

Authentication Technology: If Only Paris Had More Than Just a Password

Presented by:



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Discussion Objectives

- Firm Dynamics – Size, Location, Practice Areas
- IT Environment
- Major Authentication Issues within Firm
- Authentication Solutions and Recommendations
- Current Authentication Issues in Legal Arena
- Emerging Authentication Solutions and Trends



What is Authentication?

The Process of Verifying the Identification of the User So That Access can be Correctly Granted or Denied



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Craig Bingham
Director of Technology



Firm Dynamics

- 185 Attorneys
- 430 Full Time Users
- 200 are Remote Access Users
- 4 Offices in Tennessee (Nashville, Music Row, Memphis, and Knoxville)
- Major Practice Areas are Litigation, Corporate, and Healthcare

IT Environment



- 17 IT staff:
- Microsoft Infrastructure
- 90% Cisco Structure



Major Authentication Issues

- Past
 - Poor Man's Two Factor Authentication
 - 45 Day Password Expiration
- Present
 - Biometrics
 - Sharepoint Single Sign-On
 - Cisco Intrusion Prevention System (IPS)
- Future
 - Radius Server
 - Wireless
 - Cisco Network Access Control (NAC)
 - VPN

Authentication Solutions and Recommendations



- Security in general will continue to be a balance between risk and convenience, especially in law firms
- I believe that authentication/security will continue to be pushed toward the network (Cisco) and away from software (Microsoft)



**What Questions
Do You Have?**



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Doug Leins
CIO



Firm Dynamics

- 100 Attorneys
- Approximately 100 Support Staff
- Main Office in Tennessee (on Music Row in Nashville)
- Satellite Offices in Several Other Locations Which Serve as Worksites for Single Attorneys
- Major Practice Areas are Real Estate and Finance, Healthcare, Litigation and Business Law



IT Environment

- A Team of 8 IS employees support the firm
- Microsoft-Based for All Desktop and Server-Based Applications
- Microsoft Office for Document Generation
- Outlook for Email
- Hummingbird DM for Document Management and Email Archiving
- Carpe Diem for Time Capture
- Interaction as Our CRM Program
- CMS Open for Accounting Purposes
- Citrix for Remote Access



IT Environment cont.

- Cisco-Based Network with 1 GB connections to all desktops and a 1 GB link to the Internet through Our ISP/Co-Location Site
- Data Center Has a Mixture of HP and Dell Servers
- Our Primary Storage is on a NetApps SAN System
- Backups are Made to Our Own Disk Array Using eVault Technology
- Two Wireless Networks in our Building - One for Staff and One for Visitors
- Cisco VoIP Telephone System Which can be Accessed via a VPN Connection and Cisco's Communicator Software



Major Authentication Issues

- Internal authentication is based on Microsoft's Active Directory
- User IDs are typically, but not always their first initial and last name
- Passwords must be at least 8 characters long and are changed every 120 days
- Passwords cannot be re-used for 24 cycles
- All external access (Citrix and Outlook web access) is subject to the same log in requirements plus additional requirements
- There are two wireless systems within our office.
 - One is for staff. We use LEAP authentication followed by a network login for access.
 - We also have a wide open, separate wireless network for guests which is completely separate from our firm network (separate Comcast connection)

Major Authentication Issues cont.



- No authentication is required for the public access connection at this time
- Access to our co-location site requires a personal identification card
- Since most security breaches are internal, we are careful to make sure the policies/procedures for employee access are carefully followed and timely
- As far as connection to the Internet, our firm is behind a Cisco PICS firewall
- We also have software in place which monitors connections to our network
- Loaner laptops used to access our network require a separate password to access the laptop and then a network password to access internal system



Authentication Solutions and Recommendations

- **Future Authentication Initiatives**
 - We are always looking at authentication technology, including secondary authentication methodologies based on biometrics, fobs, and cards
 - Acquisition and deployment of these technologies will be based on a combination of the following factors: potential for unauthorized access to our systems, reliability, compatibility and convenience of the secondary authentication systems, cost and ability to use the secondary systems methodology for access to our systems in remote locations



**What Questions
Do You Have?**



Pivot Group

Jim Soenksen
CEO



Why is Authentication Important to Law Firms?

- Protect Client Records
- Protect Firms Records
- Protect Your Records
- Regulatory Compliance
- Client Demands
- Productivity



Will Authentication Technology Alone Protect my Information?

- Identity Management Components
- Authentication
- Access Control
- Enterprise Directory
- User Management
- Policies
- Training

What are the Authentication Solutions?



- Single Factor- Password
- Multifactor- Dynamic ID, Hardware Authentication, Digital Certificates, Challenge Response, Biometrics.

What are the Hot Business Areas for Authentication?



- Wireless
- Remote Access
- Visiting/Roaming Laptops



How do I Implement an Effective Authentication Solution?

- Asses your Assets, Network, Applications, and Policies
- Develop a Plan that fits your business & technology requirements and risk tolerance
- Implement & test the effectiveness of the solutions
- Regular monitoring and adjusting of the solution



**What Questions
Do You Have?**



Final Questions



THANK YOU

From

Craig Bingham, Doug Leins,
Jim Soenksen, and Kristen Zarcadoolas



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