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The KIT – Knowledge & Information Technology

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→ Sorry for the Delay..

This issue of The KIT should have gone out on July 16. We're late. We could offer excuses (such as the U.S. tax return deadline having moved to July 15 this year) but it's better to just offer apologies.

→ A Knowledge Management Testimonial

Melodie Beveridge responded to the summary of the KMWorld report on knowledge management, included in the last issue:

"I am a Service Desk agent who has had the privilege of starting on a fresh customer account with no knowledge bases. I work on the knowledge base any time I am not taking inbound calls. After 2½ years, several departments on both the customer and company side have begun to document resolutions for problems, IT change processes, etc., in the knowledge base. My manager calls me a "KB guru." I have been training people on new accounts so they can create KBs that are useful to Service Desk agents and techs alike. A KB Weekly email is a must have for any knowledge base to flourish. Currently, the Service Desk agents, all customer IT managers, and several company managers are on my mailing list. Knowledge changes so quickly that a weekly email is a necessity. I send KB News Flash emails when there is important update to a KB. Companies need to be writing and maintaining knowledge base articles for the 21st century instead of 1980s."

Congratulations to Melodie for her understanding of KM and her ability to convey its value and change the culture of her company for the better. That makes her much more than a "service desk agent," as she calls herself, but modesty is a good thing.

→ Suman Moodley's Podcasts on Data Strategy

We recently discovered the work of Suman Moodley, CEO of Intellergy, an energetic leader in the field of data strategy based in Johannesburg, South Africa. Suman has been posting with increasing frequency a series of podcasts in which he interviews (remotely, of course) other experts from all over the world. Each podcast is 8-12 minutes long, and there seem to be about 30 of them online [here](#) (and free).

Stay tuned for a podcast of Claude Baudoin's interview, scheduled for early August. And if you have something to share about data and information management, let us know -- Suman is accepting recommendations for future interviewees!

→ Verizon's Analysis of Data Breaches

Verizon's Data Breach Investigation Report (DBIR) "is considered the definitive source of cybercrime statistics," writes Louis Columbus in [this Business 2 Community article](#). While the full 2020 report is freely available from Verizon [here](#), the article provides a useful summary.

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It is entitled "Why Securing Endpoints Is the Future of Cybersecurity," but this is only one of the recommendations contained in the report. It is at least equally interesting to note that 24% of breaches occurred in the cloud and 70% on premises (leading us to wonder if some companies have no idea where the data stolen in the remaining 6% of the cases was located). This proves once again that keeping data in-house provides a false sense of security.

But the article's title is pertinent given the proliferation of connected devices (we wrote early on about the security challenges brought by the Internet of Things, and this is now a common theme). This is further aggravated by the current "work from home" explosion due to the pandemic. Companies are losing track of all the endpoints that constitute their "attack surface," including home PCs and smartphones -- if they ever had a grasp of that inventory in the first place. Overall, this is scary but important information.

→ ML for Medical Needs

Curt Hall, a senior consultant who writes for the Cutter Consortium, just published a piece called [The Doctor Is In: Using Machine Learning Tools in a Pandemic](#). The abstract reads: *"Researchers at hospitals, universities, and technical institutes are teaming up to apply artificial intelligence, machine learning, and analytics to help determine and predict COVID-19 patients' hospitalization paths and medical needs."*

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→ Seen Recently...

"Some days I feel like I'm getting old, and other days I sit down at my laptop with a 14-hour-old slice of cold pizza in my mouth and think, 'I still got it'."

-- [Elizabeth Hackett](#), not writing about coding, as you might think, but about her job as a screenwriter in Los Angeles