

International Organization for Standardization/International Electrotechnical Commission 17799 (ISO/IEC 17799): See BS 7799.

KIC: Kraft International Commercial.

KNAC: Kraft North America Commercial.

Risk Assessment: Process of analyzing the threats to, and vulnerabilities of, a system, and evaluating the possible impact and probability of occurrence associated with each potential loss event.

Risk Management: Process of identifying and assessing risk, and evaluating and selecting alternative responses to risk, based on the consideration of legal, economic, political, and social factors.

Risk Remediation: Process of taking action to reduce risk exposure.

SAP HR: Enterprise resource planning system from SAP. System used for human resources transaction processing for all international employees at Kraft Foods Inc.

Sarbanes-Oxley Act of 2002: U.S. law created to protect investors by improving the reliability and accuracy of corporate disclosures. It establishes stringent financial reporting requirements for publicly traded companies. The law is named after its sponsors: Senator Paul Sarbanes (D-MD) and Representative Michael Oxley (R-OH). See <http://news.findlaw.com/hdocs/docs/gwbush/sarbanesoxley072302.pdf>.

Shared Service Center (SSC): Provides online accessibility to human resources transactions for North American employees of Kraft Foods Inc.

Threat Analysis: Systematic examination of circumstances that have the potential to cause loss or harm.

Unified Personnel and Payroll System (UPPS): System used for human resources transaction processing for all North American employees of Kraft Foods Inc.

Vulnerability Analysis: Systematic examination to identify exploitable weaknesses in a system, in the use of the system, its procedures, and its internal controls.

CASE 2

ADVO, INC.:

INTEGRATING IT AND PHYSICAL SECURITY

Complacency is often the greatest threat to security. It is easy to overlook or underestimate potential security threats until they become a reality, and it is equally easy to lose focus on those security threats once the immediate crisis has passed. Advo, Inc., successfully overcame these challenges. This case study describes how two national crises triggered immediate changes in Advo's physical security and process security controls. It also describes Advo's treatment of information technology (IT) and physical security as interconnected components of the organization's evolving security infrastructure. To provide necessary background information, the case study begins with an overview of Advo, Inc., its operations, and the security controls that were in place before the occurrence of the 9/11 terrorist attacks and the subsequent anthrax attacks.