



PHD

IS Security Leveraging the Concept of Knowledge Management

Neville, Karen

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ROLES AND RESPONSIBILITIES

IS SECURITY FUNCTIONS																	Interviews			CUSTOMER SUPPORT FUNCTIONS											Interviews		
C M E C O	Region	Role	ISS Expertise	Years	No.	Hrs	Region	Role	CS Expertise	Years	No.	Hrs	Other	Years	No.	Hrs																	
	Cork	IT Manager	IT Services ISS SOX Business	8	1	1.5	Cork	CSC Customer Mgr	Eng Prj Mgt Product Portfolio	13	1	1.5	Purchasing Mgr	13	1	1																	
	Cork	Security Coordinator	Controls Regs Practices Standards	4	3	2.5	Cork	KMS Engineer Trainer	Eng. KMS KM Trainer	10	3	3	Project Manager	7	2	1																	
	Cork	Remote Access	Network Security Controls Risks	10	1	1	Cork	KDG Officer	Eng Concepts Learning Skills KM	2	1	1	-6 th Sigma																				
	Australia	Security Coordinator	Controls Regs Practices Standards	5	1	2	U.S.	Engineering Trainer	Eng. KMS KM Trainer	4	1	1	Operations Mgr	11	1	1																	
	U.S.	Security Coordinator	Controls Regs Practices Standards	10	2	2	U.S.	KMS & DB Admin.	ACL DB Development	8	1	1	Former IT Mgr	5	0.5	3																	
	Cork	Infrastructure Manager	Interoperability	11	1	1	Cork	Tech Eng Level 1	Eng. Product Portfolio	2	1	2																					
	U.S.	OISRM Coordinator	Regs Practices,methods, Standards	2	1	3	Cork	Tech Eng Level 2	Eng. Product Portfolio	5	1	1																					
	U.S.	Remote Access	Network Security Controls Risks	10	1	1	U.S.	Knowledge Consultant	Eng Modelling Tech K KM	14	2	2																					
	U.S.	Corporate Sec. Officer	Compliance Expert	7	1	2	U.S.	Engineer Mgr	Eng Prj Mgt Product Portfolio	13	1	2																					
U.S.	GIS Director – by Email	ISS Methods, SOX	12	0	1	Cork	E-Services	Encryption VPN SSL Ris	8	1	2																						
Total:	Avg. Years- 3 Groups:	8		12	17					13	16.5				4.5	6																	
T E L E C O	Region	Role	ISS Expertise	Years	No.	Hrs	Region	Role	CS Expertise	Years	No.	Hrs	Other	Years	No.	Hrs																	
	EMEA	IT Manager	IT Services All Aspects-ISS	9	2	2	EMEA	Engineering CS	Eng Product Portfolio	12	1	1	Director of HR	6	1	1																	
	U.S.	MGS Coordinator	Infrastructure Tools Reg Bodies	7	1	1	Cork	CS Eng. Manager	Eng Product Portfolio	10	1	2	Former Eng. Mgr	15	2	2																	
	Cork	Security Officer	Controls Regs Practices Standards	3	3	2	U.S.	Design Engineer 1	Eng Product Portfolio Quality PKM	5	1	1	Former Prj Mgr	7	1	0.5																	
	U.S.	Security Officer	Network Security	4	1	1	U.S.	Design Engineer 2	Eng Product Portfolio Quality PKM	7	1	1																					
	U.S.	Corp Sec. Coordinator	All ISS, SOX, Business	8	1	1	U.S.	Design Engineer 3	Eng Product Portfolio Quality PKM	3	1	1																					
	U.S.	TIP Auditor	Reg Info Modelling, ISS	2	1	1	U.S.	Design Engineer 4	PKM Coordinator	7	1	2																					
	U.S.	Security Officer	ID Scanning/ACL	1	1	2	U.S.	DB Analyst	Content Mgt System All DBs	9	1	1																					
	U.S.	TIP Coordinator	Auditing Regs Patches External K	5	1	1																											
	U.S.	Compliance Coordinato	Regulations	4	1	2																											
Total:	Avg. Years- 3 Groups:	5		12	13					7	9				4	3.5																	
S E R V C O : P I L O T C A S E S T U D Y																																	
S E R V C O	Region	Role	ISS Expertise	Years	No.	Hrs	Region	Role	CS Expertise	Years	No.	Hrs	Other	Years	No.	Hrs																	
	U.S.	GIS Manager	IT All Aspects-ISS ITIL ISO1799	12	1	1	Cork	CS Manager	IT Services Best Practices SDLC	4	1	2	Director of HR	10	1	1																	
	U.S.	Security Officer /Analyst	Controls Regs Assessments	4	1	2	U.S.	Engineering CS	Eng Product Portfolio SDLC	3	1	2	Manu. Trainer	4	1	1.5																	
	Cork	Security Officer 1	Controls Regs Practices Standards	7	1	1	U.S.	ERP Analyst	ERP DB Implementation	8	1	1																					
	U.S.	Security Officer 2	Controls Regs Practices Standards	2	1	1	U.S.	Senior QA Engineer	SDLC Customer Requirments SOX	2	1	1																					
	U.S.	Infrastructure Manager	Access Control ITIL Systems	2	1	1																											
	U.S.	Compliance Coordinator	SOX Best Practices, Methods	4	1	1	U.S.	Proj. Leader	SDLC KMS IT Requirements	5	3	3																					
	Cork	Access ITIL Manager	Access Control ITIL Seg of Duties	3	1	2	U.S.	Business Analyst	Market Customer Req SDLC	7	1	1																					
	Cork	Help Desk Manager	Access Control ITIL Seg of Duties	6	1	1	Cork	SDLC Coordinator	Quality Control Methods Sox	2	2	2																					
	U.S.	DB Administrator	ACL SDLC DB Developmen	8	1	0.5																											
Total:	Avg. Years- 3 Groups:	5		9	10.5					10	12				2	2.5																	

