

Law Firm Network Security - Managing The IT Staff and User Expectations (morning session)

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- Chair, Technology Committee
- Formerly, CIO for TPW for Six Months after 9/11 since TPW was in the World Trade Center
- !!!! Give Away Money !!!!
 - Ask a (relevant) question and get a Dollar
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First Issue – Law Firm systems must be UP 24/7/365

- Clients
 - Require it
 - Demand it
 - Deserve it
- Lawyers
 - Require it
 - Demand it
 - Deserve it

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Threat Community

- Hackers / Worms / Viruses / Terrorist
- Internal staff
 - Malicious – the disgruntled employee (or consultant)
 - Innocent but stupid or negligent
- Visiting Consultants / Clients
- Remote Access & Remote Use –
 - Direct for Lawyers – VPN, Citrix, GoToMyPC, Blackberry
 - Indirect – via Extranets for Clients, Others
 - NOTE: Internal access

Mission Statement For Law Firm IT Platform

- Create and support a high availability technology work environment that is easy to use
- Highly secure
- Supports lawyer ubiquity
- Has a 7x24 support structure
- Includes a business continuity program
- Cost effective
- Oh, yeah, and it performs the required functions – Word processing, billing research

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Challenges

- #1 – Meeting the Expectations of User Community
- Time to implement anything
- Volume of data and the rate of change
- Retaining Quality personnel
- Costs

Components to Meet Expectations

- **People**
 - Dedicated tech personnel, management commitment, crisis management team
- **Policies**
 - Email policy, retention policy, USE policy, On-going management, employee education and regular training.
- **Technology**
 - Monitoring/log review, DMZ Zones, Firewall, anti-virus software (updated daily) Intrusion Detection Systems, Remote Access 2 factor authentication, scans, regular backup, hot-site. Is there a better way? **UTM brings this together**
- **Insurance**
 - Specialist insurers can help mitigate security risks (NOT just malpractice policies but CyberRisk policies).

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Simple Keys to Managing Expectations

- Communications
 - Publish
 - Publish internally to Partners at Tech Committee & Management Committee (get buy in)
 - Publish Risks
 - Publish Downtime schedule
 - Publish helpful info (i.e. training)
- Hire Certified IT Security Personnel or Retain them
- INCREASE The Budget – Actually – DO NOT try to limit it – it MUST be fluid

Discussion & Money!

- Ask and you shall receive.

The Challenge to Balance Security against "Freedom of Use" for Law Firms (afternoon session)



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Who Am I and What Am I Doing Up Here?

- Chair, Technology & Intellectual Property Practice
- Acting CIO for TPW for Six Months (I have walked a few miles in Tech shoes) After 9/11
- Chair, Internal Technology Committee of TPW
- !!!! Give Away Money !!!!
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I WANT my *M D B*!

- I WANT my MAIL (email, actually)
- I WANT my Documents
- I WANT my Billing & Financial System
- I WANT Seamless Functionality as I move In and OUT of the Office
- I WANT it ALL - Not restricted, Not limited
- I WANT it to be the SAME as if I were at the office



WHY all the RESTRICTIONS???

And It NEVER works like you said!

- Why do I need to CHANGE my password so OFTEN?
- Why can't I use my HOME computer on OUR network?
- Why can't my VISITORS easily use OUR network?
- Why does the "spam filter thing" block my CLIENT'S email?

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WHY all the RESTRICTIONS???

And It NEVER works like you said!

- When I travel, Citrix works well But Doesn't cut it
 - Often has limited functionality
 - I don't always have a connection – I need to be MOBILE
- VPN's Are Good but
 - Do I need ALL those extra passwords, RSA Cards, etc.
 - I don't always have a connection
- Extranets Are Great BUT
 - Do we really need those "keys" to get on – the clients don't like it.

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Discussion & Money!

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