



PHD

IS Security Leveraging the Concept of Knowledge Management

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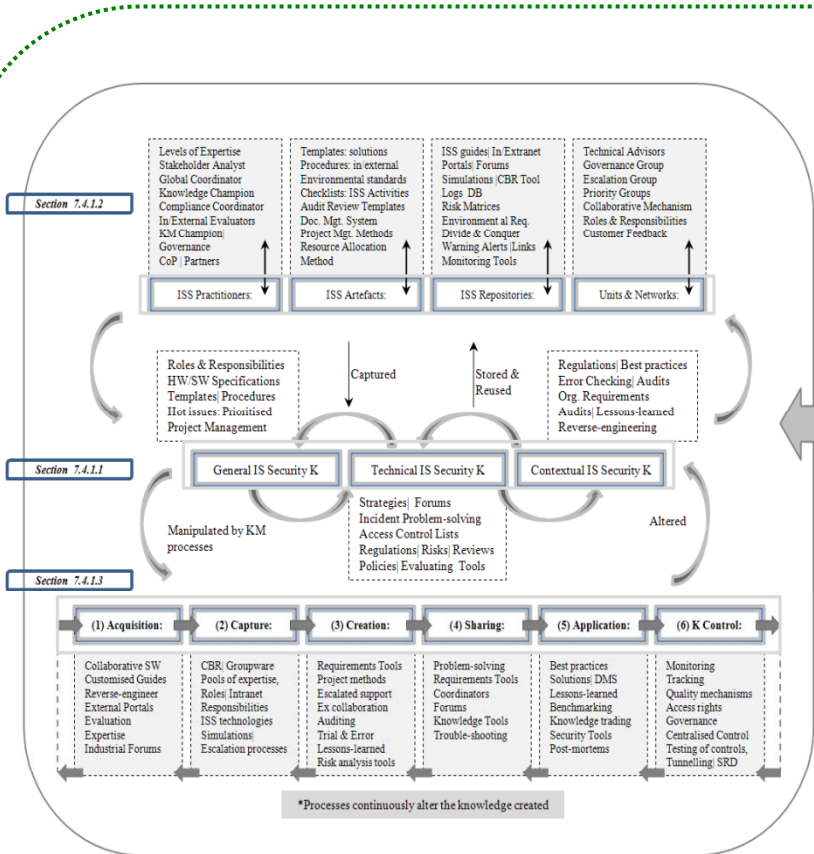
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Section 7.4.1.4

	Non Technological	Technological
Collaborative	Teleconferences, Minutes, Meetings, Brain Storming, Problem-solving	Intranet, CMS, Forums, Groupware, Common Shares, Vendor Portals
Learning	Training (University, Analogies, SETA, Mentoring/ Reviews, Simulations, Job Rotation)	Learning Tools, Intranet, Simulation SW
Problem solving	Security Req. Doc, DMS, Project Mgt. Methods, Business Case	CBR, Simulation Tools, CAD Tools, MS Excel
Monitoring	Expert Status, Global ISS Group, KM Team, KM Roles, Symposia	ART, Scanning SW, VPN, Wireless Tech.

Section 7.4.1.5

	ISS Practitioner	ISS Function	Organisation
Adaptability	Security conferences, Reviews, Complexity is reduced, Knowledge Tools, Shared knowledge, CBR reduces time, Lessons learned	Specialised group to coordinate sharing, Levels of Expertise, Access to greater No. of solutions, Collaborative Teams, Political Support	Training time reduced, Process times reduced, Problem-solving, Centralised K, Audits measure, Approved Standards
Value-added	Best practices followed, Reverse-engineering, Diagnostic skills	Best practices evaluated & followed, Access to CoP, Improved processes, Proactive Initiatives, Practices sourced	Competitor K, Improved Products, Improved Services, Role in ISS market
Effectiveness	Brainstorming, Use of GW, Repositories, Standards, Lessons-learned, Fewer mistakes, Evaluations	Recognition of Function Value, Audit process, Learning, Post-mortems	Customer Loyalty, External Feedback
Efficiency	Problem complexity reduced, Evaluation improvements, High volume of K stored	Coordinated Activities, Standardised Templates, Stakeholder Group	Market Analyzed, Documented Processes, Faster Fix time, Reductions in escalations costs
Knowledge (based)	Diagnostic Skills, Increased ISS K	Post-mortems, Audit Lessons-Learned, Sourced Best Practices	Collaborative Groups, ISS Strategy, Driving the Market, Poor ISS: Breaches, ID Market Niches, Customer Solutions

