Meeting the Challenges of Attacks, Breaches & Compliance

Even in a perfect world with an unlimited budget to purchase security products and hire security experts, a credit union could not be fully 100% secure. In other words, there is no silver security bullet. By far the best approach is to continually strive to develop and maintain an integrated security strategy. In action, this means making sure that you have these three bases well covered: 1) policies; 2) procedures; and 3) documentation. Finally, the security program should include ongoing assessments of control effectiveness.

Security policies must be well thought out, thorough, usable and well communicated. There must be buy-in from all employees across the credit union – everyone must be on the same page in terms of protecting the members' data. Good communication starts at the top and permeates all the way down to the tellers. Procedures must be in complete alignment with your policies and be consistently followed. Employees need ongoing training and reinforcement about the proper and secure ways to do their jobs. Documentation should be well written and usable or it will simply gather dust on a shelf.

Credit unions, like many successful organizations, can benefit from the security and compliance expertise of a third-party service provider who can render an independent opinion and recommend remediation steps. At eScope Solutions, we have over 20 years of experience helping credit unions of all sizes (from $50M to well over a $1B) build, implement and test integrated security strategies. What we have learned over the years is that there is no "cookie cutter" approach – every credit union has different needs, strengths and weaknesses. Certainly, there must be a certain amount of ongoing self-assessment, but trained third party security providers must be utilized to maintain perspective and provide valuable advice.

We firmly believe that an integrated security program is one that is characterized by a well-designed schedule of reviews, audits, assessments, and tests. Consistency is key, along with an ongoing campaign of security awareness among staff members. We help credit unions during every phase of this cycle: testing, reviewing, results, remediation efforts, lessons learned, and then back through the cycle again. Security issues and technology are constantly changing and evolving, so the credit union must continually adapt.

Our goal at eScope Solutions is to bring technology into play that is integrated and works in harmony. All too often we see silos of technology and various end-point solutions inefficiently cobbled together. We take a holistic approach by installing solutions that are specifically designed to avoid the "security patchwork" syndrome. We prioritize these systems based on each credit union's specific needs and budgets. Our philosophy is to encourage our clients to be prepared and proactive and keep the lines of communication open between their technology and their people. This approach has been a successful one for us since 1992 as evidenced by the fact that we now provide specialized networking and security services to over 500 clients in 41 states.

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Dean Marshall is Executive VP of Corporate Security & Compliance at eScope Solutions. He is a certified engineer in many of the latest security technologies and has over 20 years experience as a speaker, trainer, and consultant in this specialized industry. With specialized expertise in network security design and regulatory compliance, Mr. Marshall communicates industry trends and the technical details in a clear and animated way. As a lead project manager at eScope, Dean has enabled many credit unions to enhance their security posture, address regulatory requirements and protect valuable member information. He speaks on current industry security topics and often performs security services such as Regulatory Compliance Assessments and Security Policy Development. Dean is even a Certified Flight Instructor and teaches people to fly in a 4-seat Cessna Skyhawk.