

System dynamics (IND 404 / IKT 406)

Obligatory Assignment # 2

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| Deliverables: | Participation in experimental study & written report |
| Start of project: | Tuesday 8 March 2005, 09:00 am |
| Delivery of report: | Friday 11 March 2005, 02:00 pm |
| | <i>(Fronter – Innlevering - Delivery Project No. Two)</i> |

In the first part of this obligatory assignment each of you tried to manage a simulated CSIRT (Computer Security Incident Response Team). Today we have discussed the experimental task and its optimal solution.¹ Given this information and the experience you have from participation in the experiment, in this part of the assignment please:

- Evaluate to what degree the experiment instructions and the simulator facilitate decision-making during the experiment, and
- Suggest how they could be improved so that the optimal solution is easily identifiable already in the 1st trial.

You work in your regular project groups and produce a short written report on your findings. In the report, you should discuss which features of the simulator (see Figure 1, p. 2) and the experiment instructions (i.e., the MANAGING CSIRTs handout) you found helpful and which you found confusing. You should also discuss how you would modify the simulator interface and the experiment instructions to improve facilitation of the problem solving.

Here are *some* questions that you might want to discuss in your groups when preparing the report:

1. Which features of the simulator interface (see Figure 1, p. 2) and the experiment instructions (i.e., the MANAGING CSIRTs handout) help in identifying the optimal solution, and why? Which seem unnecessary, and why? Which are likely to cause confusion (and of what nature), and why?
2. How would you modify the simulator interface and the instructions so one can easily identify the optimal strategy already in the first trial:
 - a. Are there any features of the simulator or the instructions you would get rid of? Why?
 - b. How would you enhance the simulator and the instructions? Why?
 - c. What type of decision aids (e.g., a calculator, a system dynamics model, a graph illustrating the CSIRT capacity net growth, etc.) would you recommend to be included in the decision-making environment² featuring the experimental task? Why?

¹ In the assignment folder created in the *Fronter* course room you will find both the debriefing presentation and the system dynamics model that was featured by the simulator.

² 'Decision-making environment' refers to the entire environment supporting the decision-making process. It includes both the initial instructions and the 'tool' – it being it a computer simulator or a paper – provided for making the decisions.

Your report text must not exceed 1,000 words.³ Please use Times New Roman font size 12 points (or equivalent) with text spacing 1.5 lines. We encourage you to use various bullet-point lists and tables to communicate your findings and diagrams to illustrate your ideas. The preferred language for your submission is English. (If you find it very difficult, you may write in Norwegian.) You submit your report to the *Delivery Project No. Two* folder, the *Innlevering* section in the course Fronter room by 2 pm, Friday, March 11, 2005.

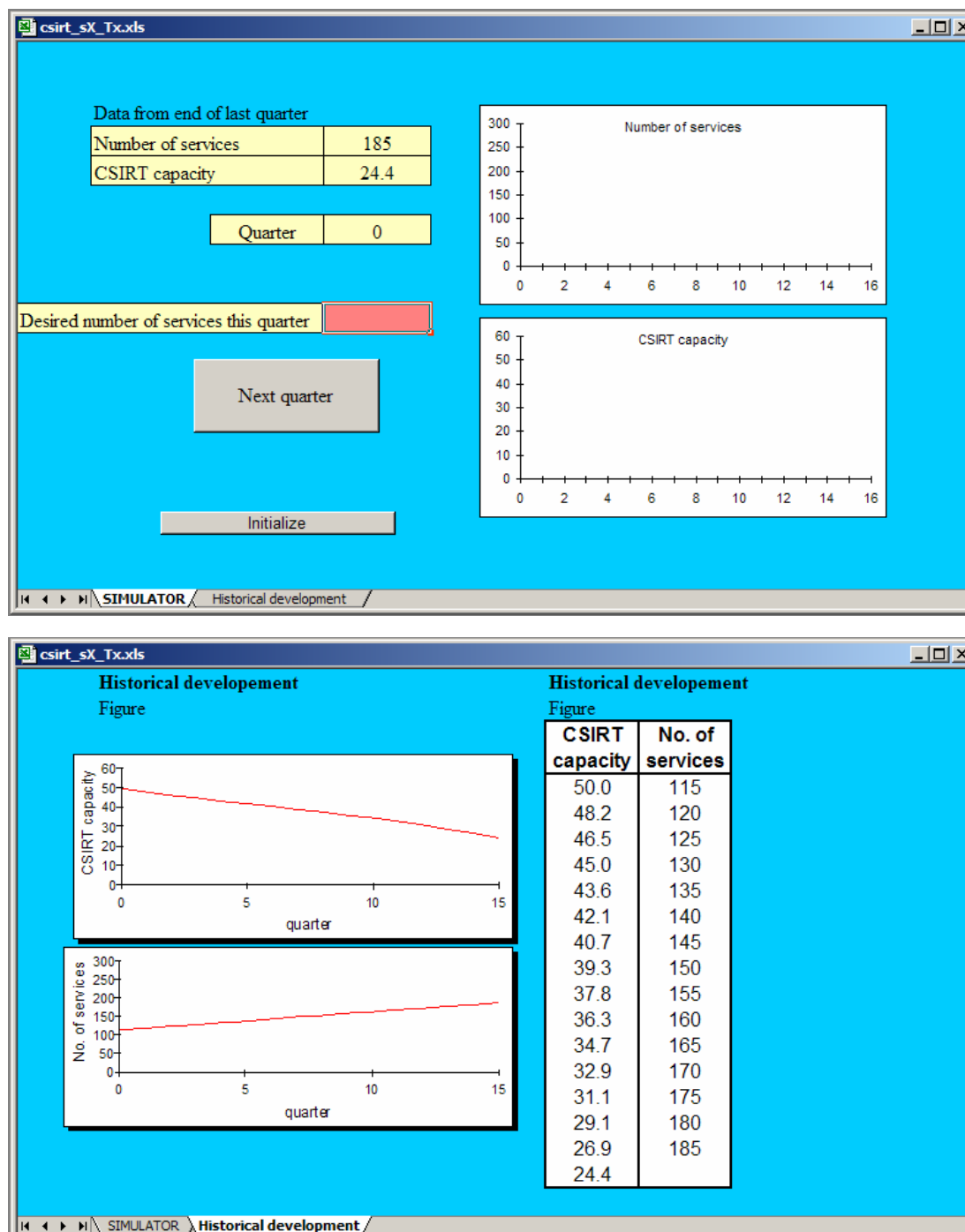


Figure 1 Screenshots of the simulator used for managing the simulated CSIRT.

³ Use *Tools -> Word Count...* in MS Word to obtain the word count statistics for your document.