

# Stop Documenting and Start Managing Knowledge: A Cybersecurity Case Study

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“

Documentation is where  
knowledge goes to die.

”





# Cybersecurity: The Perfect Fit for Knowledge Management



“

I'll just ask Zack.

”

Documentation exists.  
Knowledge within it lies dormant.



# Operational Zero-Day



A gap between documented processes and how critical work is actually being done



# Operational Zero-Day Risk Factors

- ▶ Undocumented processes
- ▶ Tribal knowledge
- ▶ Static documents
- ▶ Single-expert dependencies



# The Risk in Cybersecurity

- ▶ Delayed incident response
- ▶ Audit and compliance friction
- ▶ Inefficiency and productivity costs





# From Documents to Knowledge Systems



“A system will become more disordered, as time increases, unless energy is applied.”

## THE SECOND LAW OF THERMODYNAMICS



# Fighting Physics

Build the system and apply the energy source

- ▶ Capture
- ▶ Organize
- ▶ Activate



# Cybersecurity Problem Solving with KM

- ▶ The Playbooks Nobody Wants to Use
- ▶ The Security Incident Reports Nobody Wants to Write
- ▶ The Knowledge in Teams Chats Nobody Saves



Where  
should we  
put this  
document?



How do we  
connect this  
knowledge to the  
people who need  
it?



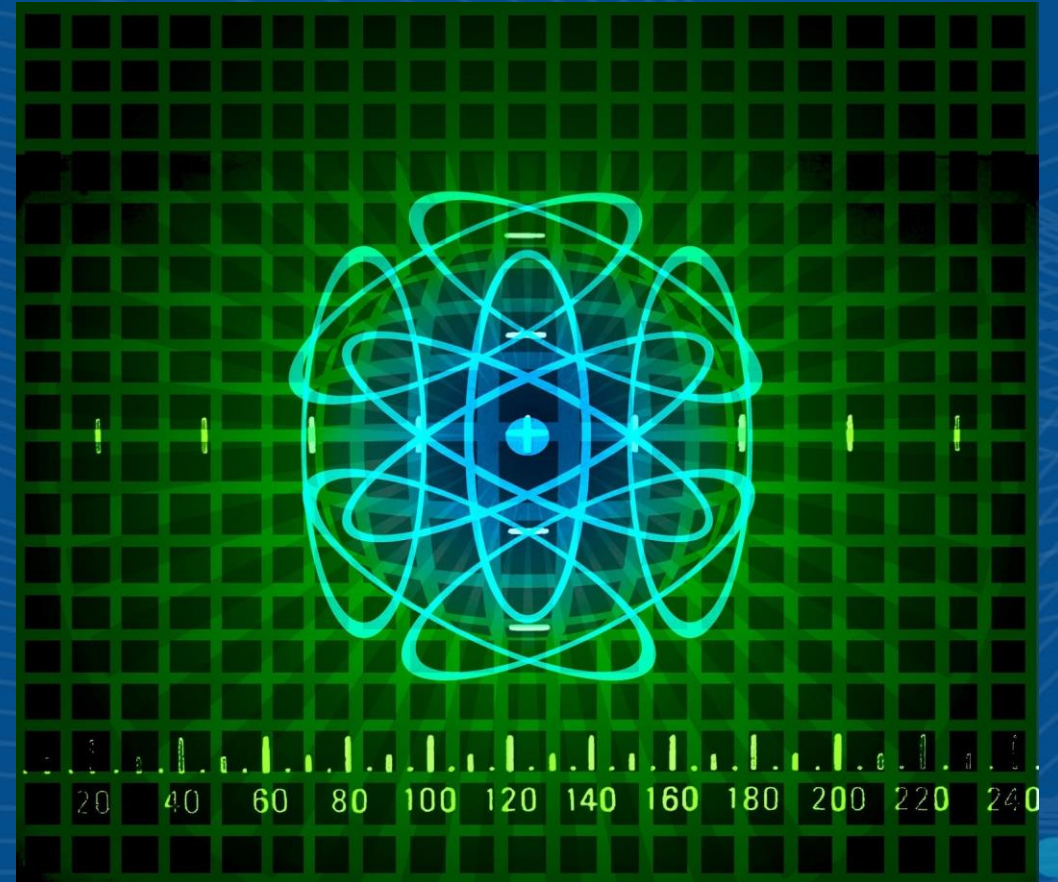


# KM System Superheroes



# Reasonably Priced, Entropy-Fighting KM Superheroes

- ▶ SharePoint
- ▶ Power Automate
- ▶ Copilot Agents
- ▶ Power BI



# How the Superheroes Support Cybersecurity

- ▶ Security assessment and incident reporting automation
- ▶ Instant, up-to-date security assessment and incident metrics
- ▶ Custom copilot agents interviewing SMEs
- ▶ Tabletop simulation bots that identify knowledge gaps





# The Part Technology Can't Fix

## BUILDING A KNOWLEDGE-SHARING CULTURE



# Culture Redesign Initiatives

- ▶ Move from document owners to knowledge stewards
- ▶ Knowledge capture activities and incentives
- ▶ Improved communication flow and leadership buy-in
- ▶ Micro-capture into existing workflows



# Making It Painless

- ▶ Automate, automate, automate
- ▶ Embed everything
- ▶ Omni-channel distribution – meet them where they are



# Built It, and They Will Come

- ▶ Hello.AI team
- ▶ Business Continuity Team





# Our Beginning Blueprint for KM in Cybersecurity



1. Pick a domain
2. Identify a workflow
3. Automate
4. Assign knowledge SMEs
5. Build the culture



KM:

the energy applied to help  
cybersecurity teams operate  
efficiently and proactively



Fighting physics  
is hard

What my team does daily  
is harder



# THANK YOU!



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