



PHD

## IS Security Leveraging the Concept of Knowledge Management

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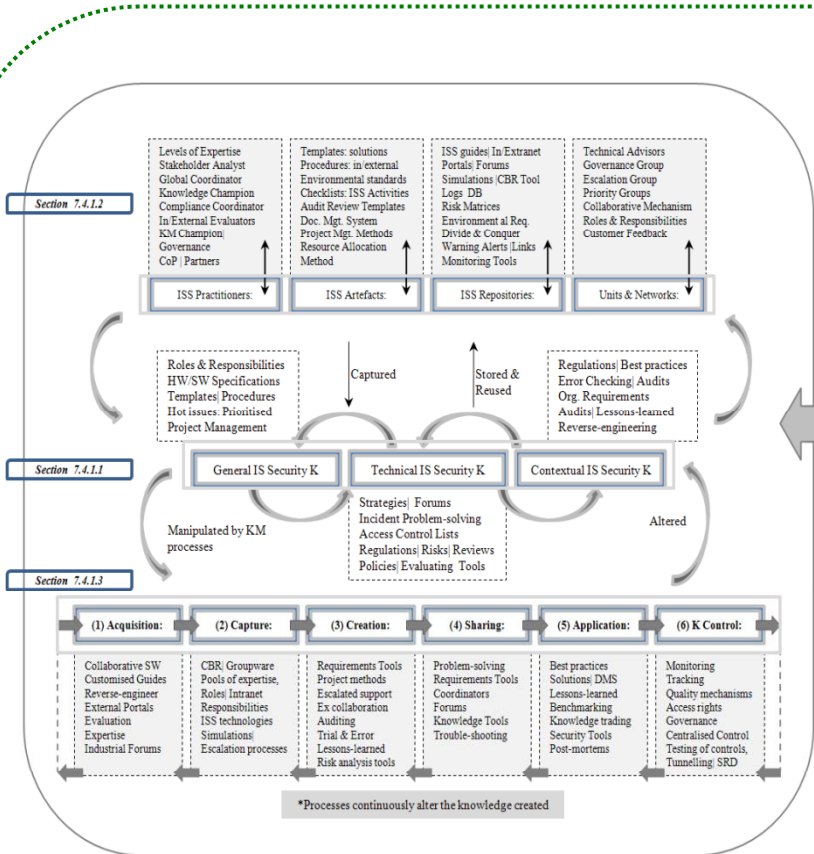
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**Section 7.4.1.4**

|                 | 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 |

