

IAAC Workshop: Consumerisation & Information Sharing

What happens when it goes wrong?

Tuesday, 17 January 2012

Introduction

Consumerisation and Information sharing; are there new issues and risks or have they been around for years, albeit in a different guise? We look back first in this paper and then outline some issues for the workshop.

It used to be easy. If you had some information to pass to another organisation you could send it by post or even use the fax. If it was important, you would probably have used recorded delivery and, if very important, and you could afford it, use a courier or even deliver by hand. The infrastructure used was that of the General Post Office (GPO). They had a trusted network of post-boxes, sorting offices, delivery methods and they even ran the telephone system. If something did not arrive, it was considered 'lost in the post' with little ramifications for the sender, recipient or the carrier. Items were often simply re-sent.

It has now become far more complex. The old 'snail mail' still exists but operated by a plethora of companies. Telephone communications has exploded into a myriad of devices and access methods. We are now all used to e mail, web access, SMS, MMS, VOIP, twitter etc. Information can be sent, stored, processed and lost in many more ways than ever imaginable.

If something does not arrive now, there are implications from media scrutiny, regulatory intervention, internal organisation discipline, litigation, the Information Commissioner and the clamour after the event for more policies, legislation and control.

Then came the three C's: Cloud, Consumerisation and Cyber. Are these all brand new things or a manifestation of the old under a new name?

There are a number of camps: Those that say these are just new names for something that already exists to others who feel it is a new capability. One thing is clear; the changes are challenging some traditional thinking.

So is Consumerisation a problem, should companies do it? The cat is already out of the bag and there are many organisations who have taken this step.

At the workshop we shall leave Cyber security and the Cloud to one side and focus on Consumerisation and the sharing of data.

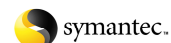
- What are the problems? Are they perceived or actual?
- Is it more about the stance of the organisation or the entrenched views of individuals within it?

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We all know of the issue of company owned equipment storing personal data; whether it was allowed or not. However, we are now facing now the concept of a blurring of ownership of the device and the data accessed, stored and processed. A challenge indeed.

It can no longer be assumed that the device that data ends up on is within the secure boundaries or control of the receiving company. At the time the data is accessible on the recipient's device, it may be the user's son or daughter is using it to talk to their friends on Facebook.

The workshop could focus purely on the challenges of this area alone, but it is going to try and focus on a particular element; what if something goes missing?

What is the incentive of the loser to report? Is the loss an organisational or a personal one? If both organisational data and personal data is lost who reports what to where? The data may well belong to many, not just the organisation that is the employee of the poor individual who has lost their multifunctional, web/voice/camera/ data/gaming/home pictures/bank details/homeworking storage device.

Speakers:

- **Mike Humphrey:** Part time PhD student at Cranfield University – Defence Academy Shrivenham.
He will set out the current challenges for information sharing and those added by the 'bring your own' device. The issue of what happens when it goes wrong will be introduced.
- **Martin Hoskins:** Head of Data Protection, Legal Governance & Compliance, Everything Everywhere.
He will set out the problems encountered when regulation of a particular sector is introduced from an EU directive that mandated the reporting of security incidents.

Issues:

- When will the tipping point come that more citizens access work and home information from the same device than the traditional method?
- How will that effect the reporting of data loss?
- How will this affect the sharing of information?

It promises to be an interesting workshop and debate. Come along, spaces are limited. Previous workshops have been fully subscribed and generated fascinating debate and insights.

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