USABLE SECURITY
STUDYING INFORMATION PRACTICES

DATE
FALL 2009

MENTOR
LAURIAN VEGA
Background

What does personal information have to do with usable security?
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NARISHA FINDS OUT SHE IS PREGNANT
TALKS TO HER GENERAL PRACTITIONER
GOES TO SEE HER OBGYN
OBGYN TALKS NEEDS REFERRAL
GIVES BIRTH IN A HOSPITAL
Background

What does personal information have to do with usable security?
1. INFORMATION NEEDS ARE INCREASINGLY DISTRIBUTED ACROSS PLACE AND SPACE

2. PEOPLE HAVE A RESPONSIBILITY FOR THEIR OWN PERSONAL INFORMATION

3. PERSONAL INFORMATION IS BECOMING INCREASINGLY DIGITIZED

Growing Trends

Highlights from the scenario
1. Information needs are increasingly distributed across place and space.

2. People have a responsibility for their own personal information.

3. Personal information is becoming increasingly digitized.

Growing Trends

Highlights from the scenario

There is a need usable + secure system.
Trust = Access to or the Sharing of Personal Information
Pilot Projects

Studying Information Management in Practice
Information Space

Studying Information Management in Practice
Method & Demographics

Understanding the practice

- 20-45 MINUTE INTERVIEWS
- 1-2 INTERVIEWERS + PARTICIPANT
- NO INCENTIVE FOR PARTICIPATING
- AUDIO RECORDED & TRANSCRIBED
- ANALYZED USING GROUNDED THEORY

- 13 PEOPLE FROM MEDICAL PRACTICES + 12 DIRECTORS FROM CHILDCARES
- NRV AREA
- SUMMER 2009
“WHAT IS THE KIND OF INFORMATION YOU INTERACT WITH ON A DAILY? MONTHLY? WEEKLY? BASIS?”

“DO YOU HAVE A POLICY ABOUT WHO CAN ACCESS INFORMATION? HOW IS ACCESS TO CHILD/PATIENT INFORMATION REGULATED?”

“METHODS OF COMMUNICATION? INFORMATION PROVIDED? INFORMATION KEPT ON DIFFERENT PARTIES”

Interview Questions
Understanding the practice
1. There was an hierarchy of control over information access

2. Childcare centers used (too) many methods to try and communicate with parents

3. Policies on information documentation were influenced by parents, laws, and owners

4. Information was kept in two forms: digital + electronic

5. There was human mediated access to information

6. Forms of security: door, location, and consent forms

7. Ownership of the information

8. Making information tangible

Findings
Childcare study
1. There was an hierarchy of control over information access
2. Childcare centers used (too) many methods to try and communicate with parents
3. Policies on information documentation were influenced by parents, laws, and owners
4. Information was kept in two forms: digital + electronic
5. There was human mediated access to information
6. Forms of security: door, location, and consent forms
7. Ownership of the information
8. Making information tangible

Findings
Childcare study
1. THERE WAS AN HIERARCHY OF CONTROL OVER INFORMATION ACCESS
2. CHILDCARE CENTERS USED (TOO) MANY METHODS TO TRY AND COMMUNICATE WITH PARENTS
3. POLICIES ON INFORMATION DOCUMENTATION WERE INFLUENCED BY PARENTS, LAWS, AND OWNERS
4. INFORMATION WAS KEPT IN TWO FORMS: DIGITAL + ELECTRONIC
5. THERE WAS HUMAN MEDIATED ACCESS TO INFORMATION
6. FORMS OF SECURITY: DOOR, LOCATION, AND CONSENT FORMS
7. OWNERSHIP OF THE INFORMATION
8. MAKING INFORMATION TANGIBLE

Findings
Childcare study
1. VARIOUS DEGREES OF COMPLIANCE WITH HIPPA
2. FILES ARE USUALLY KEPT A VERY LONG TIME (READ: FOREVER)
3. INFORMATION IS BEING STORED IN TWO DIFFERENT FORMS
4. NO GATE KEEPERS AND VERY LITTLE USE OF AUDIT TRAILS
5. THERE IS A LARGE TECHNOLOGY GAP
6. ACCESS WAS MUCH MORE OPEN, BUT THERE WERE DEEPER SHADES OF INFORMATION SHARING
7. THERE WERE DEGREES OF RECORDING PATIENT INFORMATION
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7. THERE WERE DEGREES OF RECORDING PATIENT INFORMATION
WE HAVE THE ‘OFFICIAL STORY’ + IDEAS OF HOW INFORMATION IS MANAGED AND ACCESSED
WE HAVE IDEAS ABOUT HOW TO DIGITIZE INFORMATION MANAGEMENT TO ENABLE TRUST

WE DON’T HAVE AN ‘WELL ROUNDED’ PICTURE OF CURRENT PRACTICES
WE DON’T HAVE A GOOD IDEA OF THE FEARS SURROUNDING A MOVE TO DIGITAL INFORMATION MANAGEMENT

Findings
What we have and what we have left
Exploring personal record keeping in practice

3 possible projects

1. INTERVIEWING PARENTS ON THEIR INFORMATION PRACTICES WITH CHILDCARES
Exploring personal record keeping in practice

3 possible projects

1. INTERVIEWING PARENTS ON THEIR INFORMATION PRACTICES WITH CHILDCARES
2. SHADOWING A CHILDCARE DIRECTOR TO FURTHER UNDERSTANDINGS OF CHILDCARE INFORMATION PRACTICES
Exploring personal record keeping in practice

3 possible projects

1. INTERVIEWING PARENTS ON THEIR INFORMATION PRACTICES WITH CHILDCARES
2. SHADOWING A CHILDCARE DIRECTOR TO FURTHER UNDERSTANDINGS OF CHILDCARE INFORMATION PRACTICES
3. DESIGN YOUR OWN
Laurian@vt.edu
or
Talk to me after class!