

## Information Society Services Development

### Global and History

Social is build on continuum of global and history. Social events are build on global risks and continuity of their management. These properties develop into dimensions of social.

Risk management may be divided into global and historical components. The social continuity, meaning, is based on knowledge relation mediated by specific forms of knowledge. There are specified knowledge connected with immediate interaction and forms of conceptual knowledge - simple conceptual knowledge, information, and network information. Their difference is based on risk management (Mäkinen, 2008, Mäkinen, 2008/12, Mäkinen, 2008/13, Mäkinen, 2009/14).



### Information Society Services

Information society means development of global dimension of social action. Knowledge, its continuity and special meaning, and its carrier, communications network, specify a certain form of social rationality, network rationality based on probability. This is developed in risk management and its implementation on information security. In economic and administrative interaction the social basic unit is information society service instead of organization (Mäkinen, 2008, Mäkinen, 2009/11).

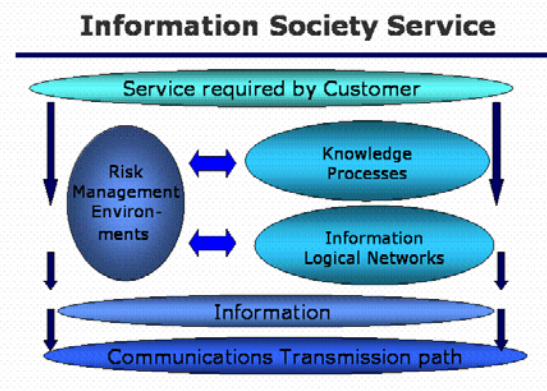
In information society services global communications network and knowledge are part of the service process. Information Society Service is also called eService or eBusiness. This kind of service is a boundary value of information society service (Mäkinen, 2009/11).

Information society services are build on interaction processes and networks. These are based on knowledge applied in them, knowledge relation on foundation of this and on interaction in global, ubiquitous communications network. Their meaning, social continuity is build on information security (Mäkinen, 2008, Mäkinen, 2009/10, Mäkinen, 2009/11, Mäkinen, 2009/14).

Information society services can be called kServices – knowledgeServices - and corresponding economic activity kEconomy, knowledgeEconomy. The independence of service from spatiotemporal dimensions varies on the range of utilizing global resources, information and communications network, or interactivity and knowledge (Mäkinen, 2008/6).

### Information Society Services Strategy

Information society services are constituted as follows.



Information society considers following changes in development of services:

- Communication network is genuinely global. It can be allocated concurrently

into several logical networks and processes. Between global and historical dimension of social has no a priori connection, 'social structure', but social-historical continuity may be build on several global dimensions existing on certain probability. 'Network Inter Networks', Internet, instead is based on social division of labour and organizational social relationships.

- Information security is based on management of knowledge continuity in global communications network instead of information protection in organization. Information security is basic foundation on management, not social structures as organization.
- Knowledge and information processing have been built on knowledge creation and development processes. ICT-systems' technology and applications based on it are dominant only in processing of simple conceptual information in social structures (Mäkinen, 2008, Mäkinen, 2009/9, Mäkinen, 2009/14).

### Risk Management Environments

In global transmission path knowledge has no continuity, meaning, but it is coincidental, on risk probability equal to 1. Managed probability and consequences of risk form a risk management environment. These are constituted on logical networks, as organization's local area network. In general case risk management environment is developed on foundation of Binding, consisting of identification, authentication and non-repudiation (CommonCriteria, Mäkinen, 2008, Mäkinen, 2009/7).

The meaning of social action considers its continuity. This is developed on risk management. Knowledge relation, and continuity of social action based on it, specify information security. Risk management describes the acceptable level of trust; specifies social rationality implemented as social relations by means of information security management.

Realization of risk management environments for services presupposes trust to services and communications networks at foundation for them.

Information security is experienced as trust only if risks in social relationship, where action takes place, can be specified as a reasonable acceptable risk.

### Development of Information Society Services

Development of information society services consists of specifications for:

- service processes,
- networks,
- strategic specification of knowledge assets used and
- specification of information security required.

### Literature

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