

“ It would be great if there were better scan instructions and working links when working the scans. ”




LOCATION: Silver Spring, MD

AGE: 44

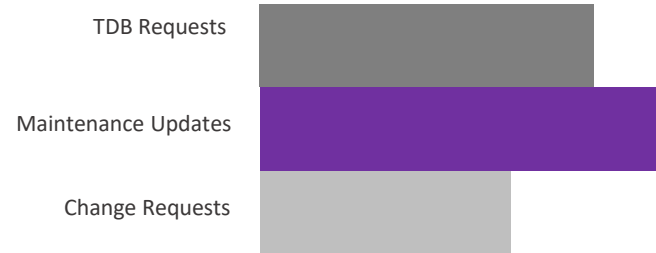
JOB TITLE: System Security Officer

JOB LEVEL: 
entry level leadership

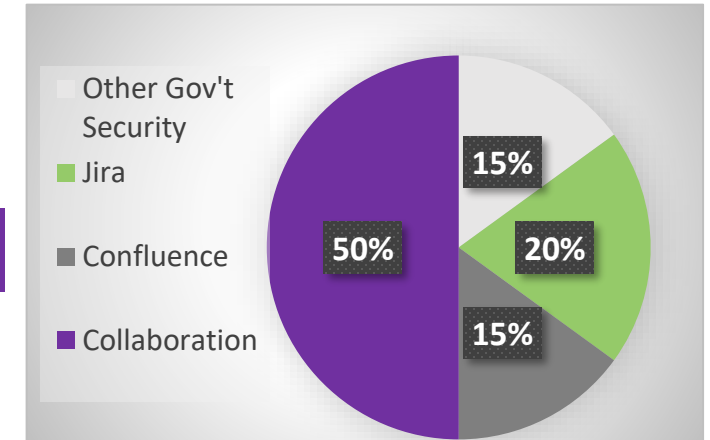
EDUCATION: M.S. Information Security

TECHNOLOGY: 
novice savvy

MAJOR ACTIVITIES



TOOLS



MY STORY

I like things to run smoothly and be clear and consistent. In the Army, we knew what we were supposed to do when, and who to pass it off to. Delays and rework could cost someone their life or jeopardize the mission.

I know this is not the military, but a process that is always the process ensures things get accomplished in a timely manner. I like to ensure that I'm training my team in a way that makes it easier to do their jobs quickly and efficiently. This approach doesn't work if there are uncommunicated changes.

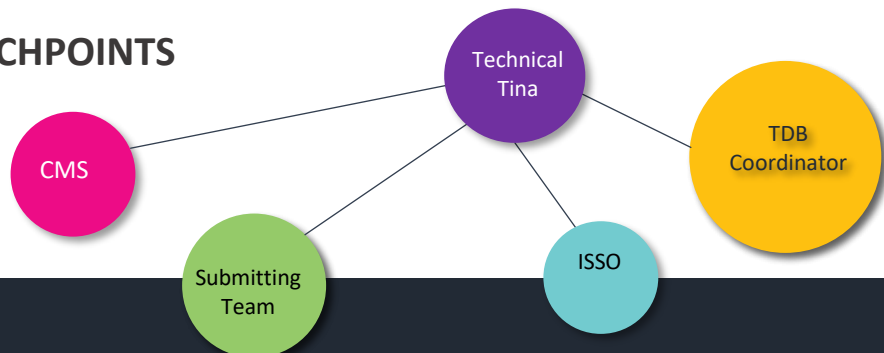
FRUSTRATIONS

- Waiting for a decision to be made by the TDB when vulnerabilities with multiple scans are present and not knowing the justification or rubric for decision making
- Understanding what the indications mean on the Jira board in terms of how long approval will take
- Some sections of the form seem unnecessary

MOTIVATIONS

- Ensuring the software environment is safe from vulnerabilities and removing risks where possible.
- Keeping my team informed and improving communication and collaboration.
- Creating and sharing systems and workflows that help get the work done.

TOUCHPOINTS



OVERALL SATISFACTION

8

NUMBER OF SUBMISSIONS

15+

