

CONTENTS

<i>Preface</i>	<i>ix</i>
Introduction	1
PART I: THE CURRENT STATE OF IDENTITY THEFT	
CHAPTER 1. What Is an “Identity”?	7
CHAPTER 2. Identity Theft: Effects on Victims	13
CHAPTER 3. Identity Crime Is Entrenched	25
CHAPTER 4. Identity Crimes Are Escalating	31
CHAPTER 5. Legal Requirements for Businesses	40
CHAPTER 6. <i>Caveat Lector</i> . Let the Reader Beware	47

PART II: IDENTITY THEFT PREVENTION**CHAPTER 7.**

The BISP Plan: Tighten Your Business Borders 55

CHAPTER 8.

Begin the Exercises: Identify Your Business Identities 62

CHAPTER 9.

Securing the People Front: The Security Job Analysis 73

CHAPTER 10.

The People Front: Recruitment for Security 85

CHAPTER 11.

The People Front: Personnel Selection for Security 89

CHAPTER 12.

The People Front: Select for Motivation 99

CHAPTER 13.

The People Front: Select for Integrity and Security 104

CHAPTER 14.

The People Front: Select for Interpersonal Skills 112

CHAPTER 15.

The People Front: Socialization, Company Culture,
and the Realistic Job Preview 118

CHAPTER 16.

The People Front: Socializing Newcomers
to the Honest Company Culture 125

CHAPTER 17.

The People Front: Appraisal and Feedback for
Performance and Security 131

CHAPTER 18.

The Process Front: Secure Business Information Processes	144
--	-----

CHAPTER 19.

The Property Front: The E-Business Web Site	156
---	-----

PART III: MONITORING IDENTITY THEFT**CHAPTER 20.**

The Customer Security Program	165
-------------------------------	-----

CHAPTER 21.

E-Commerce "Best Practices" for Customers	173
---	-----

CHAPTER 22.

The Legislative Process	178
-------------------------	-----

CHAPTER 23.

The HIPAA Database	188
--------------------	-----

APPENDICES**APPENDIX A**

The Security Standard Checklist	199
---------------------------------	-----

APPENDIX B

Checklist of Team Prerequisites	203
---------------------------------	-----

APPENDIX C

Structured and Formal Brainstorming: Step-by-Step Instructions	204
---	-----

APPENDIX D

Cause and Effect Analysis: Step-by-Step Instructions	208
--	-----

APPENDIX E

The Security Focus Group Interview	211
------------------------------------	-----

APPENDIX F	
The Security Job Description	213
APPENDIX G	
Industrial and Organizational Specialists in Test Development and Validation	216
APPENDIX H	
One Company's Short- and Long-Term Strategic Plan	218
APPENDIX I	
The Information Process: Definition, Description, and Illustration	220
APPENDIX J	
The Pareto Analysis: Definition, Description, and Illustration	226
APPENDIX K	
Forerunners in the Support of Identity Theft Legislation	230
<i>Notes</i>	235
<i>Index</i>	243