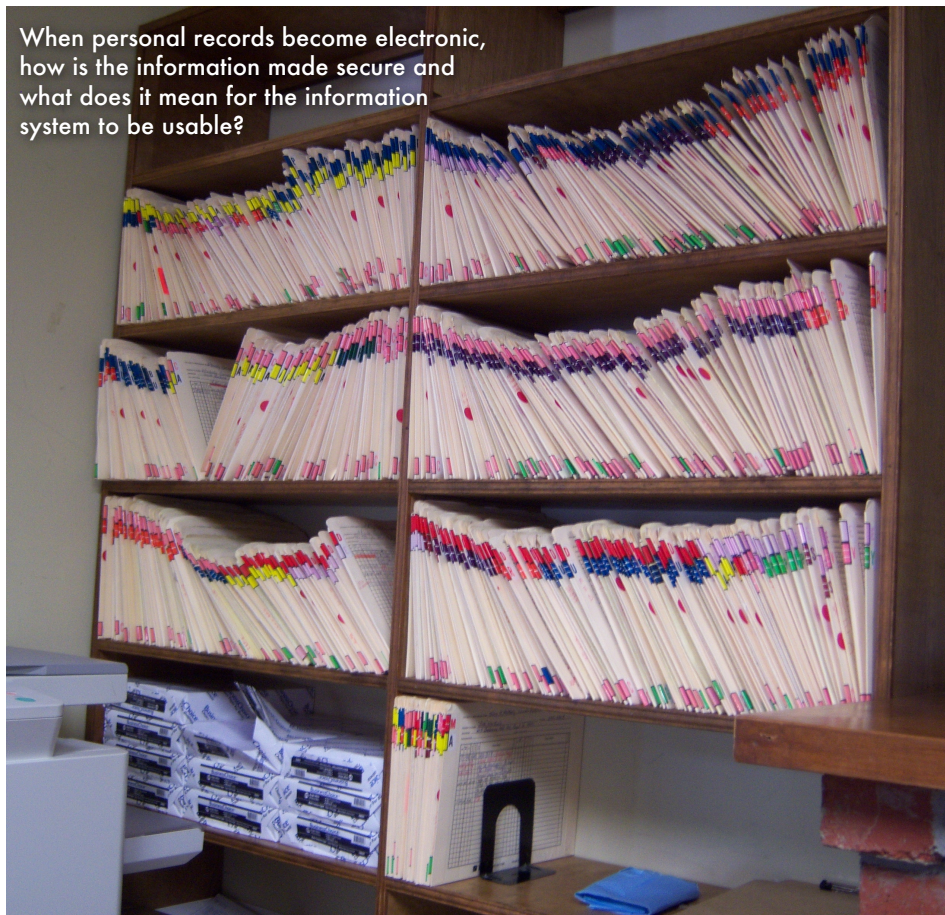


# Trust

LAURIAN  
VEGA

When personal records become electronic, how is the information made secure and what does it mean for the information system to be usable?



## Exploring personal record keeping in practice, Fall 2009 Project

### Background

Keeping and maintaining personal records is a growing concern. As people's personal information becomes increasingly segmented across place and space, people also have an increasing need to retain responsibility for their distributed information. Adding to this concern is the fact that personal information documentation and access has been further digitizing. These concerns have emerged as a need for a secure information system that is not only usable, but trustworthy.

This summer the usable security team engaged in two pilot research projects that focused on the area of personal information record keeping. In this area a person is not only responsible for providing personal information for a service, but the service provider is dually required to document information about the person. This creates a

system of engagement between the person and provider where they must interact and make information sharable and documentable. Both parties are both made responsible to not share personal information with people who are not trustworthy and to keep that information secure.

Currently, this system of practice has been fairly successful: keeping a piece of paper secure is as easy as physically locking it in a box. Similarly, sharing information is as easy as making a copy of a piece of paper. These metaphors breakdown though when moved into an electronic space. What does it mean to share someone's personal information? What does access mean in an electronic system? What is the practice of keeping information secure when hundreds or thousands of people now have access? What does ownership mean when it comes to digital records?

In the pilot projects this summer the Usable Security team started to examine current practices in two different settings: childcares and medical practices. Both studies involved interviewing directors of centers who managed personal information. They were asked about what information is collected, when it is collected, how it is made secure, who has access, and how access is managed. The projects proposed are to build on this work for a better understanding of current practices.

### Project 1: Parent Interviews of childcare information practices

turn over...

# Usable Security

What do current information security practices in childcare settings look like?



This project is the second part of the study of childcare information practices. The first half the study garnered that official study of how information is managed by the childcare. Our concern now is to get the 'other side of the story' by talking to parents. What are their concerns about keeping their child's information secure? How aware are they of the current practices at the childcare? Are they satisfied with these?

The project involves interviewing approximately 20 parents who have their child(ren) current enrolled in a local childcare using an interview protocol already developed. Transcription of the interviews, a use of grounded theory for conceptualizing the content of the interviews, and a report is what is required for this project. A short amount of training on interview protocols will be required.

People required on the team: 2

## Project 2: Follow a director for day

This project could take place in a childcare or a medical practice. The idea is that you would do an observation study where you would shadow a director for a substantial period of time to get a deeper understanding of their information practices.

This project involves half day long sessions at at least 5 practices per team member would be necessary. Transcriptions of the practices observed, a use of grounded theory for conceptualizing the content, and a report is what is required for this project. A

short amount of training on observation protocol will be required along with co-writing and submitting an IRB application.

People required on the team: maximum of 3

## Project 3: Create you own

There are many open questions here. If this is an area that you are interested in and have you own ideas about what might be interesting to pursue, please talk to me and Dr. Kafura about your ideas.

I can see a project that explores what people feel responsible for when it comes to their own personal health record.

## Additional Readings

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For more information:

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Talk to me after class!