

# 資訊安全委外決策類型之初探

## The Preliminary Study of Information Security Outsourcing Decisive Taxonomy

企業管理學報  
第 92 期(101 年 3 月)  
頁 1-38

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## 摘要

越來越多的公司將非核心企業活動進行委外，甚至於向外界購買資訊安全服務，因此促使資安委外(information security outsourcing, ISO)議題浮現。ISO 決策模式的重要性，實遠大於探討軟硬體相關的資安產品，然而，關於企業如何決定委外作業，卻有不同觀點。本研究以台灣上市櫃企業及部分公部門與大專教育單位為對象，分析管理者在執行 ISO 作業時的相關因素，透過文獻分析與訪談結論指出六個不同重要性等級的決策構面為：組織、成本、合約、承包商、風險、服務，以及 ISO 三大決策類型：委外敏感型、委外穩健型、委外保守型，分別最重視：風險、合約、組織，最後並推論學術及管理意涵，並給予實務應用建議方向。

**關鍵詞：**資訊安全、委外、決策、代理理論、交易成本理論

## ABSTRACT

They are more and more companies outsource their non-kernel business activity to other professional firms, such as the service of information security. Thus, the topic of information security outsourcing (ISO) has emerged gradually now. The consideration of regarding to the determination of ISO is actually more important than that of only discussion which hardware or software of information security products should be used inside company. However, the view points are quite different about the business process while regarding with how to determine the outsourcing. We chose the public traded company, public sector and educational unit as samples. We analyzed the relative factors when managers conduct ISO activities. According to literature review and conclusion of depth interview, we obtain six important levels of decisive construction. They are organization, cost, contract, subcontractor, risk and service. And, three decisive models which are outsourcing sensitive type, outsourcing stability type and outsourcing conservative type. Besides, risk, cost and organization are thought highly respectively among the three decisive models. At last, we also introduce the academic and administrative meaning and suggest the directions of practical application.

**Keywords:** Information security, Outsourcing, Decision, Agent theory, Transaction cost theory