



User-centric information security

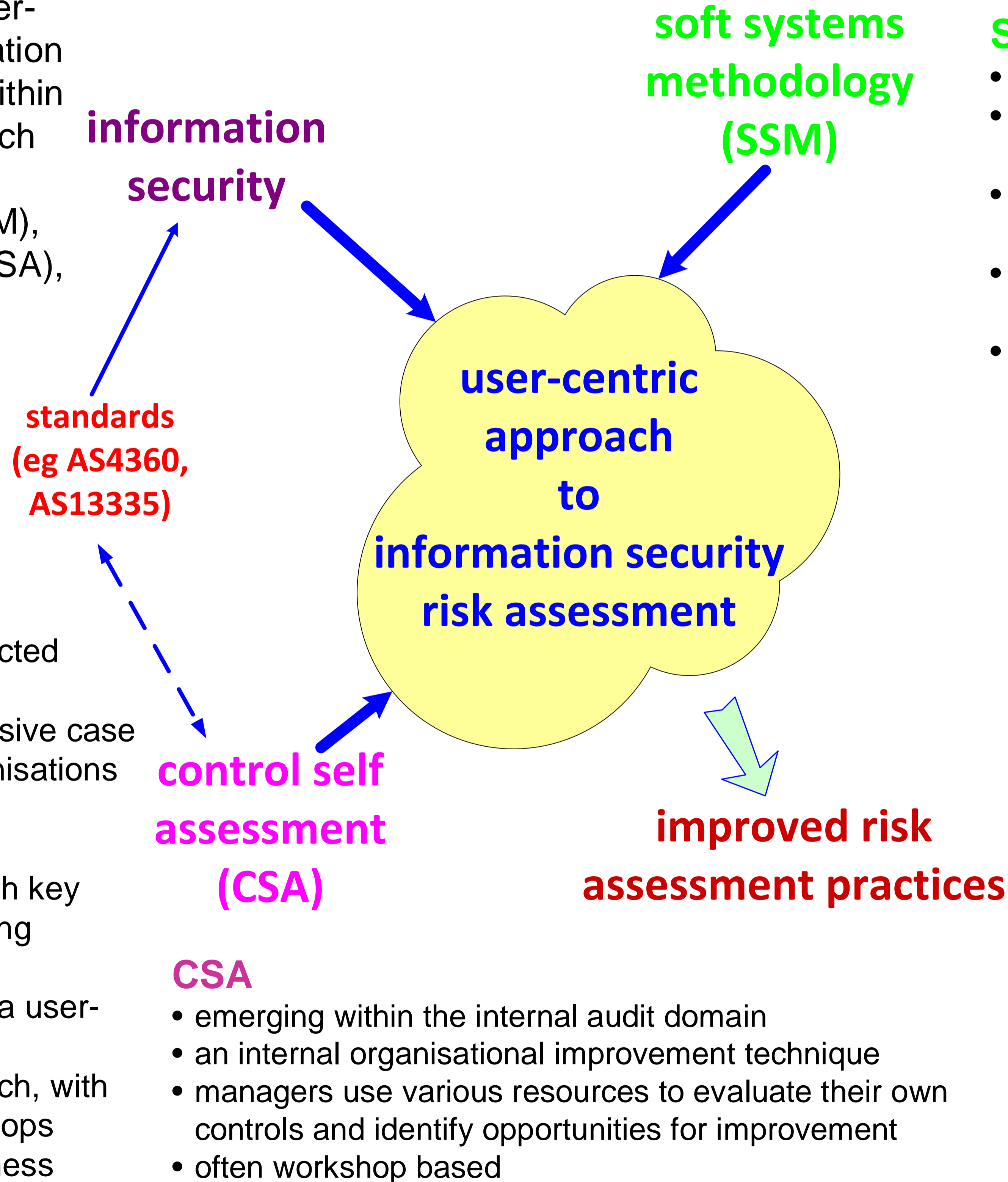
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Introduction

This project proposes a user-centric approach to information security risk assessment within organisations. The approach draws on ideas from soft systems methodology (SSM), control self assessment (CSA), and information security generally.

Research approach

- case study based
- pilot study with a simple selected situation at UC
- a couple of more comprehensive case studies in public sector organisations
- each case study will involve:
 - an initial entry
 - structured interviews with key stakeholders, ascertaining current approaches and acceptance by users of a user-centric approach
 - trial of proposed approach, with use of facilitated workshops
 - evaluations of effectiveness



SSM

- recognises multiple perspectives
- creates a learning system which empowers the actors within it to take action to improve their situation
- includes many artefacts which will help with the assessments - eg conceptual models
- provides for comparison of the real world against created models leading debate and learning
- provides for a degree of self organisation

Outcomes

The research question is whether such user-centric approaches will provide a benefit for information security practices.

Controls and security measure should be treated like any other user requirement. We are now using user-centric approaches to user requirements for other aspects of IS development, so this project is about exploring whether such user-centric approaches will work for security related requirements, where currently many organisations are adopting "security-centric" approaches.