Chapter II

Learning from Practice

Introduction

To learn more about the views and practices of industry practitioners, this chapter outlines the result of an interview with a panel of e-commerce security practitioners who were asked to share their insights, understanding and vision regarding issues related to the practice of e-commerce security. Panel members were chosen based on their experience in the field of e-commerce security and management.

Section I of this interview deals with the issues and challenges of e-commerce security. Issues covered in this section include e-commerce security policies, tactics of hackers and security architecture. In Section II of the interview, the participants were asked to provide suggestions and recommendations regarding current challenges, solutions and future issues facing e-commerce security. Panel participants were asked to answer each of the questions to the best of their knowledge, sharing their practical experiences and understanding regarding e-commerce security with the book’s audience.

For the list of panel members and their profiles, see Appendix A at the end of this chapter (pg. 67).
Section I: Issues and Challenges

Q: Does your organization have a formal e-commerce security policy in place?

Naglost:

Being a provider of e-commerce and Internet services to both government and private sector organizations, Berkeley must have a formal e-commerce security policy, as we often create and implement these solutions.

Oliva:

We also have one in place. Our security policy uses established software technologies (firewalls, encryptions, etc.) and formal business practices such as “know the source” and shredding of unneeded documents.

Thompson:

We have an e-commerce security policy in place, as well.

Arazi:

There is one in place.

Upadhyaya:

We do not have a policy and there is no plan to develop one. Our company does not have the resources to set up and maintain a formal e-commerce security policy. It is something that we want and would love to have, however, it is not feasible at this time. When should others or we adopt one? I think as a company you need to be realistic about when this is implemented. Once your e-commerce venture has started to produce revenue, you can
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