

Exploring the Dark Side of IT Security: Delphi Study on Business' Influencing Factors

Authors : Tizian Matschak, Ilja Nastjuk, Stephan Kühnel, Simon Trang

Abstract : We argue that besides well-known primary effects of information security controls (ISCs), namely confidentiality, integrity, and availability, ISCs can also have secondary effects. For example, while IT can add business value through impacts on business processes, ISCs can be a barrier and distort the relationship between IT and organizational value through the impact on business processes. By applying the Delphi method with 28 experts, we derived 27 business process influence dimensions of ISCs. Defining and understanding these mechanisms can change the common understanding of the cost-benefit valuation of IT security investments and support managers' effective and efficient decision-making.

Keywords : business process dimensions, dark side of information security, Delphi study, IT security controls

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