

ABSTRACT

A Secure Knowledge Resource Management Approach for Knowledge-Centric Providers of Information Systems Outsourced Services

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Over the past years, much has been written about how contracting firms engaged in IT/IS outsourcing arrangements should protect themselves, however very little has been presented about mitigating the risks involved for the contracted firm. Typically, in these relationships, details relevant to the contracted firm's associated knowledge resources (knowledge assets and capabilities) become exposed either deliberately or unintentionally increasing the opportunities for misappropriation. This further underscores the need for their protection. Several researchers have implied that in order to develop more effective secure knowledge resource management practices, mitigation approaches must also reflect an understanding of the social context relevant to the industries in which the firm operates.

The thesis is presented in a multi-paper format where we seek to unearth the factors that contribute to the development of effective secure knowledge resource management approaches.

Keywords: Kevin H. Duncan; Secure knowledge resource management; information security; knowledge-centric firms; IS outsourcing; IT Outsourcing.