

# CASE STUDY ANALYSIS

## EXERCISE – AI INTERFACE WITH EMPLOYEE LIFE CYCLE PROCESSES

**Case Title:** KnowBe4– North Korean Fake Remote Worker as a Software Engineer

**Incident Summary:** Using a stolen identity and AI-enhanced photographs, a remote worker from North Korea passed background checks and video interview(s) and was hired as a software engineer at KnowBe4

**Objective:** Consider the attributes, motivations, and actions of the insider depicted in the KnowBe4 Case Study. Identify possible AI capabilities for vetting, trustworthiness, and behavior analysis, as well as implications for implementation of AI systems.

Question/Topic	Responses
<b>A. Insider Position</b> Who was the real insider?	
<b>B. Insider Type?</b> <ul style="list-style-type: none"> <li>• Active, Violent</li> <li>• Active, Non-violent</li> <li>• Passive</li> <li>• Unwitting</li> </ul>	
<b>C. Motivations and Indicators</b> 1) What were the insider's motivations? (e.g. ideology, ego, revenge, financial, coercion, etc.) 2) What caused their motivation? 3) What observable behaviors related to the motivations should have been reported?	<i>Please complete for all motivations and indicators.</i>
<b>D. Use of AI</b> How was AI used by the insider adversary to be successfully hired as a remote software engineer? What existing measures could have prevented this incident?	

Question/Topic	Responses
<p><b>E. AI Identification</b></p> <p>In what ways could AI have helped detect the fake KnowBe4 IT applicant during the pre-employment vetting process?</p>	
<p><b>F. AI Behavior Analysis</b></p> <p>How could AI have detected the fake KnowBe4 IT worker during the video interview(s)?</p>	
<p><b>G. AI-Driven Security Improvements</b></p> <p>What AI security enhancements could help companies to protect against future deep fake spoofing or diversions?</p>	
<p><b>H. AI Implementation and Regulations</b></p> <p>1) What are your top 3 considerations for implementing AI to assist with vetting and trustworthiness assessments?</p> <p>2) What regulations may need to be in place and who would be responsible for implementation and quality control of the AI systems?</p>	