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AMCIS: Human Factors and Organizational Cyber-resilience

TREO Talk Paper

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Abstract

As organizations and industries increasingly adapt to digitization and transformation of the workforce, the sustainability of organizations in many ways becomes dependent on the efficacy and resilience of systems upon which they collectively rely to create, conduct, and communicate the work that underlies their purpose and existence. With the increasing risk of cyberattacks and associated vulnerabilities to organizations, emerging research often focuses on technological infrastructure or governance systems. Further, much research is based upon information technology teams or professionals. Fewer researchers have considered the wider organizational perspective and nature of how cyber-resilience is communicated among the rank-and-file employees across an organization (Colbert et al., 2016; Deloitte, 2020).

This research project seeks to employ exploratory qualitative methods, specifically in-depth interviews, to gather data and thematically analyze the intersection of human factors and organizational cyber-resilience to better understand how individuals and teams communicate the importance of cybersecurity within their organization from their own perspectives. Communication researchers offer a lens through which we can consider these experiences by providing a view of resilience that is communicatively constituted. Further, this study seeks to understand how individuals, and teams, navigate vulnerability and risk through “memorable messages” which may offer implications to further study the value of developing a framework for anticipatory organizational cyber-resilience which can complement and extend ongoing studies that focus on infrastructure and governance aspects of cyber-resilience (Buzzanell, 2010; Kuang, et al., 2020).

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