

DATASHEET

EverInsight Linguistic Analysis

Improving Workforce Wellness

Challenges

- Identifying potential disgruntlement attacks and other policy violations by trusted insiders.
- Protecting critical data.

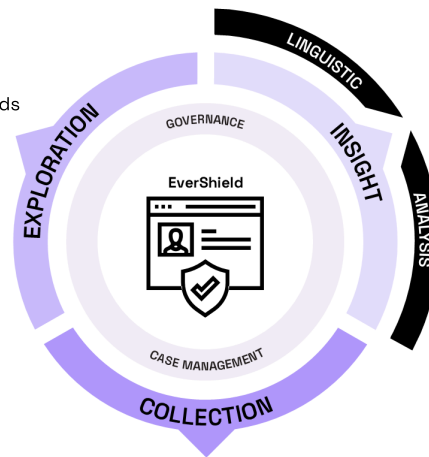
Solution

- Identify risk before it becomes a problem. Identify precursors and early warning signs of employee dissatisfaction that could lead to increased risk.

Benefits

- Developed by experts in risk behaviors in U.S. Government and now available for the commercial enterprise.
- Seamless EverShield Insider Risk platform integration, leveraging the open framework of EverInsight behavioral analytics.
- Analyzes employee communication in email, chat, and collaboration tools to identify areas of concern for employee wellness.
- Useful for specific business units, events, or high-risk employees.
- Supports maturing insider risk management programs by enabling a transition from a reactive approach to a preventive framework.

EverExplore
Exploration Dashboards



EverView
User Activity Monitoring

EverInsight
Behavioral Analytics

Linguistic Analysis

Linguistic analysis, a technique that analyzes subjective information like text or speech, can be invaluable in identifying early warning signs of employee dissatisfaction which could lead to increased risks by trusted insiders.

The Science of Insider Risk

Human behavior experts have identified employee disgruntlement as a risk factor for insider threats like violence or harm to employees, sabotage to assets, theft of intellectual property, or fraud:

- Employees with a sense of resentment and frustration may seek to harm the organization as a form of retaliation for perceived wrongs.
- The erosion of trust and morale in the workforce can lead to employment dissatisfaction, increased turnover, and the loss of intellectual property or other company assets by departing employees.
- Unhealthy disgruntlement can be a significant stressor that can lead an insider down the critical pathway for a wide variety of behaviors that increase the threat of harm by trusted insiders. [1]

¹ Shaw, E. D., & Sellers, L. (2015). Application of the Critical-Path Method to evaluate insider risk. *Studies in Intelligence*, 59, 1–8

An Opportunity to Improve Employee Wellness and Reduce Insider Risk

Organizations cannot address employee concerns if they're unknown. Climate surveys provide only a glimpse in time, lack depth for actionable response, and may contain social desirability bias by respondents with anonymity concerns or survey fatigue.

EverInsight Linguistic Analysis enables near real-time detection of employee wellness concerns with analytics that will:

- Assist in the identification of high-risk individuals through examining enterprise communication channels.
- Provide early indication of behaviors that may indicate high risk of insider activities on the critical pathway towards insider threat, pivoting the risk management from reactive to predictive within a preventive framework.
- Seamlessly integrate with EverView User Activity Monitoring (UAM) for valuable context to quickly identify threats and dismiss false positives.
- Operationalize the Critical Pathway to Insider Risk (CPIR) that with proven effectiveness, backed by 20+ years of science-based development and fine tuning led by clinical psychologists.

- Reduce the time to threat detection with the ability to effectively triage millions of communications.
- Enable enhanced risk scoring by leveraging the organizational historical assessments.

Critical Pathway to Insider Risk (CPIR)

The CPIR subject matter experts assessed empirical research indicating that higher rates of the components of disgruntlement—anger, blame, victimization—distinguish merely unhappy employees from those who may go on to commit insider acts.

EverInsight Linguistic Analysis brings state-of-the-art science leveraging advanced psycholinguistics and proprietary algorithms protected by 10 U.S. patents to identify troubling content in emails, texts and other communications to deliver indications and warning to the dashboards of enterprise insider risk analysts with easy-to-read visualization and reports that guide the assessment of risk.

Critical Pathway to Insider Risk

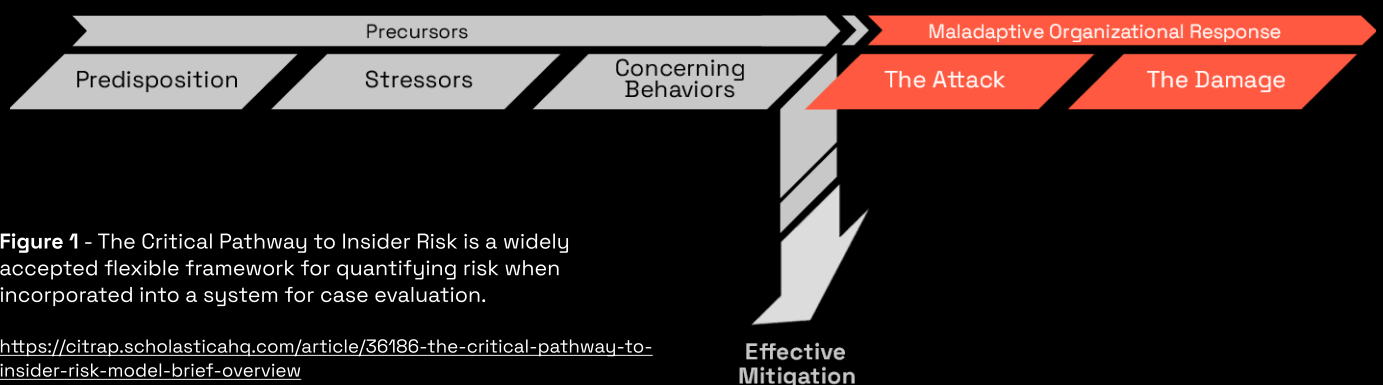


Figure 1 - The Critical Pathway to Insider Risk is a widely accepted flexible framework for quantifying risk when incorporated into a system for case evaluation.

<https://citrap.scholasticahq.com/article/36186-the-critical-pathway-to-insider-risk-model-brief-overview>

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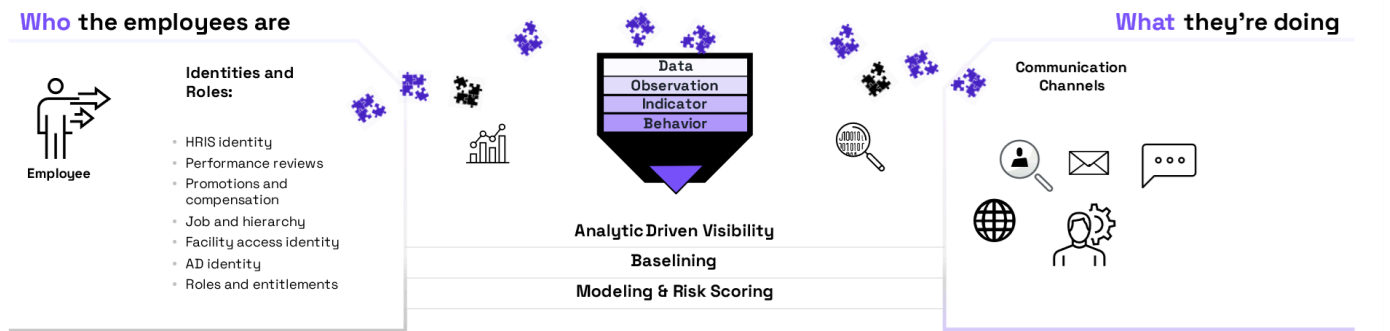


Figure 2 - Linguistic analysis of risky behavior within user activity monitoring collections and behavioral analytics.

Summary

Everfox EverInsight Linguistic Analysis is highly effective in identifying communications indicating disgruntlement through anger, blame, and victimization which insider risk experts have established as indicative of counter-productive work behaviors including attacks by trusted insiders and other policy violations.

When combined with trusted user activity monitoring data from EverView, the Everfox Linguistic Analysis Solution can serve as an initial screening tool to narrow the search for individuals at risk of insider activities and can identify employees with greater levels of disgruntlement than their coworkers or increased levels of insider risk factors compared to their previous levels. The aforementioned benefits enable organizations to address employee wellness and offers the opportunity to intervene and potentially disrupt the user on the critical pathway to insider risk.

Learn More

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