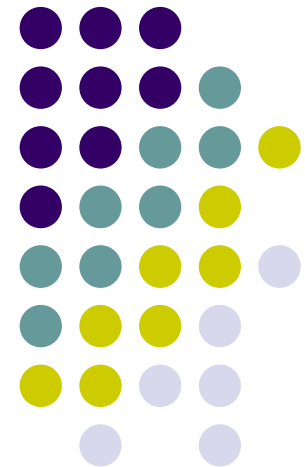


# User Involvement and User Requirements in Security Research

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# Involvement and Requirements



- End users
  - Offering intelligence about the issues and operational problems
  - Providing a meaningful benchmarking for research
  - Opportunity to test research results in the field
  - Refining and innovating research results to meet demand
  - Ultimate test environment – albeit that access can be difficult



# Engaging End Users

- Language
  - Operational emphasis of end users often means limited resources available to focus on research
  - Similarly, addressing technical language to end users can be an obstacle to gaining their confidence
- Procurement
  - Willingness to engage with research can be limited by need to maintain independence during procurement
  - Commercial focus – research is a cost to end users

# Engaging End Users



- Recognising the ‘right’ people in each domain and organisation
- Translating problems to possible solutions
- Helping end users understand its not just about the ‘big’ problems, research can help address the small problems and innovate the way we address security.



# Suggestions to address this?

- Policy level – prioritise research from a best practice perspective
- Finding and supporting opportunities for dialogue between research and end users
  - e.g. Pro rata funding based on end user participation??
- Specifying the demand – explaining the time and resources to be invested
- Promoting security research to private and public end users



**THANK YOU FOR YOUR ATTENTION.**