

Choosing and Using Proper Awareness Techniques

John O'Leary
Computer Security Institute

Abstract: In trying to educate managers, users and IT personnel on the importance of protecting our information resources, we need to remember that different approaches work for different target audience segments at different ranges of geographical separation. "One size fits all" generally won't do the job. Top managers need to know things in macro, bottom-line terms. You don't necessarily have to be there to educate them, but you must be ready to rapidly address their questions. Information security professionals need detailed technical training. Interacting with machines in a lab setting can work very well. Computer users, operators, programmers and IT technicians, webmasters and content developers must be shown what they can do on a day-to-day operational basis. There are just too many of them to cover one-on-one. In this interactive session, we'll analyze techniques and technologies to ascertain which ones work best in which situations and for which awareness program target groups.