

Julia: We're going to talk about the IT Security Handbook. What is a company security policy? What, what kind of does the IT Security Handbook entail?

Carol: Yeah. Basically, if you think of it as kind of a combination of several different policies. So, it's really helpful, kind of proactively to think about your data and how you kind of classify your data, how you manage it and how you protect it. So it's, um, just a little bit of process and definition, business rules and policies around that management and protecting of your data. That's the intent of the handbook.

Julia: Okay. And do we kind of walk through it with people or how does the handbook work?

We do, yeah. Yeah, so we have our standard template which is a good outline of all of the different areas. And, we basically strike up the conversation with the client and fill in all the good details. You know, if you think about your data, you know, what makes up confidential data? How do you define it? How do you want to protect it? Those sorts of conversations are really good, to get specific and kind of tease out the details about how, how a particular company wants to protect their data.

Julia: Yeah. That makes sense. Do most people have anything in place or are they, are most people kind of starting from scratch?

Carol: It depends. It depends. I'd say for the most part, people are kind of starting from scratch? A lot of people have good ideas around, you know, passwords, you know, they might have defined how they want passwords to be defined, or if they have specific rules around it or how they want to manage their passwords. In some cases they don't. They might have email signatures and, you know, pieces of the different policies, but maybe not documented or not all in one place. Right.

Julia: So, it kind of just puts everything start to finish all in one place of like, this is how we manage our security, essentially.

Carol: Exactly, exactly. And the nice thing about having it documented and having that one place is you can kind of proactively communicate it. Basically you're trying to protect from having an incident. So, if you think about either physical or online incidents around your data, there might be like... your laptop might get stolen. Maybe that's a physical incident. Well, it'd be great to know beforehand what you do if that happens. Right? Who do you... you can't connect with your laptop, right? Um, so who do you talk to? How do you quickly process that? And likewise on the electronic side, if there's a breach or if there's an incident, you know, thinking ahead of time and how many people know ahead of time, how to react to those sorts of things is also one of the added benefits of having it documented.

Julia: Yeah. It's like an evacuation route. You want to have it planned ahead of time. Proactive planning is a good thing.

Carol: Yes, it is.

Julia: How long does it normally take for different companies to put it together? I mean, I know everyone's so different, but just on average.

Carol: Everyone's really different. I'd say from the template and our starting point, we have maybe a 75% starting point, 80% starting point. So, it's really just putting the meat on the bones. It depends on

basically the client's bandwidth to do a couple of reviews. Usually we'll pull initial data in, we'll get a good draft and then we'll fine tune it with a couple of reviews and then it'll be ready to go.

Julia: How have you seen this kind of help customers?

Carol: Yeah. Yeah. It has been interesting as we talk through the handbook, things that they might not have thought of, or that just haven't gotten to. One example I'd say is password management. If clients have people writing their passwords down or doing things that we wouldn't necessarily recommend maybe moving to having an online password vault kind of a SaaS offering to manage your passwords is a great example. Another example, which is just a pretty straightforward thing to set up, but, if you have an issue with connectivity, say you have an outage from an IT standpoint, how do you contact your employees? How do you check in with folks to let them know what's happening? We recommend having a texting way. Easy Texting is one solution that we use that's easy to set up, and gives you that ability again, ahead of time to set it all up. So, in the instance that you would need to get ahold of all of your employees, you can do that. Right. Yeah. In our connected world, sometimes, sometimes we're not so connected. And so it's helpful to know how to find one another afterwards.

Julia: Yeah. That makes perfect sense.