

KM Conference 2020

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Themes: Knowledge Management, Cybersecurity, Learning, and Information Technology

<http://www.iiakm.org/conference/>

1st Day Opening Keynote Lecture

Knowledge in the Service of Information Privacy and Security Behaviors

Professor France Bélanger

R.B. Pamplin Professor and Tom & Daisy Byrd Senior Faculty Fellow - Virginia Tech, USA

Keynote Overview:

Individuals continue to be the weakest link in information security and privacy. Explanations for the lack of proactive information protection behaviors have included (among others) the extent of efforts versus the expected benefits (i.e., a calculus of behavior), lack of caring, beliefs that individuals cannot do anything that would be effective (i.e. learned helplessness, lack of awareness of the issues, and lack of knowledge). In this presentation, I focus on actual knowledge as a rarely studied construct that could effectively enhance information security and privacy behaviors both within organizations and in the larger society. Using examples of findings in several recent studies, I demonstrated the role of knowledge and compare it to the role of perceived abilities (self-efficacy). The presentation then moves into a call for research on knowledge as a core concept to foster information protective behaviors in individuals and to explain the role that cybersecurity and privacy governance can have in doing this.

Main Topics:

- Why individuals do not perform information protective behaviors
- The role of knowledge and the need for knowledge-based research
- The knowledge-belief gap
- Cybersecurity and privacy governance to foster information privacy and security knowledge

About the Keynote Presenter:

France Bélanger is the R. B. Pamplin Professor and Tom & Daisy Byrd Senior Faculty Fellow in the Pamplin College of Business, as well as Affiliate Faculty in the Hume Center for National Security and Technology and in the Center for Gerontology at Virginia Tech. Her research focuses on digital interactions between individuals, businesses, and governments and the related information security and privacy issues. Her award winning work has been published in leading IS journals, including *Information Systems Research*, *MIS Quarterly*, *European Journal for Information Systems*, *Journal of the Association for Information Systems*, *Journal of Strategic Information Systems*, *Information Systems Journal*, various *IEEE Transactions*, and many others. She received the 2008 IEEE Education Society Research Award, the 2008 Hoerber Research Excellence Award, and the 2013 INFORMS Design Science Award for Outstanding Research Stream, as well as numerous best paper awards. She is or has been Senior Editor and Associate Editor for the *Journal of the Association for information Systems*, *MIS Quarterly*, *Information Systems Research*, and several other journals, as well as guest editor for several special issues. Her work has been funded by agencies, institutes, corporations, and research centers, including the National Science Foundation. She was named Fulbright Distinguished Chair in 2006 (Portugal), Erskine Fellow in 2009 (New Zealand), and KoMePol-IT Fellow in 2017 (Germany).

