

SEMINAR 2 PREPARATION GROUP I

User Participation in the Risk Management Process

How will the lack of user access affect the risk assessment you will carry out as part of your assessment?

A lack of user access could mean...



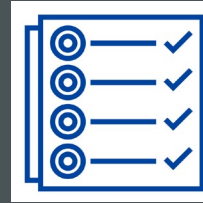
**Design,
implementation and
performance for
security control
development**

Inferior
knowledge of
user operation

No
consideration to
user feedback

Potentially lower performance
as users can support the level
of risk exposure understanding

Risk assessment may
not be directly relevant
for effective use



**Business
objectives**

Challenge to align
security measures
to business
objectives

Business
outcomes
may be
lower

Lack of
organisational
awareness with
business processes



Expertise

Lack of user
expertise to
identify
mitigation needs

Limitation of the
expression of
expertise to the
business-oriented goals

Lack of
empowerment
for the users

Amrit, C., Hillegersberg, J. & Diest, B. (2013) Involving End Users to Mitigate Risk in IS Development Projects. Journal of Organizational and End User Computing 2013 Vol. 25. United States. Available from: DOI: [10.4018/joeuc.2013070105](https://doi.org/10.4018/joeuc.2013070105) [Accessed 16 March 2022].

Spears, J. & Barki, H. (2010) User Participation in Information Systems Security Risk Management. Management Information Systems Research Center, University of Minnesota. Available from: <https://www.jstor.org/stable/25750689> [Accessed 16 March 2022].

Will it affect the choice of Qualitative vs. Quantitative assessment methods you utilise?

- Quantitative method uses numerical and statistical techniques to calculate the likelihood and impact of risk
- Quantitative method is data-driven and produces statistically reliable results
- Given the high degree of uncertainty and insufficient knowledge to deduce user participation, a quantitative method will not yield a satisfactory result.
- It is not easy to collect data on every process.
- Reliable historical data may not be available for analysis to quantify risk.
- The cost of quantitative analysis is usually higher than qualitative analysis
- Qualitative analysis often reflects inputs of business units more accurately than quantitative analysis, and it also captures “soft” risk such as morale or reputation.

Considering the above, we would use the qualitative assessment method for risk assessment.

How might you mitigate any issues encountered?

Issues	Mitigation
Subjective Assessment Qualitative assessment does not yield measurements, it is based on the perspective of the individual doing the research instead	A qualitative risk analysis should involve numerous persons to reduce subjectivity. The accuracy and depth of the analysis are determined by the team's past expertise.
Noisy data Meaningless data might produce during the assessment when users resist the change or focus on self-interest.	According to the research, it could be robust to noise with regression like Partial Least Squares (PLS), developed from the principal component regression, which helps in building models predicting more than one dependent variable (Lorber et al., 1987).

References

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