The NIST Cybersecurity Framework & Proper Documentation

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CYSE 200T: Cybersecurity, Technology, and Society, Professor Christ Brown

January 24, 2025

Assignment:

From your readings of pages 1 - 21 of the NIST Cybersecurity Framework what benefit can organizations gain from using this framework, and how would you use it at your future workplace?

What benefit can organizations gain from using this framework?

The living framework encourages companies to properly identify and measure their progress, both successes and failures, using Proper Documentation. Proper documentation can provide a vast number of positive benefits for companies and my future workplaces, especially when implementing the Framework Tiers for deciding "how an organization views its cybersecurity risk and the processes in place to manage that risk" (NIST, 2018). Benefits can include the following:

- Improving efficiency and productivity.

- Streamlining the exchange of knowledge, ideas, and best business practices.

- Enhancing collaboration and communication between internal departments and with outside third-party vendors and regulatory agencies.

- Enhancing security and compliance software applications and protocols (Mugwe, 2024).

How would you use it at your future workplace?

Proper documentation involves updating records when implementing any change(s) to any part of a network, regardless of how minor or major the organizational network changes. Some future workplace areas where proper documentation is implemented include the following:

- Updating network diagrams, topologies and procedures to address issues or improvements.

- Revising policies and procedures to address issues or improvements, including password, acceptable use, and change management policies.

- Conducting new hire trainings and annual compliance trainings for current employees to meet industry continual education requirements.

- Operational procedures for handling internal and external incidents, including the before-and-after event procedures when handling of natural disasters.

- Updating change requests and trouble tickets to reflect successful completion (Messer, Documentation Best Practices - CompTIA A+ 220-1002 - 4.1, 2019).

My Personal Experience with Proper Documentation in the Workforce

From personal experience working at several financial and banking institutions, proper documentation was a cornerstone to my success in each non-IT security role and vital for the strategic development of the company and the goals of our Investors (e.g., FNMA, FHLMC, FHA, VA, Wells Fargo, etc.). The most prominent role I had was a Loss Mitigation Underwriter (LMT UW). The LMT UW role was to help prevent foreclosure activity in our mortgage servicing division by assisting our mortgagors and their POAs with different retention and liquidation options. I was uniquely tasked with handling calls from my clients while at the same time underwriting their programs for Investor and Q.A. approval. My job required me to stay abreast

over different investor and servicing guidelines, government statutes, and underwriting calculators and software programs. In addition, before the end of every call with any person on the phone, I was required to thoroughly notate the account for financial and legal reasons. A funny motto we always chanted within our meetings was, "If it's not in the Notes, it didn't happen!"

My greatest strength in LMT UW role was my resourcefulness and proper documentation. From day one, I built up multiple Wikis for myself for various subjects, but the most impactful were the Wikis involving different underwriting software applications and Excel spreadsheets we used to manually decide program approval or denial. Whenever I came across any errors or obstacles, I'd notate the event for myself and categorize it in my Wikis. When I eventually reached the solution for those problems or obstacles, I would thoroughly notate the findings and results in my Wikis. This allowed me quickly to remember and understand these nuisances without having to memorize everything about them; my priority and strength was to remember WHERE I can find important information using keywords and short references, like bookmarking favorite websites in our web browsers.

Proper documentation and my learning tools helped me maintain a high level of Quality Control and speed efficiency when completing each of my underwriting applications. And overtime, I began to share these Wikis more with my management, colleagues and eventually the new hires. This helped me delegate responsibility for any trainings or answering others' questions about various topics. Eventually, I became the de-facto Team Lead among my peers, with only two years of experience as an LMT UW in comparison to my colleagues with experience ranging from three all the way up to twenty more years of experience than me.

Conclusion

With a better understanding the NIST Cybersecurity Framework and using personal experience, I know that proper documentation will help me improve the strategic development of future workplaces and protect their client base from nefarious forces.

References

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