Modeling and Analysing Socio-Technical Systems

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# The Challenge

- Organisations are complex socio-technical systems
- They consist of a mixture of physical infrastructure, human actors, policies and processes
- Attacks exploit vulnerabilities on all different levels
- Many risk assessment methods abstract away the internal structure and ignore human factors

# Contribution

- Model all relevant levels of socio-technical systems
- Analyse the security properties of the model

## Use Case Scenario



Attack goal: stealing money from the cardholder by forcing him/her to pay for fake services.

Marieta G. Ivanova (DTU)

Socio-Technical System Attacks

## The Model



## Attack Trees



({(0,230)}, {(0,230),(0.03,260),(0.19,290),(0.28,350),(0.24,320),(0.32,380),(0.34,415),(0.36,445),(0.37,510)})

Analysis



## Future Work

- Consider different actors' behaviour
- Consider countermeasures
- Evaluate attack and defence scenarios



## Modelling and Analysing Socio-Technical Systems

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### The challenge

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### Use Case Scenario



A home-payment system

- people can pay services remotely
- » payment performed through a television box
- $\scriptstyle \flat$  by using a contact-less payment card
- card protected by password

Attack goal: stealing money from the cardholder by forcing him/her to pay for fake services.



- » Actors contain the items or data owned by the actor
- Solid lines represent the physical connections between locations
- Dotted lines represent the present location of actors and processes
- The dashed rectangles in the upper right part of some nodes represent the policies assigned to these nodes

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The Model

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### The root - the main goal of the attacker

- . The leaves the attacker's basic actions
- The internal nodes the sub-goals of the attacker

### Pareto Efficient Solutions of the Scenario



The points in the figure illustrate the Pareto efficient solutions, the solutions with maximum probability and minimum cost. We can see the rank of the probabilities and the costs.

#### References

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## Socio-Technical System Attacks