



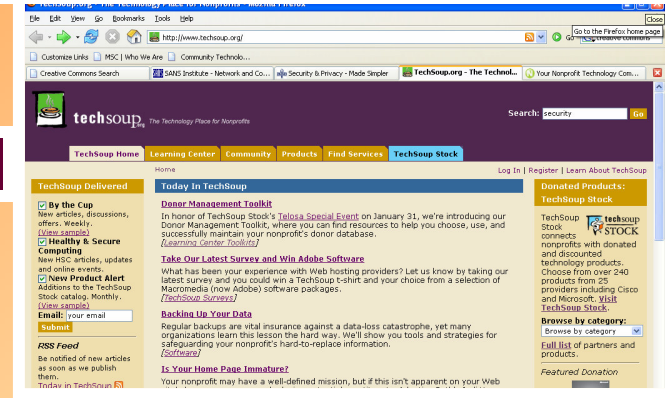
Protecting Your Client's Data

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NTEN Webinar

Henry Kumagai & Kami Griffiths
TechSoup





Who is TechSoup?

- Software and hardware donation program for libraries and nonprofits
- Practical information on technology
- Discussions about nonprofit technology
- Healthy and Secure Computing



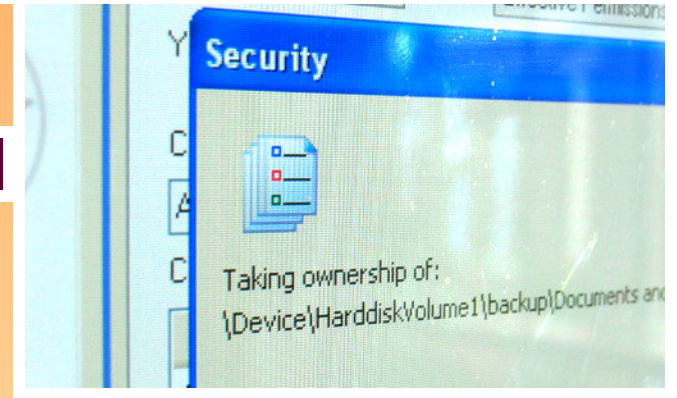
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Agenda

- Why should we care?
- Tools and technology
- The human element
- Policies
- What if...
- Wrap-up, further reading, discussion





Why Should We Care?

- Protecting clients
- Client trust
- Organizational reputation
- Laws and regulations





For Your Consideration

- What data do you need to protect?
- Where is the data?
- Does it travel?
- Do you need a fence, a fortress, or the Great Wall to protect it?





Tools That Can Help Protect Data

- Backups
- Anti-virus, spam, spyware
- Firewalls
- Encryption





Technology is Easy, People Aren't

- Raise awareness and provide training
 - Security basics: passwords, phishing, locking laptops
 - Offline data, e.g., leaving papers on desk in plain view
 - Social engineering





Policies and Procedures

- Keep data only as long as needed
- Determine what policies are needed:
 - Privacy Policy
 - Acceptable Use
- Establish procedures
 - How do you do backups?
 - How do you restore data?
- Rules and regulations: USA PATRIOT Act, HIPAA





What if?

- In the event of a security incident
 - Continue to protect client data and minimize harm
 - Many states require disclosure to their customers
 - Contact an attorney and appropriate law enforcement





For More Information

- SANS
 - www.sans.org
- Better Business Bureau
 - www.bbb.org/securityandprivacy/
- Healthy and Secure Computing
 - <http://www.techsoup.org/learningcenter/toolkits/hsc/>



Questions?



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Thank you!



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