

Capability for supporting human resource development for Cybercrime Unit

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Cybercrime Investigation Knowledge Forum

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□ Key Factors for Human Resource management

- ✓ Job Definition
- ✓ Utilization
- ✓ Skill Definition
- ✓ Recruiting
- ✓ Hiring
- ✓ Performance Objective
- ✓ Verification
- ✓ Group Dynamics
- ✓ Learning Organization
- ✓ Coaching, Team Building
- ✓ Motivation Management
- ✓ Multi-Culture

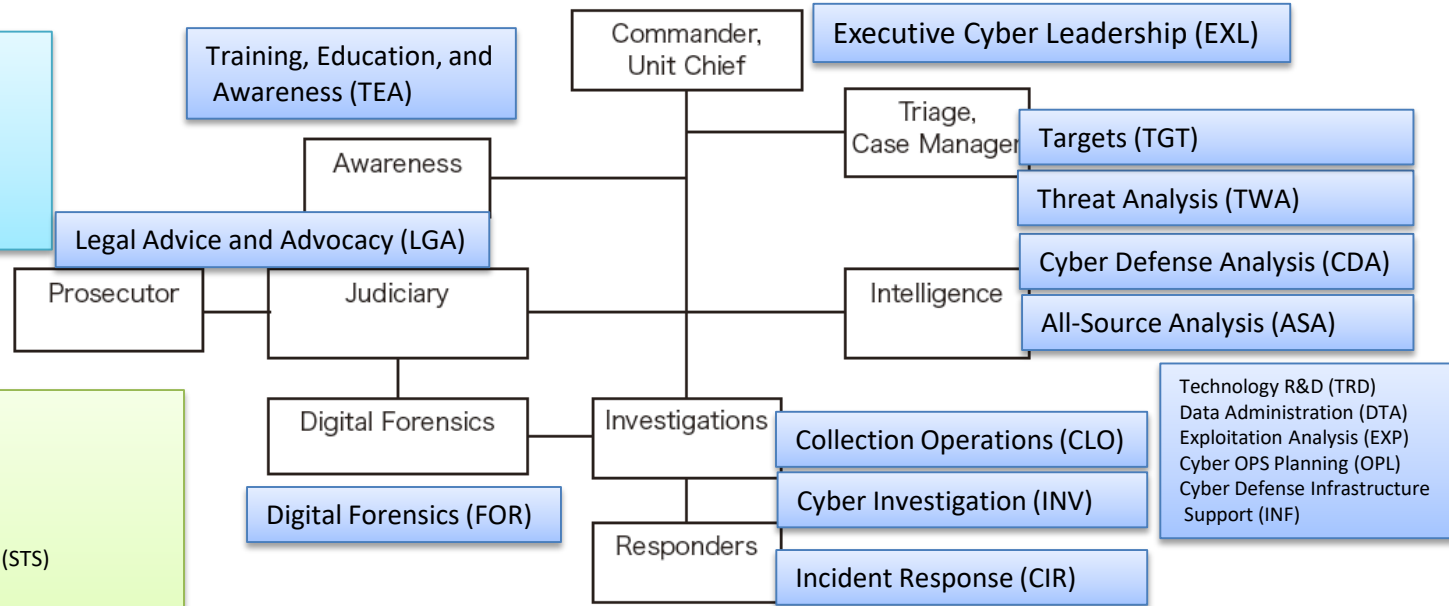
Organization Model of Cybercrime Unit

Role in management framework

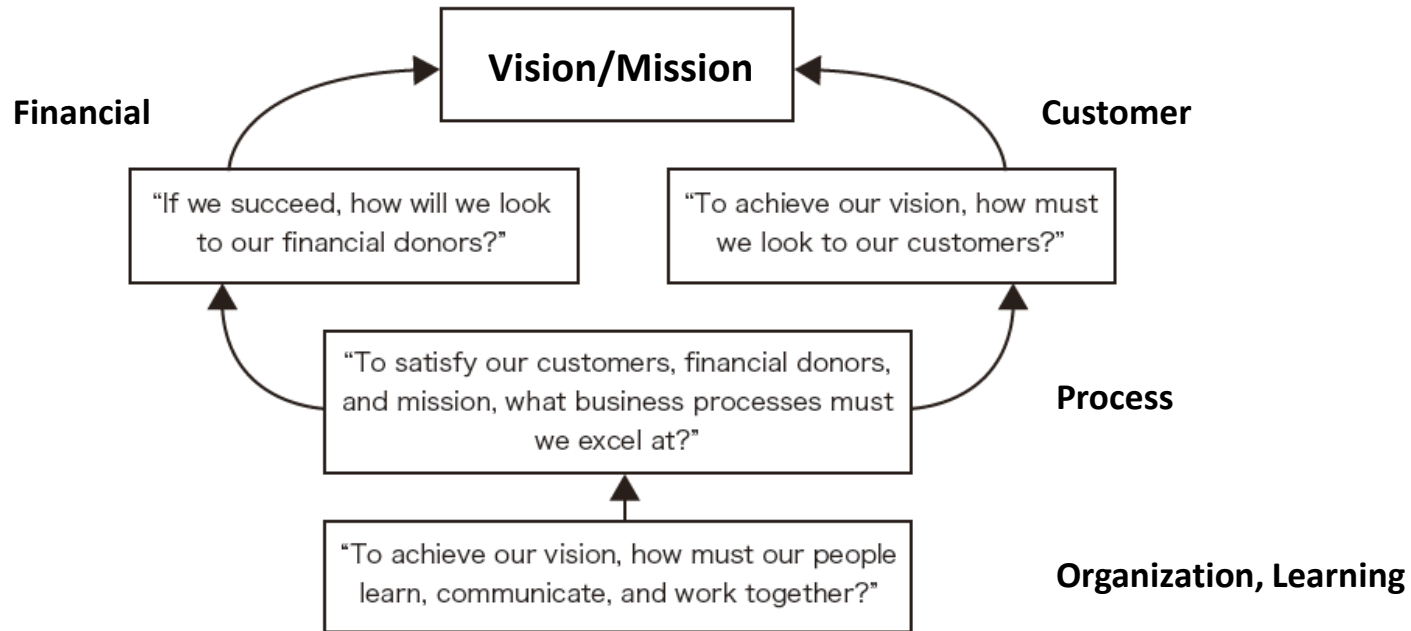
Strategic Planning and Policy (SPP)
 Risk Management (RSK)
 Knowledge Management (KMG)
 Cybersecurity Management (MGT)
 Program/Project Management (PMA) and Acquisition

Not directly relevant to CIBOK

Software Development (DEV)
 Systems Architecture (ARC)
 Systems Requirements Planning (SRP)
 Test and Evaluation (TST)
 Systems Development (SYS)
 Customer Service and Technical Support (STS)
 Network Services (NET)
 Systems Administration (ADM)
 Systems Analysis (ANA)
 Vulnerability Assessment and Management (VAM)
 Cyber Operations (OPS)



How to attract the “good people” ?



Key Factors for human resource management

✓ **Defining Human Resources for the Organization**

Executive, Administrative, Senior, Managerial, Experienced, and Junior staff...

✓ **Defining Jobs (Job role)**

- Differ primarily only with regard to judiciary and public relations job roles
- Investigations, intelligence, forensics, and administration

✓ **Human Resource Utilization Planning**

If you burden too much, you will lose the good skills easily

✓ **Human Resource Performance Management**

Measure of adherence to policies, subjective association of confidence in leadership abilities, and objective attainment of resource utilization planning objectives

Key Factors for human resource management

✓ Defining Skillsets required

The major jobs in the cybercrime investigation function involve **investigations** (human and technical), **intelligence** (reconnaissance, monitoring, and source development), **forensics** (computer/mobile device and network), and **administrative** or **support** (such as public relations or judiciary). The primary cybercrime investigation activities of investigations, intelligence, and forensics **require a common technical foundation** – but specific experience and developed knowledge to perform at senior levels, or to expert requirements.

Key Factors for human resource management

✓ Recruiting and Hiring

Role	Education	Experience
Executive	University	High (any CI activities) – Public and Private
Investigations	University or Federal	High-Medium Public or Private
Intelligence	University and Federal	High Public (preferred)
Forensics	University or Trade School or Industry	Medium Public or Private
Administrative	University or Trade School or Industry	Medium-Low Public or Private
Judiciary	University and Industry	High Public or Private (preferred)
Public Relations	Industry or Federal	High Public (preferred)
Support	Industry or Federal	Medium Public or Private

Key Factors for human resource management

✓ **Skills Performance Objectives**

Needed to be “measured” – visible, achievable, meaningful object setting.

✓ **Skills and Knowledge Verification**

At hiring, assignment as well as regular based assessment

Key Factors for human resource management

✓ **Group Dynamics**

Try not to handle each case alone – always someone knows what you don't know yet

✓ **Building Learning Organizations**

Be Open to ask for help, easy to identify the weak points, group learning

✓ **Coaching**

Coaching should be not only a function of the cybercrime investigation activities, but also a collaborative effort of the organization where cybercrime investigation supports other strategic goals

Key Factors for human resource management

✓ **Team Building**

A true leader is one who is sought out by junior staff (or others) for opportunities to develop their own skills and knowledge

✓ **Motivation Management**

A well-managed organization will create an atmosphere of leadership and management policies that improve performance without derogatory feedback

✓ **Multi-cultural Environment Management**

Open-minded and integrated cultural experiences can help a cybercrime investigation function to improve their performance

Cybercrime Investigation Body of Knowledge

<https://www.cibok.org>



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Any inquiries, please contact ;
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