General Security Advice Interviews

Codes

Name	Description
1a. Learn to write Advice	How the participant first learned to write general security advice
Academic Teachings	Learned through academic courses/institutions/ teachings. Both formal and informal
Certification, Program	Learning to write security advice from a certification or program
Company Provided Trainings	Learn to write advice from the employer in training program/workshops/teachings
Conferences	Learn to write advice from conferences/workshops/etc..
Literature or Media	Any type of literature involving general security advice (research papers, blogs, books, journals, etc) or media (websites, social media, tv, etc)
On Job Experience	Learned to write advice simply from having work experience with company (not including trainings or workshops)
Other	Any other method not listed above that taught the participant how to write general security advice
Professional Workshops	Learned through professional workshops. These do not include workshops from the employer/company, nor do they include conferences.
1b. Occupational Role	Occupations for Participants for when they wrote general security advice.
Analyst,Researcher Role	Any form of analysts or research role (I.e. compliance researcher/analysts, etc)
Awareness, Communications Role	Communications/Marketing Role, typically writing or translating advice to make it sound more user friendly.

Name	Description
Consultant,Auditor	Providing Expert Opinion/Advice/Analysis or some kind of consultant/auditor.
Leadership Position	Participant holds leadership role among advice creation process.
Other	Any occupation not previously mentioned
Security Role	Participant is some form of security occupation (can include technical or non technical security).
Techincal Role	Occupation involving technical expertise/skills that DO NOT involve security.
1c. Companies	Places where the participant worked for AND wrote the advice
Academic Institution	Writing general security advice for academic institution
Defense Company	Non Government specific organization that engages in defense research and operations.
Government Institution	Participant wrote general security advice while working for a government entity or municipality
Industry	Industry company (non academic, government, research based)
Internet Provider	Internet provider company (i.e. Verizon)
Other	Any other type of company not listed
Provider of Security Domains	Company that provides security domains, advice for clients, users
Research Institution	Research institution (may also be academic??)
2a. Formal Writing Process	Any formal or structured process (Gap Analysis, SLA, defining scope, etc) used for writing advice
Chain of Command (Formal)	Advice is already guaranteed with a formal writing process, however there is also a chain of command as well. This differs from informal Chain of command and it differs from internal party collaboration (equal input, say).
Define Scope	Methods that help define the scope of the advice/policy/rules to be written. Includes gathering information, setting limitations, understanding current state of advice and

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	the goals of the advice.
Gap Analysis	Performing a Gap Analysis to first see state of security/advice and then go from there
Questionnnaires	When company provides questionnaires to client to see current security position of client advice…. May simply be added to define scope later but we will see
Service Level Agreement (SLA)	The providers have SLA's with clients to provide policies based on benchmarks/requirements from clients
Structured or Continual Process	A structured or ordered process that is formal but doesn't necessarily share the same name as the other processes listed in the Formal Writing Process Category
2b. Informal Writing Process	Advice writing is not dependent on any formal process, informal or un structured writing process
Chain of Command (informal)	When there is not a structured or formal writing process, however there is still an overseer i.e. a CSO, manager, who looks and approves the advice
Vary_By_Case	Advice write up is not structured but varies by the case. Can include write up of advice based on user's discretion, using prior pages to suggest for advice, or thinking what needs to be communicated. Never a structured model though
Write up	Author simply writes the advice based on their experience, expertise, or discretion
2c. Legal or Non Legal Guidelines	Mandates, Regulations, Laws, or Frameworks that were used to influence advice. These are not solely or specifically technical, but apply to a wider range of compliance standards.
California Consumer Privacy Act	
Data Protection Policy	When advice is influenced by Data Protection Policy
GDPR	Advice content influenced by GDPR standards
HIPAA	When advice content is influenced by HIPAA regulations
Hitrust	
SOC	SOC one, SOC two, etc Security Operations Center

Name	Description
2d. Technical,Security Standards	Involving Technical and/or Security Standards
CIS Benchmarks	Authors uses CIS Security Benchmarks or Standards to write advice
DISA STIG	Defense Informations Systems Agency (DISA) Security Technical Implementation Guides (STIG)
ICT Standards	Information and communications technology standards
ISO Standards	Advice content influenced by ISO standards (27001, 7001, etc).. International Standard on managing information security
NIST Standards	Advice content influenced by NIST standards (800-53, 800-63, etc)
OWASP Top 10	Authors relies on OWASP Top 10 for guidance on security advice writing
PCI DSS Standards	Payment Card Industry Data Security Standard- information security standard created to enhance cardholder data security for organizations that store and process credit card data.
2e. External Entity	External Org/Group/Entity influencing. Not a mandate, standard, or doc but an actual entity. Differs from external company collaboration since this is not necessarily a collaboration between the companies, more so just when participant uses content from these sources.
Colleague Orgs	When authors seeks colleagues or friends for guidance on advice writing
For Profit	For Profit Orgs in which authors seek for guidance on advice writing
Government or federal agency	Any federal agency, branch, or department that authors use to help influence the advice they write.
Non Profit	Any non profit organization that authors seek for guidance on writing advice
Security Awareness Companies	Includes Tera Nova, Make this it's own complete merged code!
Specific Websites	Specific websites that aren't official or legal sources of information, i.e. blogs
Web Search	When author searches web for insight or guidance on what to write, i.e. google search

Name	Description
3a. Background,Experience	Backgrounds of fellow workers/teammates
Different Backgrounds	When fellow workers of different background work together to write the security advice
Non-Technical Backgrounds	Anything not being a technical background (communications, etc)
Security Backgrounds	Security background (can include technical and non technical)
Similar Backgrounds	When fellow workers of similar background work together to write the security advice
Technical (Non-Security) Backgrounds	Workers have technical background (i.e.telephone, networking, etc)
3b. External Company Party Collaboration	Parties outside primary advice construction group either review, revise, or influence to some degree the advice that is written. (Only including external entity/company). Differs from external entity since this is SPECIFICALLY collaboration and not just using content
Consulting Company	Consulting company that works with main company to provide, write advice
Cyber Security Agency,Alliance	Cyber security agency works with company to provide advice. Can also include an alliance as well
Security Department	Security Department for company that advice is intended for
Software as Service Company	
3c. Internal Compnay Party Collaboration	Parties outside primary advice construction group either review, revise, or influence to some degree the advice that is written. (Only including inside company). This is NOT the same as a party needing approval from another party, more so equal collaboration
Arhitecture Team	Arc team looks at or approves advice
General counsel	General Counsel Office reviews and/or leave comments on advice
Human Resources (HR)	HR looks at or approves advice
Information Technology	The IT group is involved in writing advice

Name	Description
Management	Management looks at or approves advice
Marketing, Communications	Marketing or Comm looks at or approves advice
Network Team	Network team looks at or approves advice
Privacy Office	Privacy Office reviews and/or leave comments on advice
Risk Management Office	Risk Management Office reviews and/or leave comments on advice
Security Department	Security Dept looks at or approves advice
Technical Group	When a representative or team from tech collabs on advice
3d. Writers	Number of people writing the advice
Multiple Writers	Multiple people are involved in literally writing the advice
Single Writer	Single writer writes the advice themselves
Translator	When author translate security advice from initial party/person (most likely security person) to make advice more user friendly
4a. Most Prioritized Advice	Most common/prioritized topics of advice written
Access Control,Privileges	Advice Related to Access Control,Privileges
Frameworks	Advising users on what frameworks to use
Fraud	Advice relating to fraud (phishing, social engineering, identity theft, etc)
General user online security	Advice relating to general security state of users
Malware,Ransomware	Advice related to malware or ransomware attacks
Multi-factor authentication	
Operating Systems	Advice encompassing operating systems - Microsoft Windows, Mac OS, Linux, redhat, etc
Organizational	Security Advice for users within organization, includes balancing security improvements with limited budget, managing work responsibilities/locations, etc

Name	Description
Password Security	Advice relating to password security
Personal computers	Either for a user or company, advice on the security of personal computers
Reaction for Incidents	Advice to advise users in reaction to incidents
Risk Assessment	Advice covering risk assessment
Security Awareness	Advice educating users on important security related topics
Website Profile	Typically when advising a company, advice for the company website security
4b. Least Prioritized Advice	Least common/prioritized topics of advice
Antivirus,Malware	Advice relating to antivirus and malware
Applications	Advice relating to security of specific applications (i.e. zoom)
Encryption	Advice relating to Encryption security
Operating Systems	
Outdated or Irrelevant Advice	Advice that is outdated or simply not relevant anymore, i.e. old tech
Overly Technical	Advice relating to topics that may seem overly technical to general users
Physical Security	Advice towards physical security
Privacy	Advice relating to privacy
4c. Reasons Advice is Prioritized	Reasons or events that would cause the creation of general security advice
Ease Confusion	Prioritize advice to ease user or client confusion
High Impact, Time Crittical	Advice in this category can lead to high impact, or advice that is time critical
Keep up with Security Trends (up to date)	Creating advice applicable/relevant to security trends or just up to date
Knowledgable Areas (Lump with Keep up with security trends)	Focusing on areas that author/company are knowledgable on.

Name	Description
New Technology (lump with security trends)	Advice is prioritized due to new technology being developed/released.
Request by Client	Client requests advice/policies made
Response to Security Events	Advice is generated due to security event (compromise, breach, fraud attack, etc)
4d. Reasons Advice is not Prioritized	Reasons certain advice has not been covered as much or prioritized
Confusing Area	When the advice is covered less likely because it is confusing to explain, either a technical or non technical sense
Expensive	Advice is expensive or costly to implement
Irrelevant	Advice in this field may not be relevant at this time (permanently or just seasonal)
Low Impact, Not Time Critical	Advice in this category has a low impact, not worth writing on. Or advice that is not time crtical
Non Practical	When advice is less covered since it isn't practical or the advice is not covered in a practical or realistic manner, i.e. privacy tells you to not use social media but… we all use it
5a. Revision Process	Processes and reasons to revise advice
Formal Revision Process	Formal revision process that may resemble original advice write up process. Can be either periodical, non periodical, continual process
Informal Revision Process	Informal method to revise the advice, may be ad hoc, single writer, etc
Requests by Client,Consumer	Revisions made to Advice/Policies requested by clients/customers/target audience
Response to Security Events,Trends	Advice is revised due to Security Events or keeping up with trends.
6. Company's legal department	Company's legal department is involved in advice creation
Involved	Company's legal Dept is involved in advice creation processes
No Involvement	Company's legal Dept is not involved in advice generation process
Unsure	Participant is not sure if their legal department is involved

Name	Description
Varied Involvement	Company's legal dept involvement varies depending on situation
7. Responsibilities	Responsibilities claimed by participant companies when creating the advice
Beyond Just Advice	When service/company takes role or responsibility in going beyond just creating advice for users (i.e. chat agents, communications channels, email, tech support, giving user awareness, etc, inform and make users feel protected)
Compliance,Environment	Writing advice so that is it compliant to guidelines or just secure enough for the environment
Influence User	Aside from just providing advice, providing advice in a way that either motivates a change in behavior or to resonate with them (make advice seem personal or close to heart). Attempt to get user more invested in advice
No explicit Responsibility	When participant does not explicitly say their advice is based on level of responsibility they assume. Or that this is not a factor in the advice written
Security Training	When security company provides some form of security awareness training/program/ or workshop to the users/clients/or own employees.
Solely Provide Advice	Advice is created to provide security information to users to make decision, nothing else
Varying Responsibilities	Responsibilities is not necessarily geared either way, can vary, maybe on different companies requiring different needs, different security events, etc…
8. Internal Support	Support for clients that is internal or technical (not advice).
9. Advice Usability Thought Process	Though process or methods of improving actionability/usability of the advice
Advcie Visualization	Author uses diagrams, images, visual depictions to illustrate advice
Build Security Awareness	Improving the security awareness for security advice to users/employees/etc.
Compliance Check	This isn't really usability but we include now just to keep note… When author emphasizes making sure advice is compliance with rules or settings or environment of user so they can follow… This is STRICTLY in response to the usability question

Name	Description
Cost-Benefit Analysis	Analyzing the Cost-Benefits of implementing advice
Recommended Practices	Authors provide their recommendations for implementing advice (typically recommendations they themselves come up by themselves, practice themselves, or of their own discretion).
Review Advice	Reviewing advice or policies in at attempt to ensure that user or client is able to understand and implement advice. Differs from Review advice for improvement since this is asked in context to usability attempt
Simplify Advice	Make technical advice sound less technical, more usable or user friendly
Templates	Authors using templates or structures to present advice in easier way for users
Writer's Discretion	When the writer uses their own experience to decide the usability/actionability of the advice
Last 10a. Challenges	Challenges with writing the advice
Availability or Scheduling	Conflicts between parties who write general security advice that are related to the availability or necessary parties writing or reviewing advice. Or scheduling conflicts to come together and write advice.
Broad Audience	Writing advice for a broad audience with different levels of technical knowledge.
Content Agreement	When parties involved in writing the advice (authors, group, advisory board, teammates, clients, company, etc..) conflict in what content to provide or how to write the advice.
Identify Advice Needs	Identifying what general security advice needs to be written and it's relevant solutions, diverse implementation across multiple mediums, and also what areas need advice to be written on.
Lack of Security Awareness	When users, clients, or employees to the company lack security awareness or training and thus need to become aware.
Up to date or Relevant advice	Making sure that the advice published is in need of an update
Usability,Security Balance	Balancing usability and security aspects when writing advice

Name	Description
Last 10b. Improvements	Authors's opinions of how the advice construction process could be improved
Continual learning	Authors make efforts to seek out high tech individuals for guidance, go to conferences, read reports, research, or other efforts to stay in loop of state of security
Relationships,Availability for Advice Construction	Ensure parties involved in advice construction are in sync with their roles and responsibilities. Plus improve scheduling of important tasks or collaboration. I.e. Help marketing and security be on same page, etc...
Resources,Technology	Improving the Resources/Technology that is relevant for implementing the advice
Review,Audit Advice	Implement audits or reviews of advice to maintain currency, accuracy of advice.
Security Focus	Prioritizing the focus on general security (for both users and authors of security advice). Participant may suggest that either the processes to create the advice be more formalized or the companies who implement the advice pay more attention to the security aspect
Security Training (Users and employees)	Training users to be more knowledgable in security whether it be media, conferences, formal or informal workshops, teachings, or other forms of training.
Simplify,Contextualize Advice	Writing advice that is easier for users to understand and proving the context users need to fully understand advice and why it is important
Visualize Advice	Authors may use graphs, pictures, power points, or other visualizations to make advice easier to follow