

Communicating via CAFCR; illustrated by security example

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Abstract

One of the main bottlenecks of developing complex products is communication between the many involved stakeholders. The "CAFCR" model is explained as one of the means to help communicating. The views of the "CAFCR" model are integrated amongst others by many qualities. This is illustrated by means of a mobile infotainment product and zooming in on the quality security.

The bilateral communication is analyzed and the importance of interaction for fruitful communication is explained

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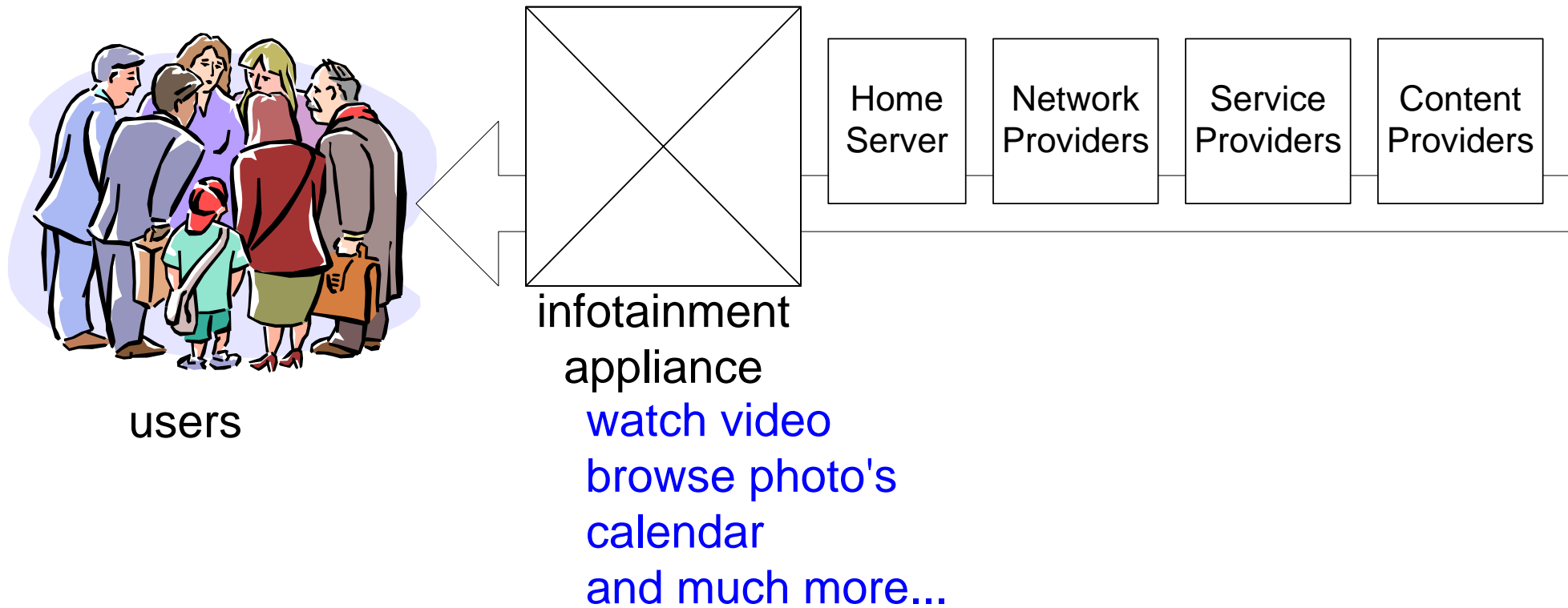
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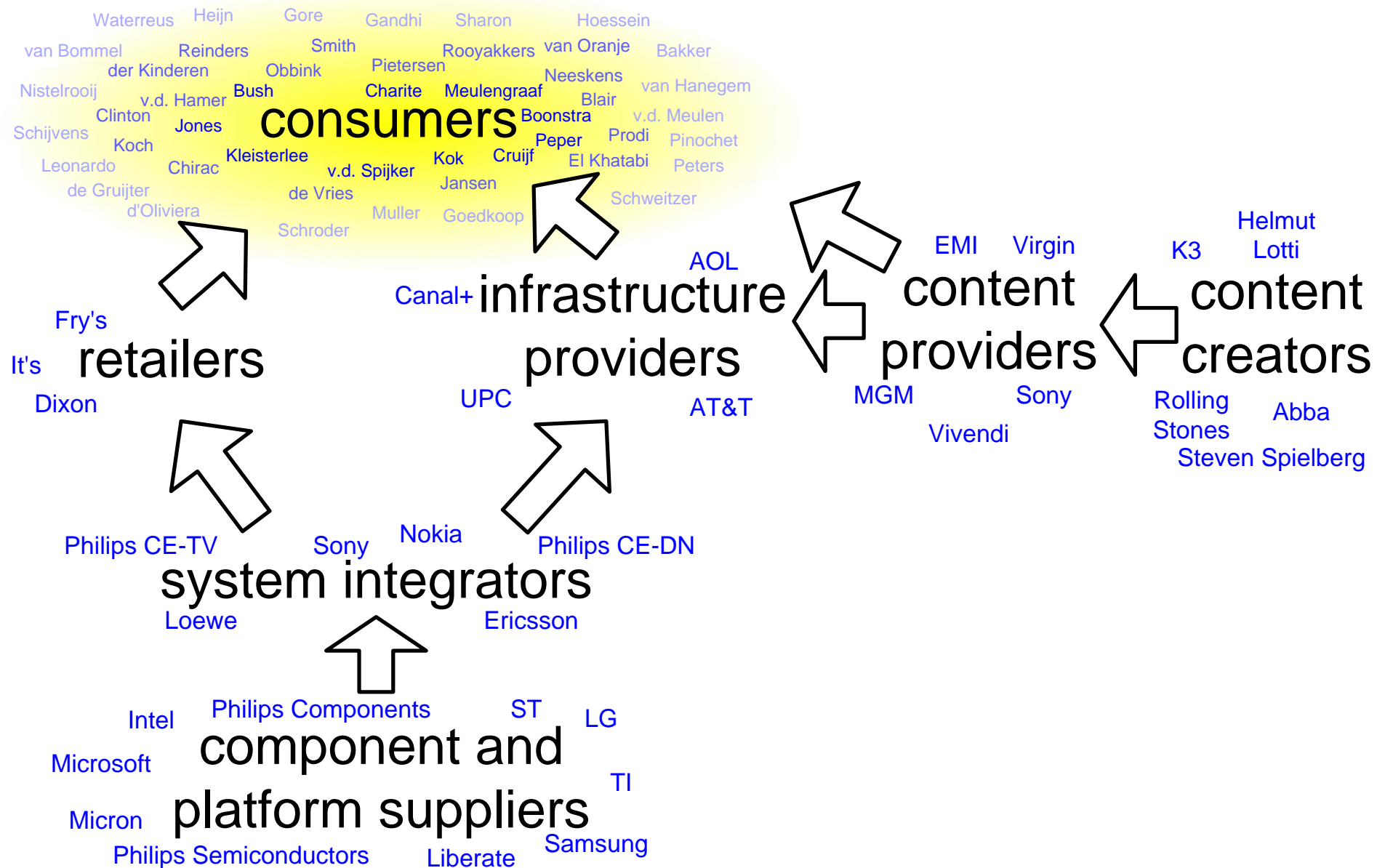
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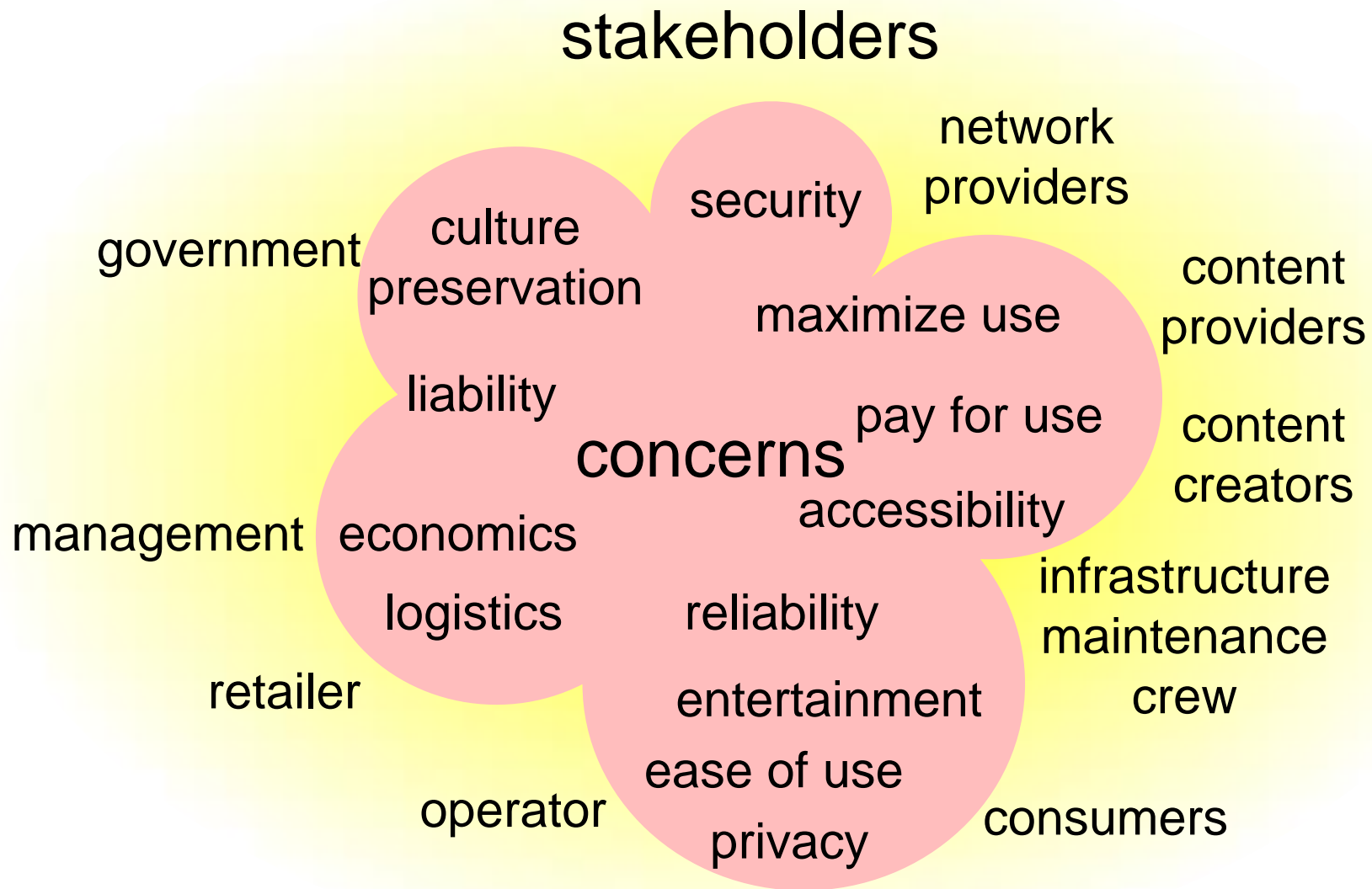
Example product: mobile infotainment



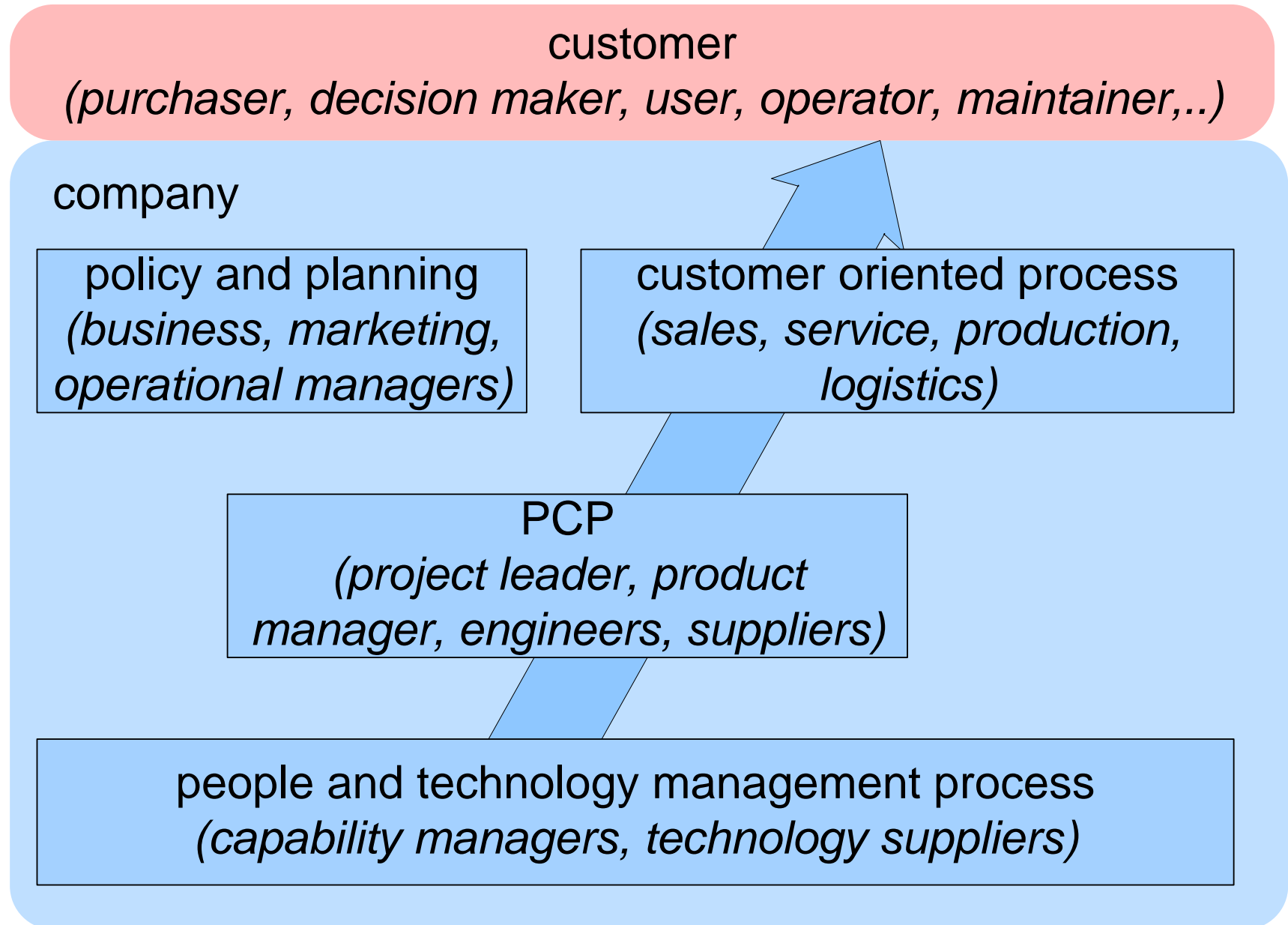
Value chain



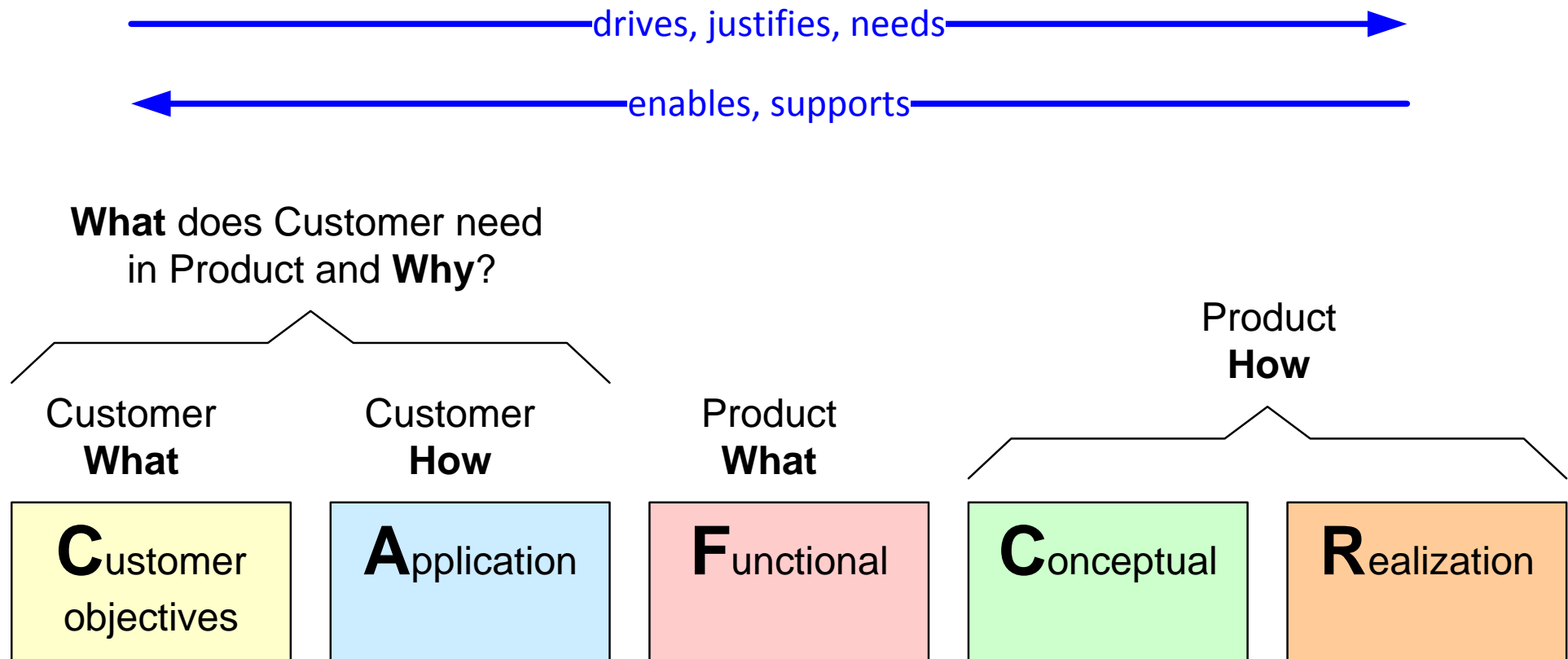
Stakeholders and concerns



Internal stakeholders

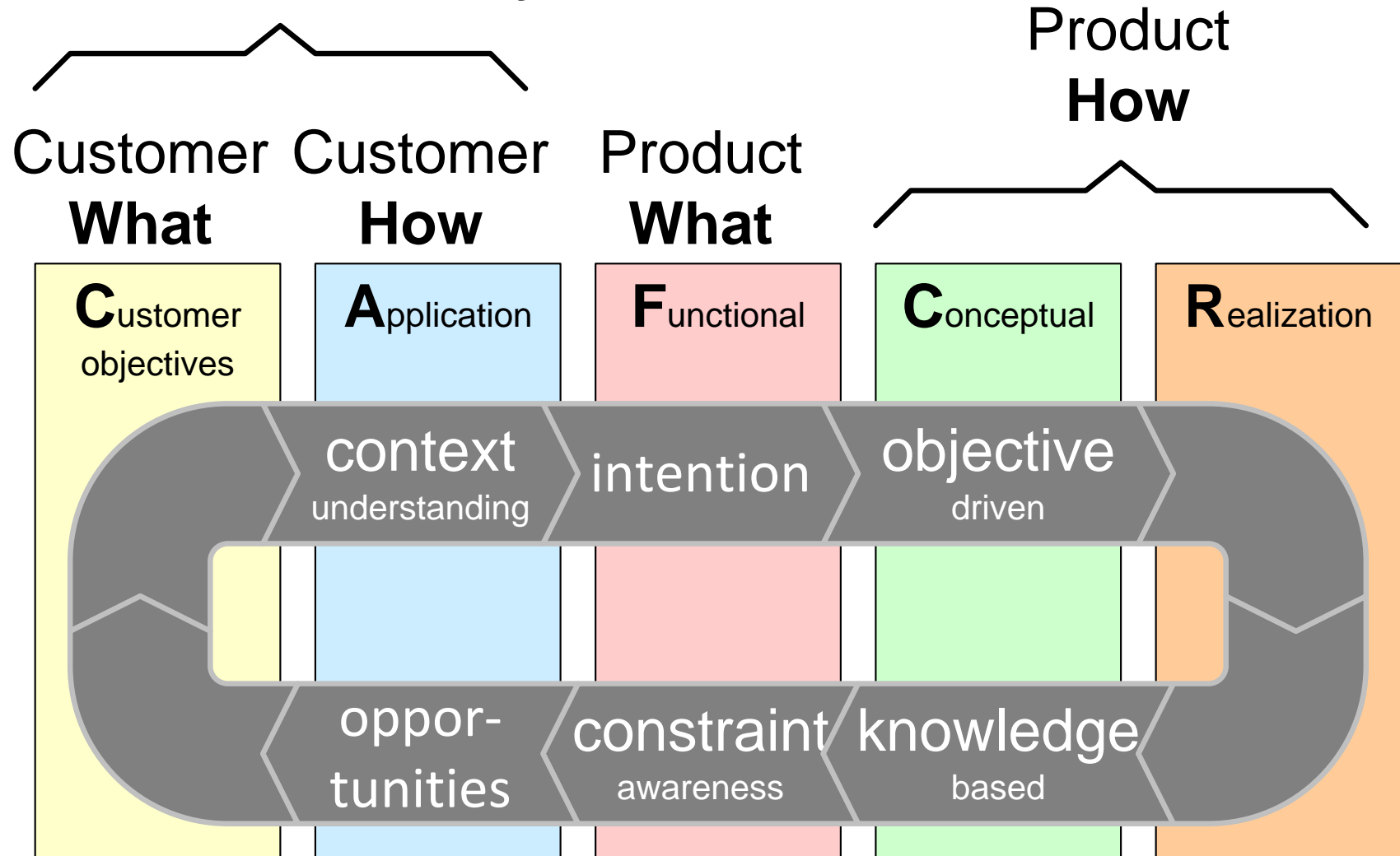


The “CAFCR” model

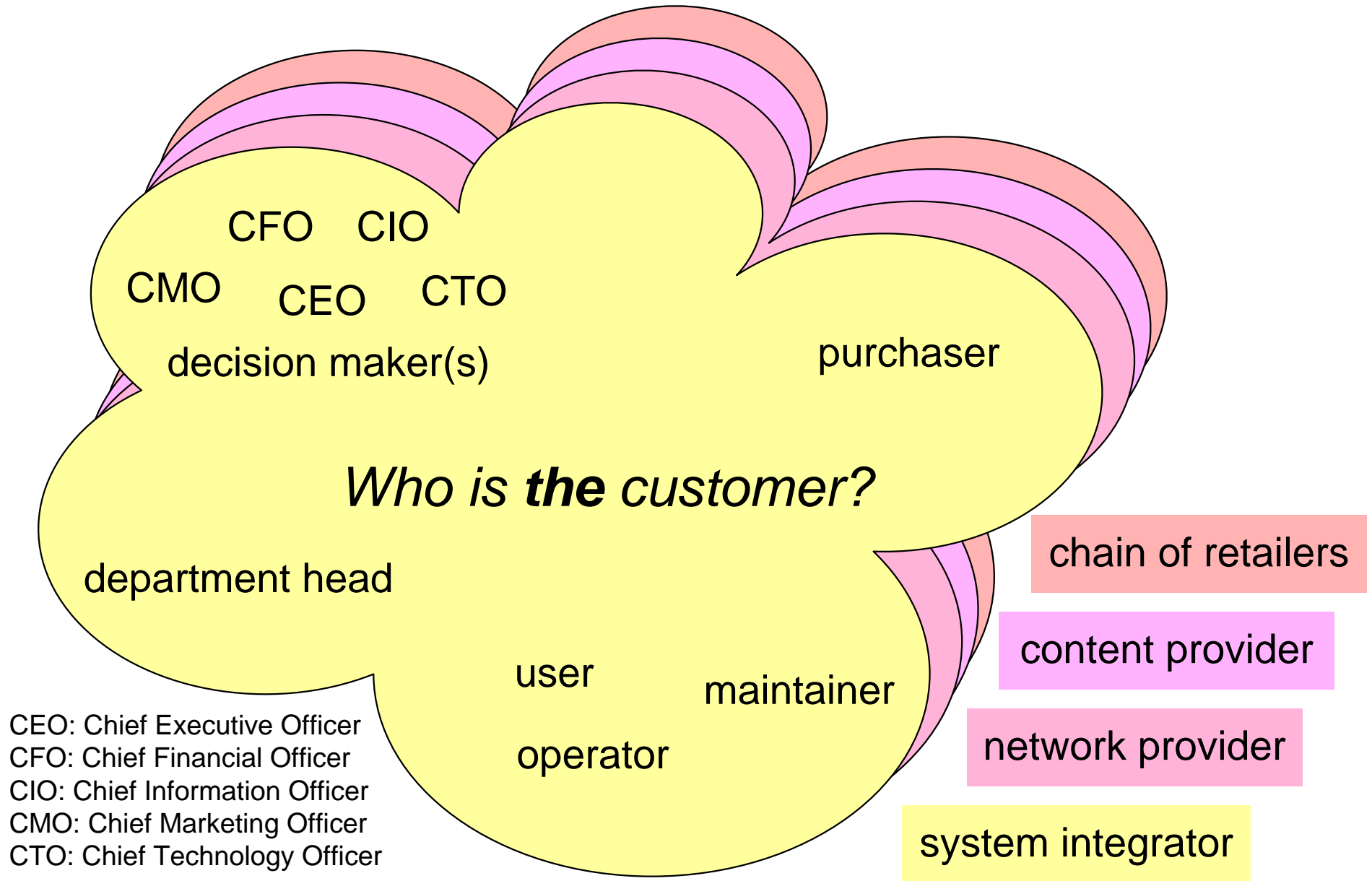


Integrating CAFCR

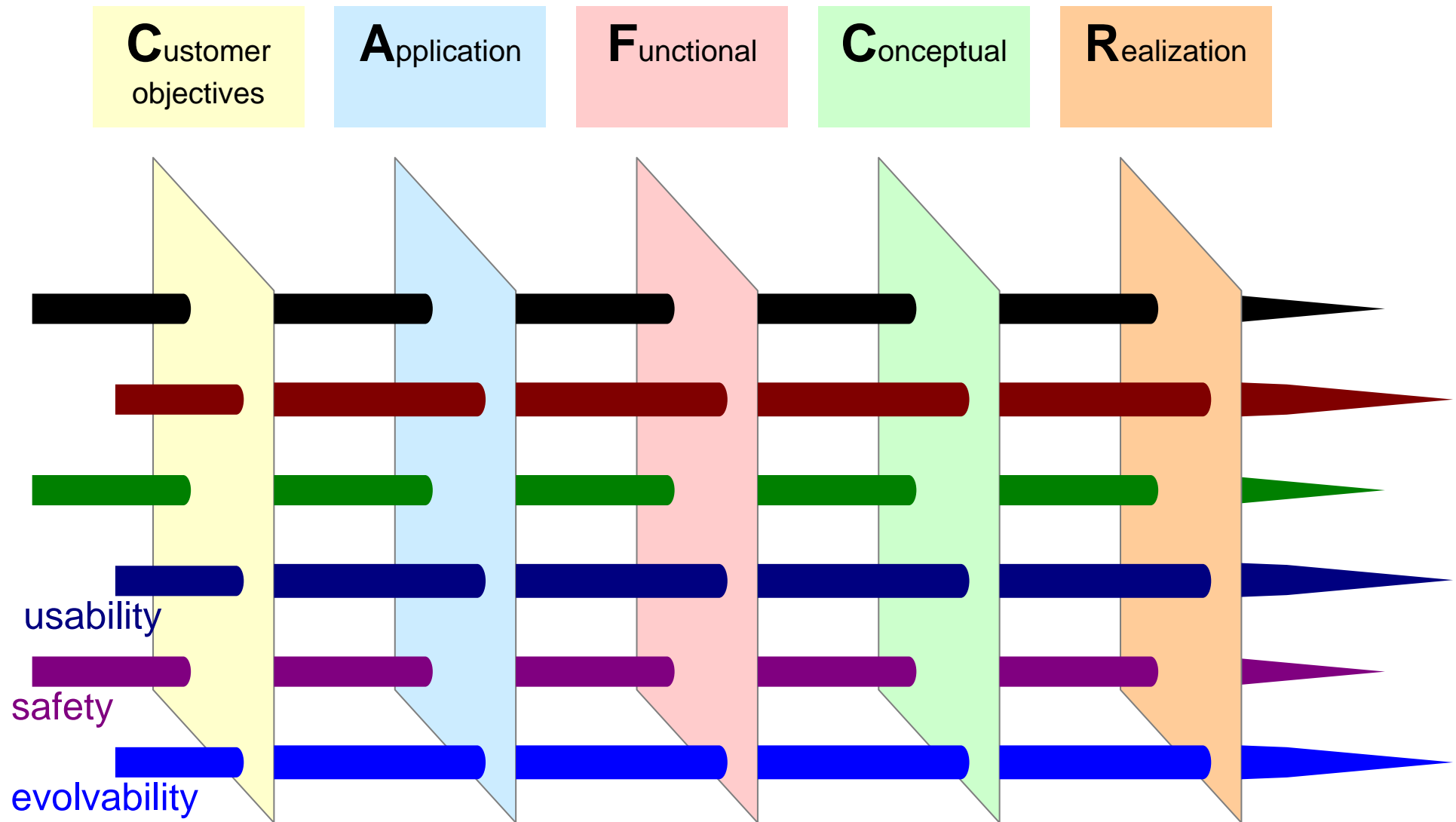
What does Customer need
in Product and **Why?**



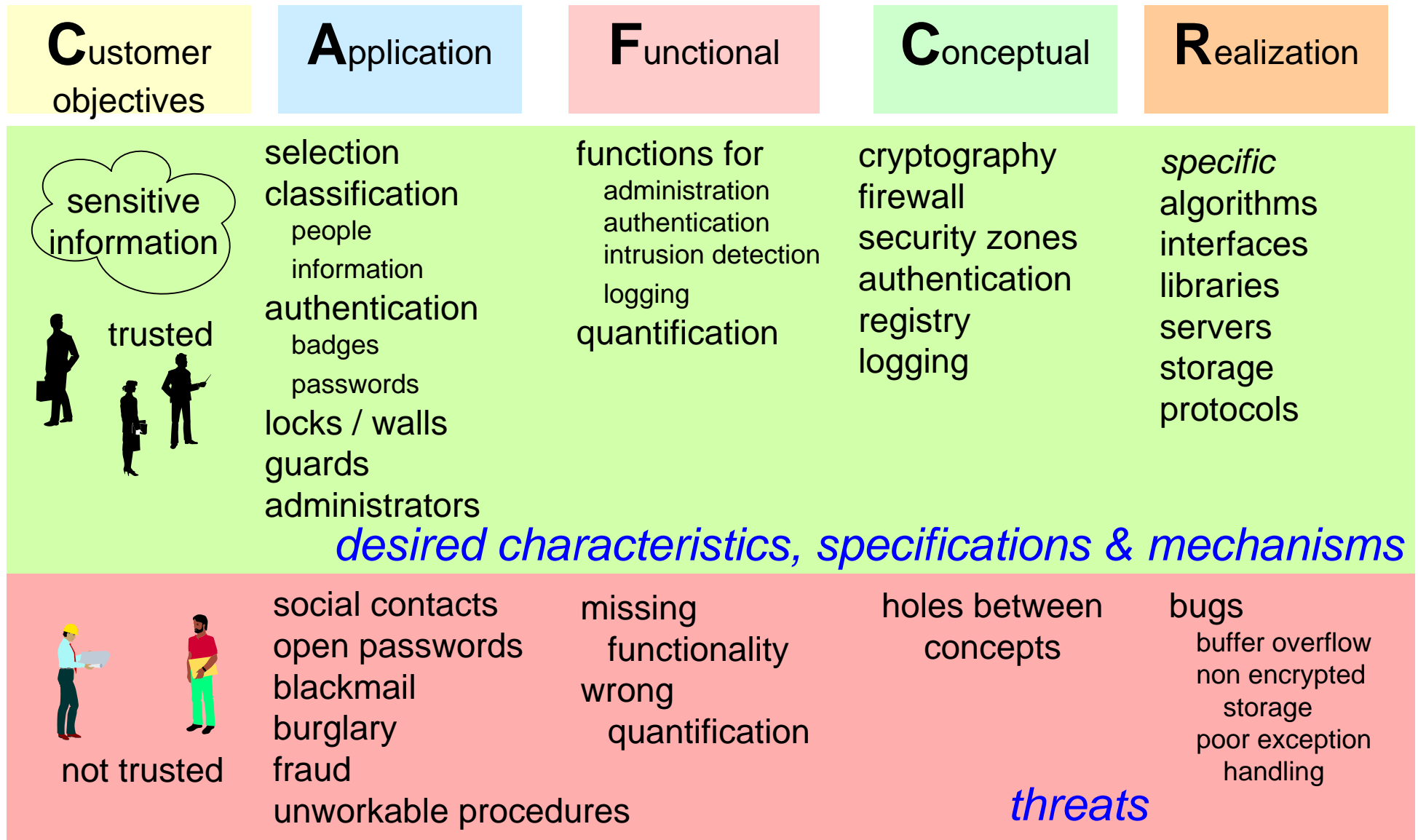
The abstracted customer



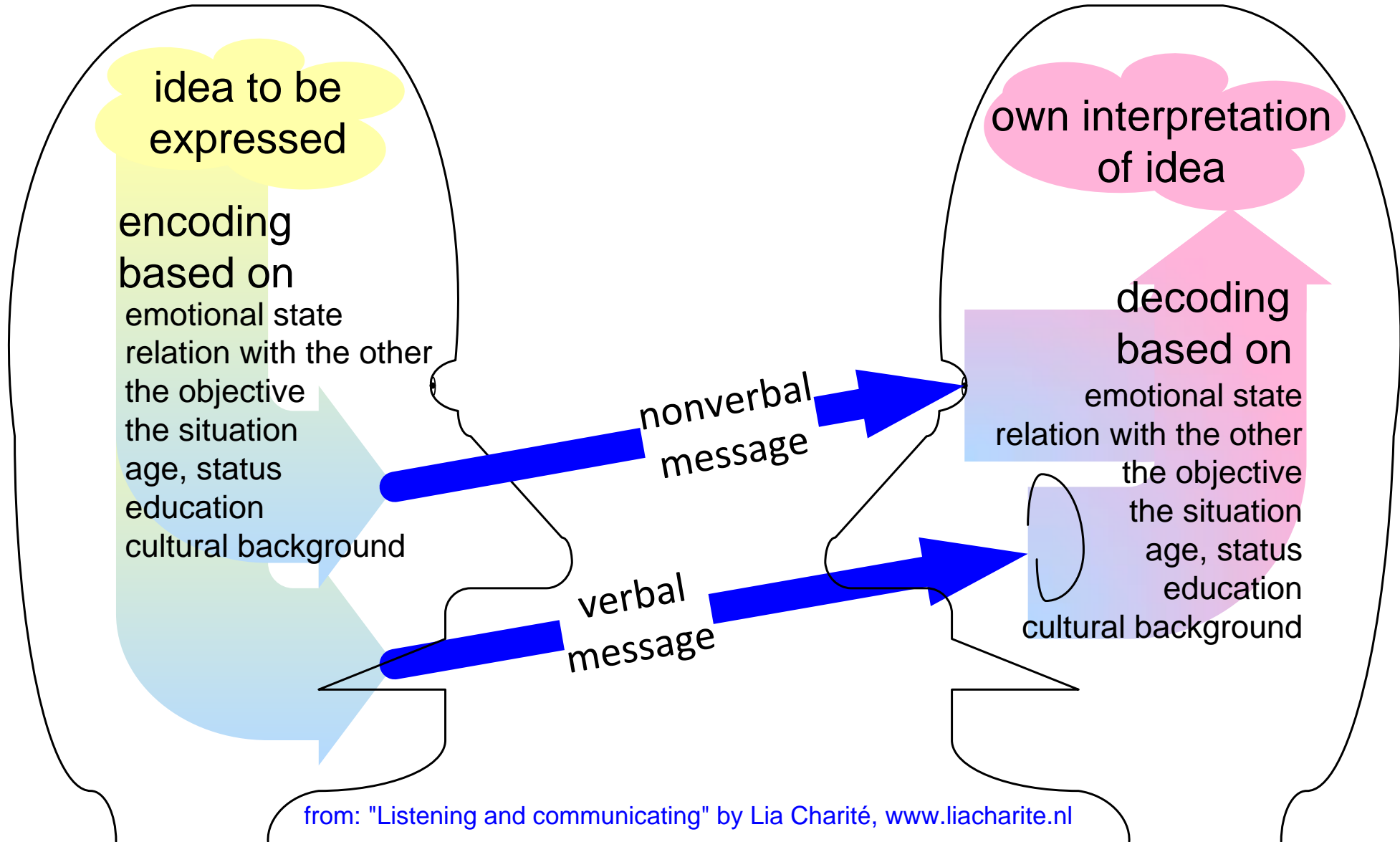
Quality needles as generic integrating concepts



Security as example through all views

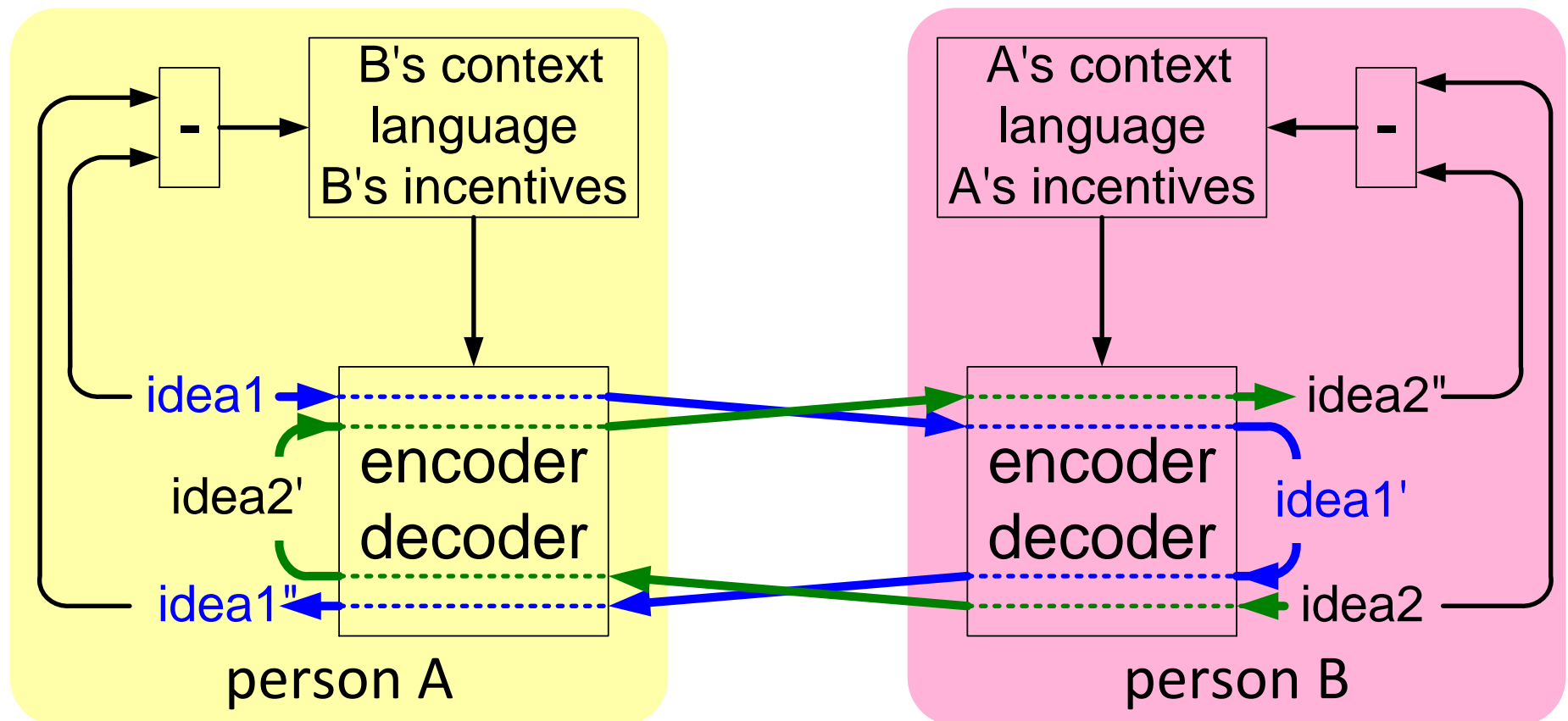


Active listening: the art of the receiver to decode the message

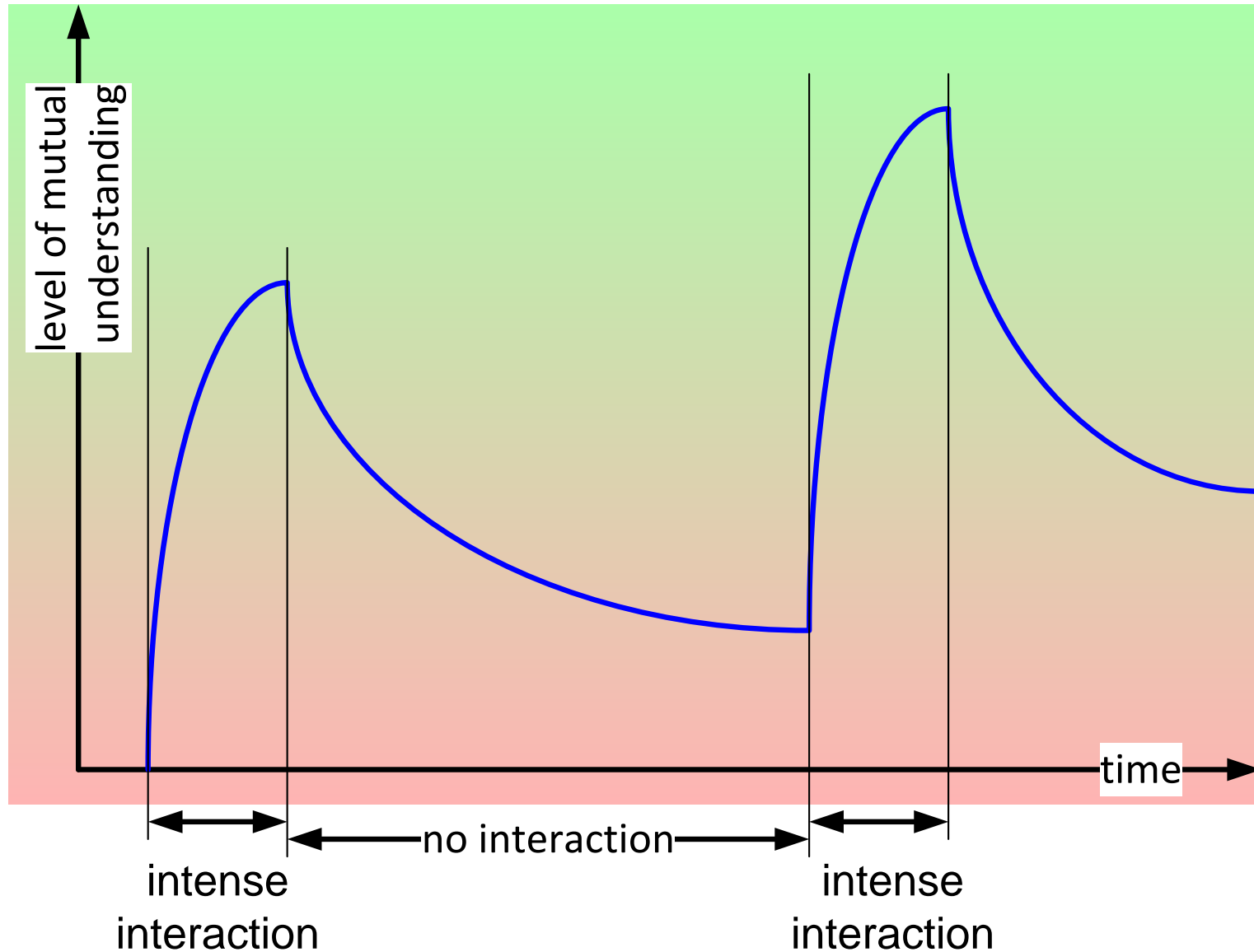


Intense interaction needed for mutual understanding

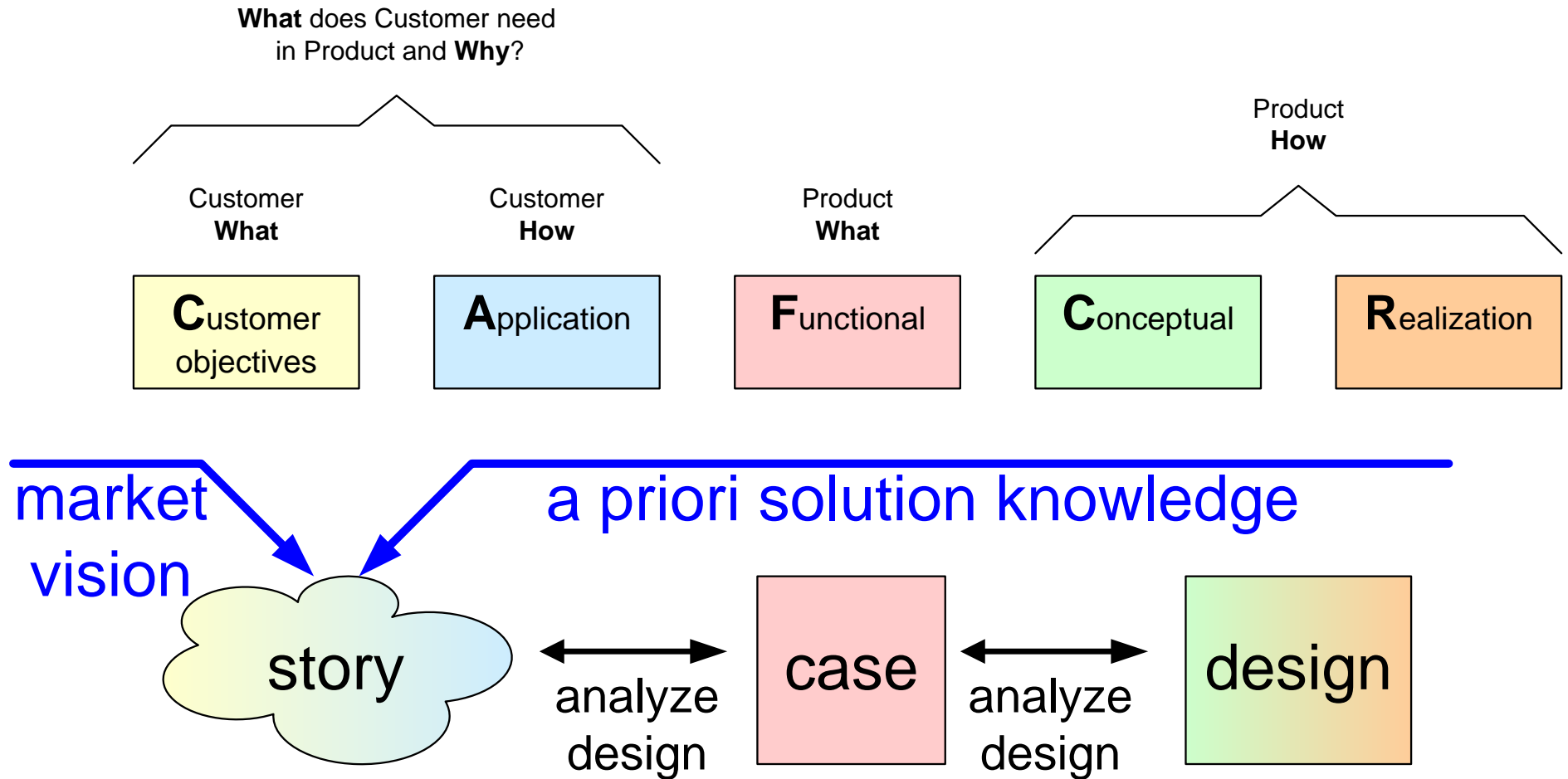
to calibrate:
repeat many times with different
examples, illustrations, and explanations



Mutual understanding as function of time



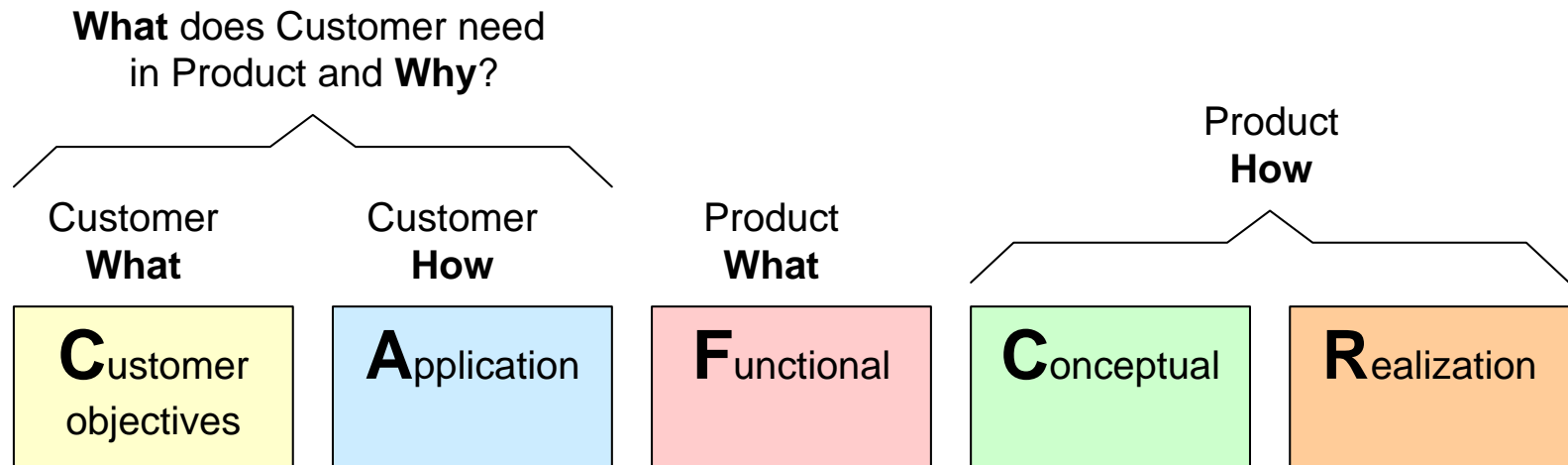
Story telling method



How do these stakeholders communicate?

stakeholder	primary thought	threat
consumer	privacy	kill usability
content provider	DRM, consumer == pirate	kill usability kill market
Chief Financial Officer	how to stay in control	kill usability
operational manager	result in time, accessibility	security
web engineer	PHP only supports alphanumerical password	poor password protection
crypto engineer	128 bit keys	no attention for key handling process

Summary



CAFCR, as shared reference, enables:

- + Positioning of concerns, problems and solutions
- + Checklists per view
- + Reasoning top down and bottom up