AN OUTLINE OF 3 CONCEPTS IN INFORMATION SYSTEM

A. Social Engineering

1. Types of social engineering attacks i. Baiting ii. Phishing iii. Tailgating iv. Quid pro quo

2. Impact of social engineering attacks i. Economic impact ii. Legal implication for the organization iii. Company reputation and image

3. How to prevent social engineering i. Multifactor authentication ii. Limited privilege access iii. Training in identifying suspicious email

B. Knowledge Management

1. Knowledge management tools/processes i. Gathering ii. Organizing iii. Refining iv. Disseminating

2. Why knowledge management is important i. Relevant information/resources documented ii. Avoids duplication/reduces error rate iii. Take advantage of existing expertise iv. Standardize process and procedures

3. Knowledge Management Cycles/Models i. Zack Model ii. Bukowitz & Williams Model iii. McElroy Model iv. WIIG Model

C. Diffusion of Innovations

1. The diffusion of innovation model i. Innovators ii. Early adopters iii. Early maturity iv. Late maturity v. Laggards

2. Factors influencing diffusion of innovation theory i. Relative advantage ii. Compatibility iii. Complexity iv. Triability v. Observability

3. Limitations of diffusion of innovation theory i. Does not foster adequate participatory approach ii. It does not take into account individual resources or social support iii. It is biased with adoption of behavior rather than cessation or prevention of behaviors