

# Data Security

## Ensure Your Company is Safe From Data Theft and Loss

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In This Issue: Data Security

## Have an Action Plan

by Eleonora Bahavants

It is your responsibility to safeguard the data which is stored at your business. At times, this means keeping the data up-to-date and relevant to the needs of your organization. At other times, it means you need to consider the security of the data.

Data security is one of the most important aspects for any business which stores any information. It isn't just customer information which is critical; it is also that of your employees and suppliers.

There are data thefts every single day, too many for anyone to consider. But it is the large data thefts which we can study to learn how to deal with potential problems.

### Decision Making

Many businesses assume it is outside threats which pose the biggest risk, but in truth there are internal issues as well. Therefore it should never be considered a case of "if" there is a potential problem but one of "what" can be done to minimize the risk.

Businesses should also consider action plans on how to deal with data leaks should they occur. An effective action plan can help reassure customers and clients you are taking the incident seriously.

One of the first things which should be done is to announce the data loss. This may be potentially embarrassing, but some of the companies involved in the biggest data losses have been criticized for their lack of communication.

### Be Responsive

An example of this is the theft of information from VeriSign. The information, which has not been disclosed, was stolen throughout 2010 and was well known to the organization. However, news of the security breach was not publically announced until a year later.

Security experts have often asked questions of how the information was taken and what information was stolen – but the company simply did not know. This led to a small publicity nightmare as bloggers and journalists took to the internet to post their own views of the security breach.

In the end the only thing which can be unanimously agreed was that it was a poorly handled situation.

With this in mind it is clear that a segment of your data management should be about how you are going to deal with matters, such as data theft and loss.



### Have an Action Plan

With data theft it is often not a case of if it will happen but when. Therefore you need an action plan.

### Is There an Internal Threat?

Do you need to consider those who are working for you, and how they work, as a possible security breach?

### Industry News

- Evolution of Office Dynamics
- Acrolinx and MadCap Software Combine Forces
- New Bitrix24 Desktop App
- Process Suite is Released

# Is There an Internal Threat?

by Eleonora Babayants

We are often hearing about security leaks within organizations which are of the result of an external hack by criminal gangs. The information they steal is often characterized as usernames, passwords or financial.

This information is then used to steal money, take account of email addresses and push unwanted spam campaigns against customers of the business.

With so much emphasis on the external threat, the internal issues are often missed.

## An Internal Problem

Companies need to realize their staff is just as much of a potential security threat as that of hackers.

In 2007 for instance, a database administrator named William Sullivan who worked for FIS subsidiary Certegy Check Services stole 3.2 million customer records. This information included personal and financial information.

William Sullivan was charged and later faced prison time, but not before he had sold the information to a data broker who then forwarded information to numerous marketing companies.

## Isolated Incident?

This is by no means an isolated incident.

The UK communications company T mobile found their staff had sold millions of customers' information to third parties in 2009.

This information was used in marketing campaigns where other parties would call the customer when their contract was to expire offering them better deals.

Another example is of the international theft of data from customers of the HSBC bank.

Again employees were to blame.

## Consider Precautions

With this in mind businesses need to be thoughtful of what precautions they can take with data security from internal threats.

This is a difficult proposition as technology has made it fairly easy for vast amounts of information to be stored on ever smaller devices.

Therefore businesses perhaps need to consider limiting access to information, to those who really need it.

Another precaution would be to limit the technology which is available to employees. For instance do your computers really need a USB connection or could your employees do without that hardware?

As with anything it takes detailed planning and consideration to think of areas where you are vulnerable and how you can minimize the risk



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Every year 125 million customer records are stolen by data thieves!

## Industry News

### The Evolution of Office Dynamics

According to research, 46 percent of US firms use virtual teams and 63 percent of employees have the option to work from home for at least part of their working week.

In response to this, 85% of organizations believe this will change the office dynamics.

The sharing of data will be one area which will be affected. The context of information being shared by people across increasingly larger distances will become blurred.

Everyone will look at the information in different ways. This can cause confusion and limit the effectiveness of your working team.

Therefore a system needs to be created which will align everyone's perception so the maximum benefit of vital data can be made.

### Acrolinx and MadCap Software Combine Forces

Acrolinx and MadCap software have decided to combine forces and integrate their software for better customer experiences.

Users of both systems will be able to create documentation such as manuals and online help systems with an increased accuracy with their grammar, terminology and tone.

The Acrolinx gives the user a score on how effective their writing is. From there, the system gives the user areas of interest where they can improve the writing to make it more readable.

Both companies have stated the combining of forces will give users a chance to create better content which is more findable and engaging to the audience.

Users however will need to update their current versions of both products to benefit from the integration. But this is a small price to pay for a system which can develop content to a high standard.

### New Bitrix24 Desktop App

A new desktop app has been launched by Bitrix24 that allows for better online collaboration. The app allows the synchronization of the work within a group and with company files.

The app will also allow users to communicate instantly with colleagues via instant messenger, telephone and video conferences.

There will also be features which include call history and the ability to identify the outbound phone number. At the same time the mobile app for Bitrix24 has been updated.



### Process Suite is Released

Process Suite has been launched to simplify complicated business and case automation processes. The program from OpenText has a number of benefits for the user which include:

- Process Intelligence—visual analysis of information to better understand the performance of processes.
- ProVision—Effective business architecture analysis and modelling.
- Capture Centre—a document and character recognition program enabling users to create handwritten documents into digitally readable content.

## About Galaxy Consulting



Galaxy Consulting was founded with the mission and vision of helping organizations to manage their valuable information assets. Many of our clients, both large and small, have dramatically improved efficiency and reduced unnecessary labor hours through methods, processes, and solutions we have created.

Galaxy Consulting believes in partnerships with our clients. We are committed to working with you and to helping you transform your business. We will increase efficiency and productivity, maintain regulatory and legal compliance, improve collaboration, enhance innovation, and management!

**Call us TODAY to schedule a free, no obligation consultation!**

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Galaxy Consulting provides services in business analysis and usability, content and knowledge management, records management, information architecture, enterprise search, taxonomy development and management, document control, and information governance.