

Battling Security Fatigue – Working Towards Usable Security

Like anything else in this world, there are management challenges in getting employees to behave and act in accordance with set policies. There are those who will simply follow direction, and there are those who buck every suggestion, mandate or directive issued by management.

So the question really begs to be asked, are you hiring the right people in the first place? Will those employees follow directions, are they coachable, are they intelligent enough to understand that there are rules and job requirements that are conditional to their employment? So I think one of the biggest challenges starts at the initial screening and hiring of new employees and trying to identify those who understand and will follow policies.

I have stated before that community banks must be willing to enforce For Official Use Only policies. This is old news, but cell phones should be locked up unless crucial to business operations, PCs are not there to be used to check box scores, watch YouTube videos or update Facebook. These are difficult issues for some employees, but are part of the larger security risk assessments Credit Unions face.

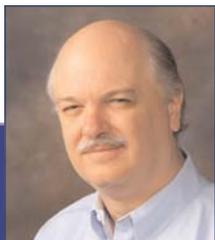
Additionally, are there enough policy, procedure, practice and enforcement options currently in place? For example, I have a good friend who is the BSA Chief Compliance officer at a local Financial Institution. She is not popular because it is her job to monitor, maintain and make policies that creates a safe and secure environment to protect peoples' financial data. One of the tough policies in place includes things such as not leaving documents lying around on employees' desks that may include SSNs, birthdates, PII, etc. There are penalties and corrective actions that can include dismissal for failure to comply.

So I go back to the original statement I made, which is: Are your hiring practices able to identify employees who will follow the rules, take direction and be accountable for their own actions relative to internal policies and procedures?

One of the ways MVi's solutions improve security is by simply having those files, documents, etc. electronically locked down through built in security systems in our Enterprise Content Management platform. As one of a very few ECM systems on the market today that can claim to hold a DoD 5015.2 compliance certificate, our ECM product developed by Laserfiche includes these Government approved security features that help ensure compliance, security and audit capabilities. In action, this allows banks to lock down documents so that only approved users may see or use those files.

Additionally, audit features are built in which can track attempts by employees who even try to look at things they shouldn't. Laserfiche and MVi allow banks to build and enforce world class security policies and procedures relative to the Electronic Document Storage which can mean no more paper lying around on desks if done correctly.

Laserfiche provides a layered security module that is built on the Windows Active Directory component already in place at the majority of credit unions today. This allows policies to be quickly implemented and enforced that are consistent with existing requirements. Additionally, if more granular security policies are required, it is very easy to do so via the use of groups which can be setup for a specific subset of users that inherit the rights from Active Directory. Plus you can allow additional security parameters which means a simpler, more targeted approach to document and electronic file security, along with built in audit trail capability for tracking and monitoring of these users and processes. This global security capability reduces workload, fatigue and improves overall organization wide security through the automatic deployment, monitoring and enforcement of consistent security policies.



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Scott Cowan is the Vice President of Marketing for Millennial Vision, Inc., a Laserfiche reseller that specializes in providing Document Solutions tailored to the Financial Services Industry. Mr. Cowan has an MBA in IT along with 25 years of industry experience working with Financial Institutions including Several Fortune 100 companies in the Financial Software as well as Telecomm and Data Security Fields. MVi was founded in 1996 with a mission to provide quality products and services. Our vision is to help customers Go Paperless with MVi, and our commitment is to deliver technologies that empower people to create efficient document workflows. MVi offers More than Imaging with a product suite that enables community banks of all sizes to replace paper-based processes with digital document management.