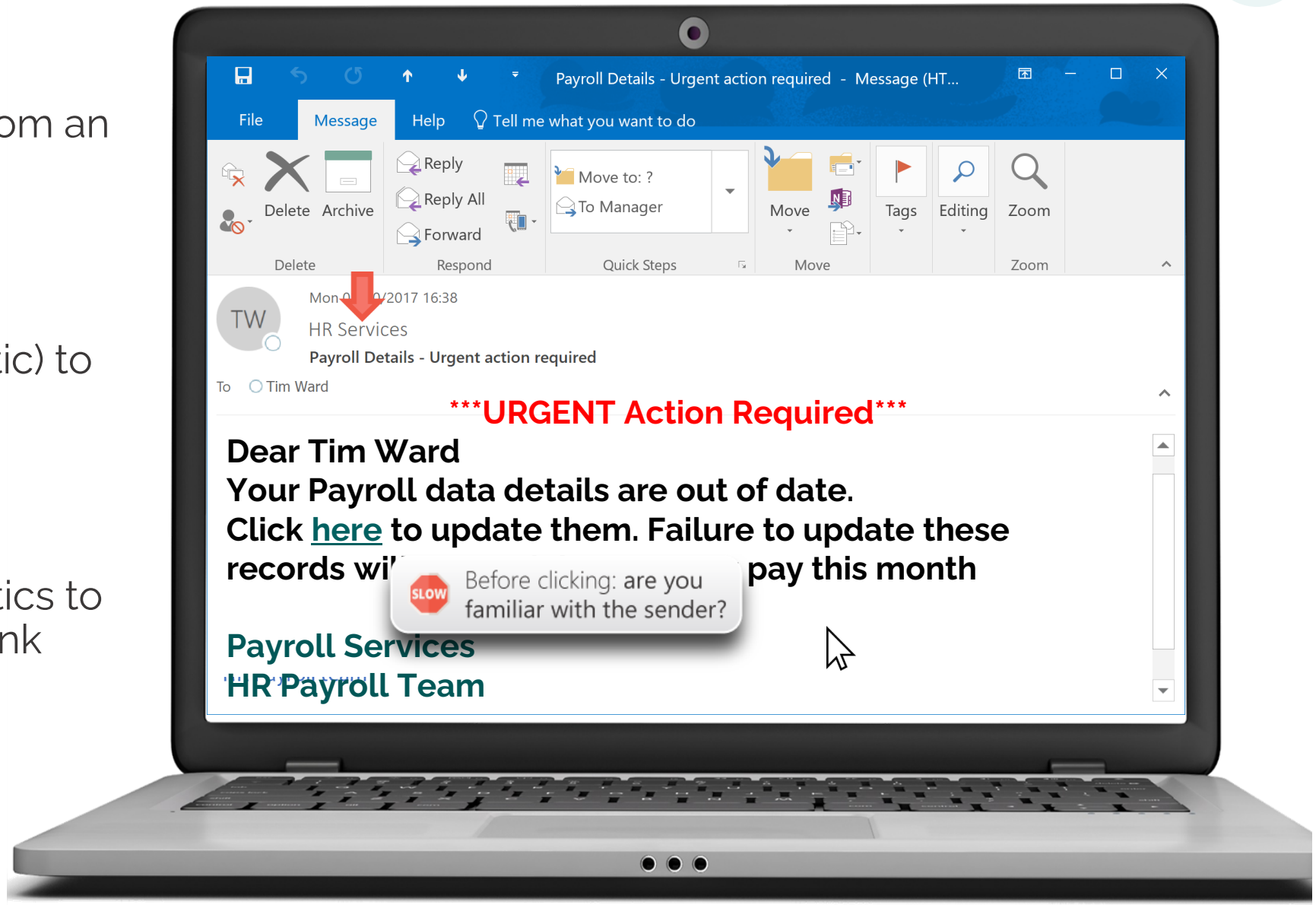
Promotes desired behaviour

Move from System 1 (automatic) to System 2 (deliberate) thinking

Engagement tracking

Measurement of nudge statistics to track trends: link hovered vs link clicked

"Disruptor" or "Spark"



In context nudges

Delivered in context

Nudge the user when they enter credentials AFTER clicking

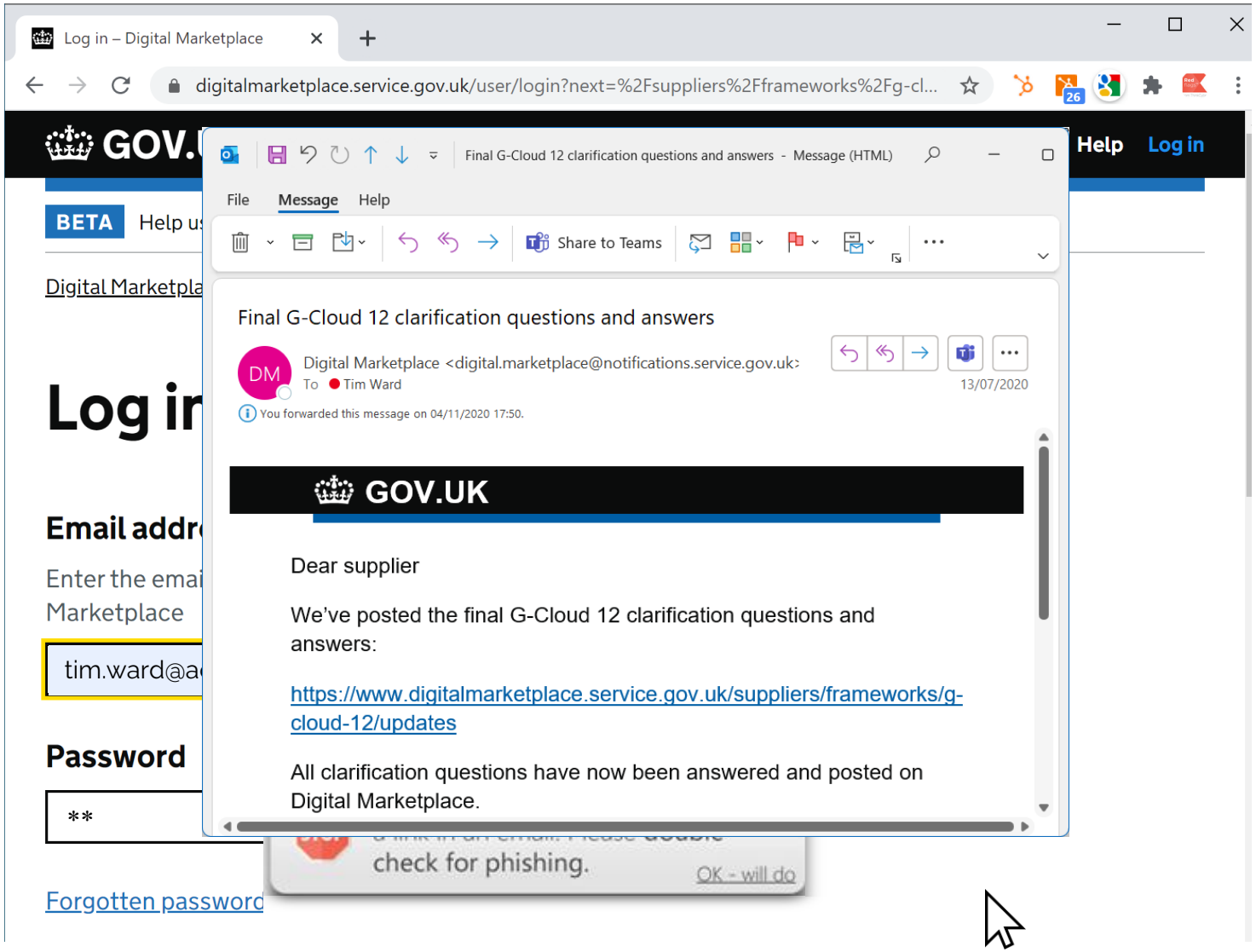
Promotes desired behaviour

Move from System 1 (automatic) to System 2 (deliberate) thinking

Engagement tracking

Measurement of nudge statistics to track trends

Timely, relevant



Final thoughts

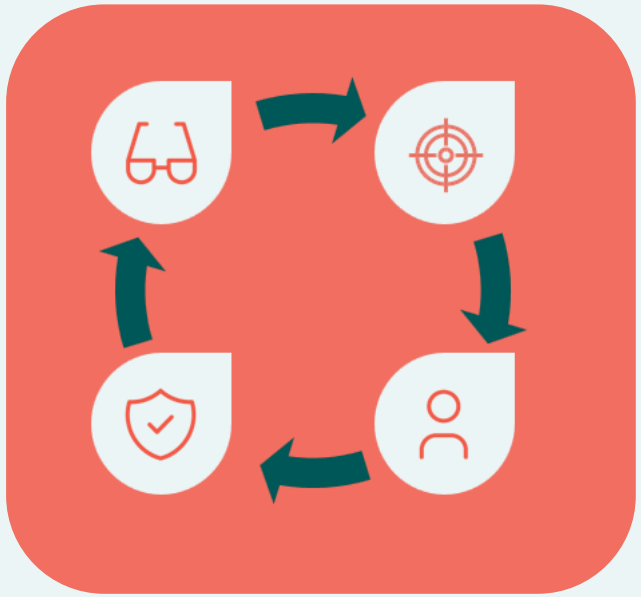
CISOs rising concerns

"Every CISO I talk to has discovered some form of shadow AI…"

"It's not the AI part of shadow AI that concerns them. It's the data that's being provided to an AI by the employee."

Andrew Walls, Gartner VP Analyst, quoted in CSO Online

AI: The Enabler for both Defenders and Attackers



Mixed Blessing

- An Enabler for business and security teams' efficiency
- A significant enabler for attackers with wider attack surfaces being exploited
- Security teams often have **no visibility and no way to enforce governance**
- This **remains a behavioural challenge** to
  - get telemetry on tool usage
  - distinguish sanctioned and unsanctioned
  - target risk
  - intervene in context to change behaviours
  - Delivering outcome-led compliance

What Went Into The

Redflags Behavioural Impact Report

493,938

minutes spent engaging with security content

29,324,301

real-time nudges delivered

28,544

employees reached

Redflags®

Redflags Behavioural Impact Report 2026

Download Report Now

Cyber in the Boardroom: Is your SLT ready for a crisis?

Ade Clewlow MBE
Senior Advisor, NCC Group

Cyber in the Boardroom:

Is your SLT ready for a crisis?

Ade Clewlow MBE
Senior Advisor

9th July 2026

Making a more secure digital future

Who would be a CISO?


ATLANTIC
OCEAN
PACIFIC
OCEAN
PACIFIC
OCEAN
INDIAN
OCEAN
PACIFIC
OCEAN
World

CYBER RESILIENCE MATURITY

- QUESTIONS

- Thank you.

Case study and discussion: What can CISOs learn from fraud victims that can protect their people before, during and after a breach?

Liz Murray
Chief of Staff, The SASIG
In conversation with
Matt Niblett
Senior Policy Advisor, Which?

Networking lunch

We'll be back at 2pm

PLEASE SCAN HERE to...

- **Share FEEDBACK on today's event**
- **Suggest TOPICS for us to explore**
- **CHAIR one of our webinars**
- **SPEAK at a future session**
- **HOST one of our events**

Phishing Isn’t an Email Problem - It’s an Enterprise Risk Problem

James Hickey
Principal Sales Engineer, Cofense

Phishing Isn't an Email Problem — It's an Enterprise Risk Problem

Why resilience, not prevention, is becoming the defining security capability

COFENSE

Agenda

- The Modern Attack Surface is Human
- Where Legacy Thinking Fails
- Why Security is a Board-Level Risk
- What Good Looks Like...
- Questions You Should be Asking
- 5 Key Takeaways
- Q&A

Speaker

James Hickey

Cofense Principal Sales Engineer

COFENSE

The Modern Attack Surface is Human

Communication channels are multiplying & threats have evolved for success!

Enterprise Communication

- Email
- Teams
- Slack
- Zoom
- SMS
- WhatsApp
- Voice
- CRM
- HR Systems
- Vendors

Evolution of Threats

- Email
- Smishing
- Vishing
- Teams/Slack
- QR Codes
- Deepfake-assisted social engineering
- Multi-channel attacks

Attackers focus on weakness for entry:

- ✓ Trusted relationships
- ✓ Interconnected communications
- ✓ Processes

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It’s no Longer a Fair Fight

AI has:

- Increased speed
- Increased scale
- Increased believability
- Lowered attacker skill requirements

COFENSE

The Dangerous Illusion of Security

"We Blocked 99.8%"

Reality says otherwise:

Visible & Stopped:

- Known Threats
- Blocked emails
- Gateway metrics

Hidden:

- Unknown Threats
- Missed attacks
- Business process abuse
- Credential compromise
- Lateral movement
- Fraud attempts

COFENSE

Where Legacy Thinking Fails

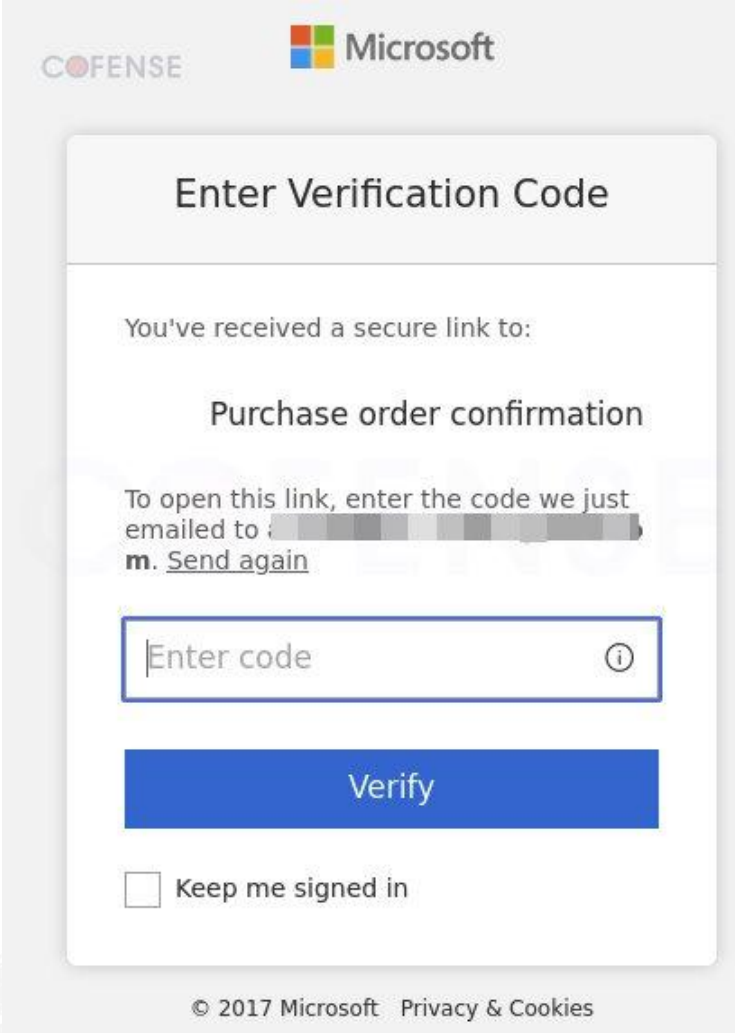
Traditional Model

Prevent → Detect → Respond

Modern Threat Reality

Exploit → Pivot → Escalate → Disrupt

Critical question:
"How quickly can the organisation identify, escalate, contain, and recover at speed?"



COFENSE

Why This Is Now a Board-Level Risk

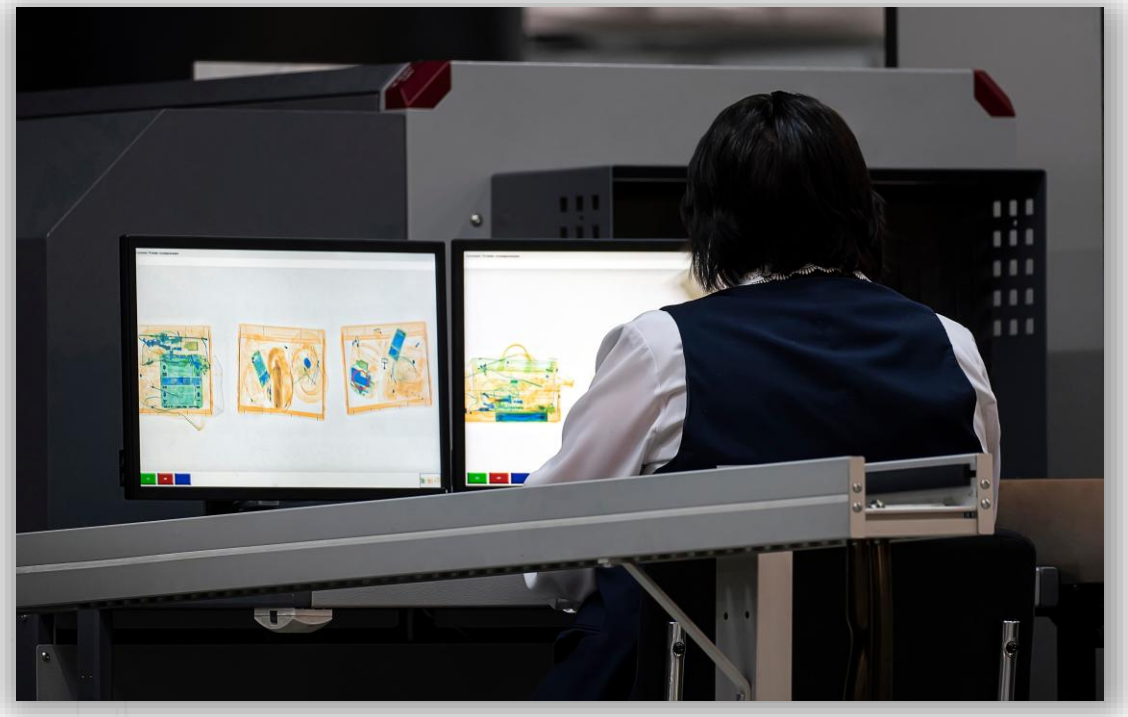
Risks Created:

- Financial loss
- Operational disruption
- Regulatory exposure
- Customer impact
- Brand damage
- Supply chain risk

Speed is everything…

COFENSE

AI Alone is not enough



AI-Only Strategies Create Their Own Problems

Lack of human context
+
Lack of Visibility/ Transparency
+
Diminished Data Protection
=
AI Black Box

COFENSE

What Regulators Are Actually Asking For

KEY FACTORS:

NIS2:

- ✓ Governance
- ✓ Risk management
- ✓ Incident readiness
- ✓ Supply chain resilience

ISO 27001:

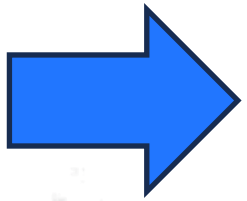
- ✓ Organisational controls
- ✓ Human factors
- ✓ Continuous improvement

COFENSE

The Shift from Security Metrics to Resilience Metrics

Traditional Metrics

- ✗ Emails blocked
- ✗ Spam volume
- ✗ Gateway efficacy
- ✗ Click rates



Resilience Metrics

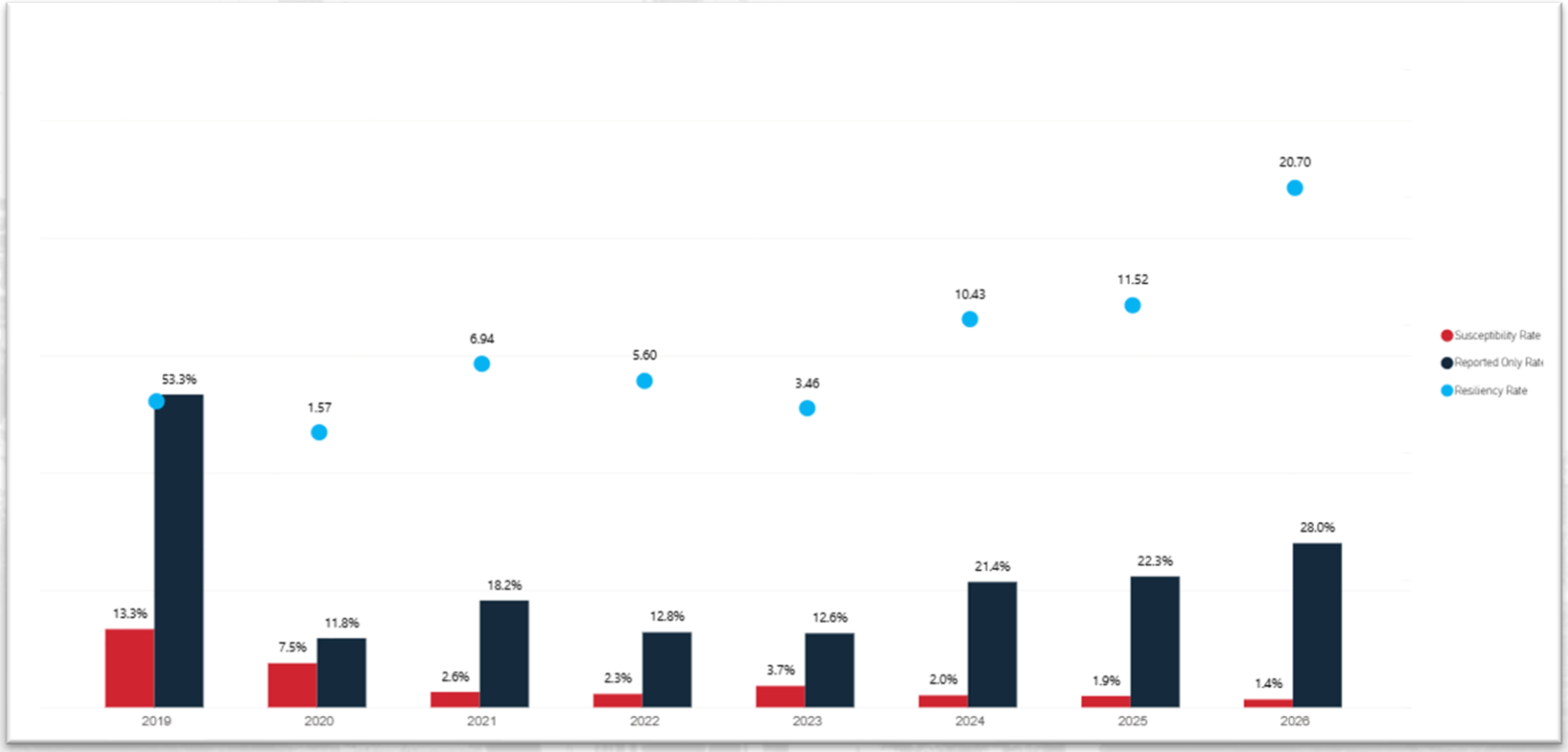
- ✓ Detection speed
- ✓ Reporting rates
- ✓ Escalation confidence
- ✓ Process integrity
- ✓ Investigation speed
- ✓ Containment time

COFENSE

What Good Looks Like...

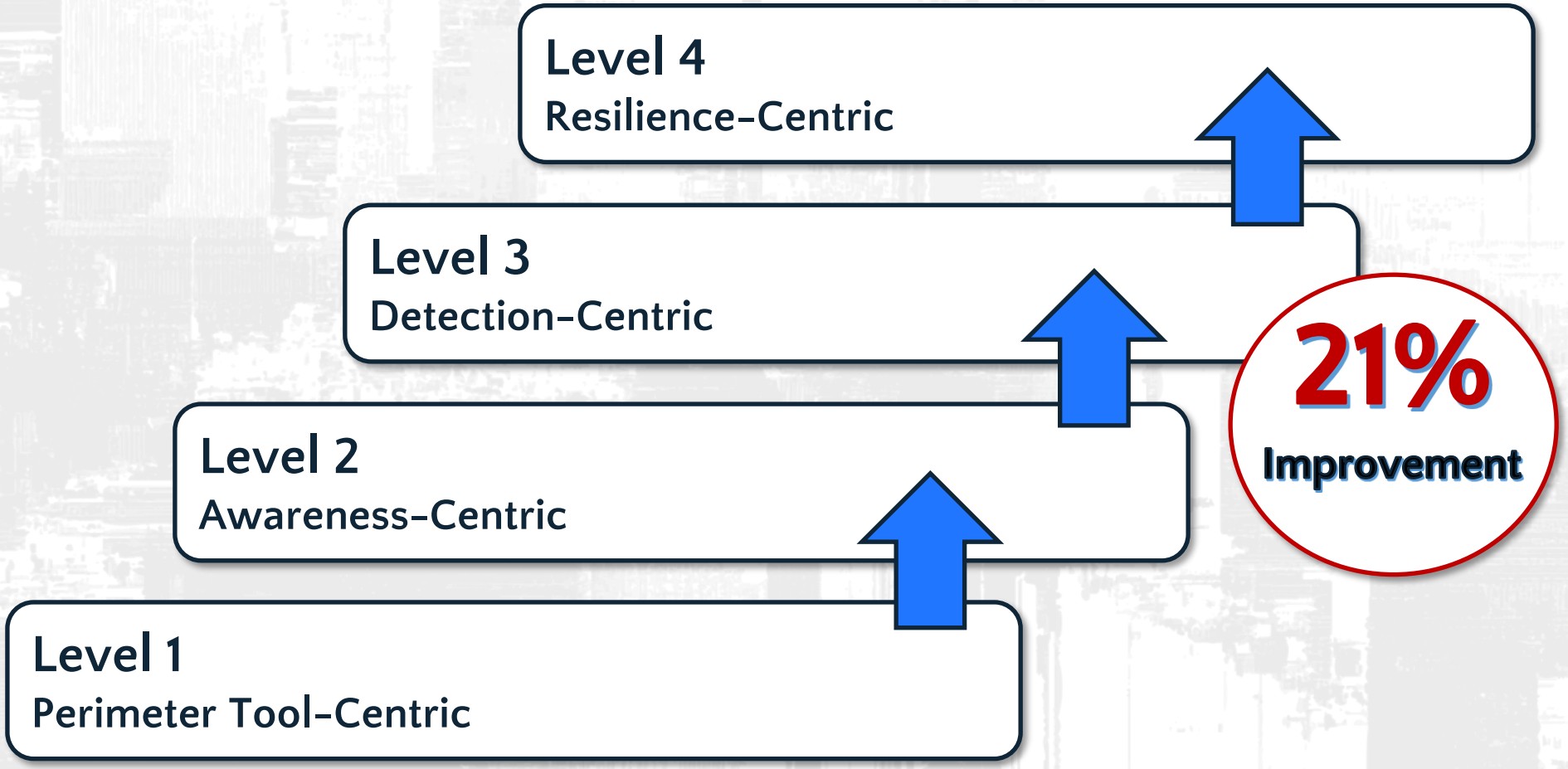
Four Pillars:

1. Governance
2. Culture
3. Visibility/ Collaboration
4. Response Readiness

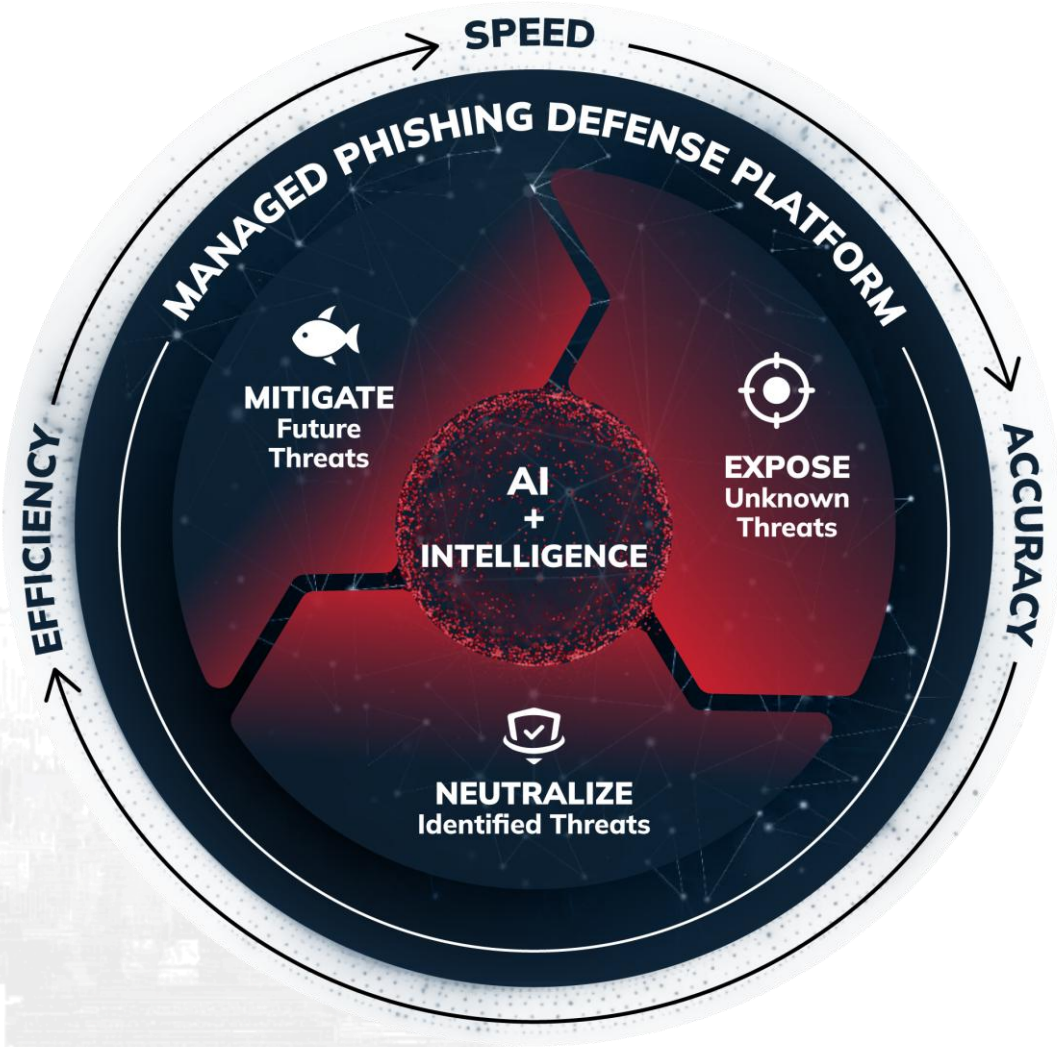


COFENSE

The New Maturity Model



Building Unified Enterprise Phishing Resilience



People + Process + Technology + Governance

=

Resilience

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Executive Questions Every Organisation Should Ask

1. How quickly would we detect a successful phishing attack?
2. Would employees know exactly what to do?
3. Are escalation paths trusted, seamless and integrated across functions?
4. Could we contain compromise rapidly?
5. Can we measure readiness today?

Five Biggest Takeaways for Leaders

1. Human–AI partnership will define cyber resilience in 2026.
2. The Automation Paradox is here and it's shrinking the window between attack and compromise.
3. Tooling alone cannot create resilience; validation will add the continuous improvement in phishing detection.
4. Governance, culture, and process are becoming decisive differentiators.
5. The winning organisations will measure readiness—not just prevention.

THANK YOU

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Find me on LinkedIn

https://www.linkedin.com/in/jamesthomashickey

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Prompt behaviour: Why AI governance fails without behavioural security

Oz Alashe
CEO & Founder, Cybsafe

Interactive session: Leading change through collaboration

Simon Turner
Head of Infosec & Technical Risk, Which?
Kerrie Grier
Cybersecurity Strategy Delivery Manager, Which?

End of Meeting

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