Security for Lawyers Working Remotely

D.C. Bar, August 6, 2020

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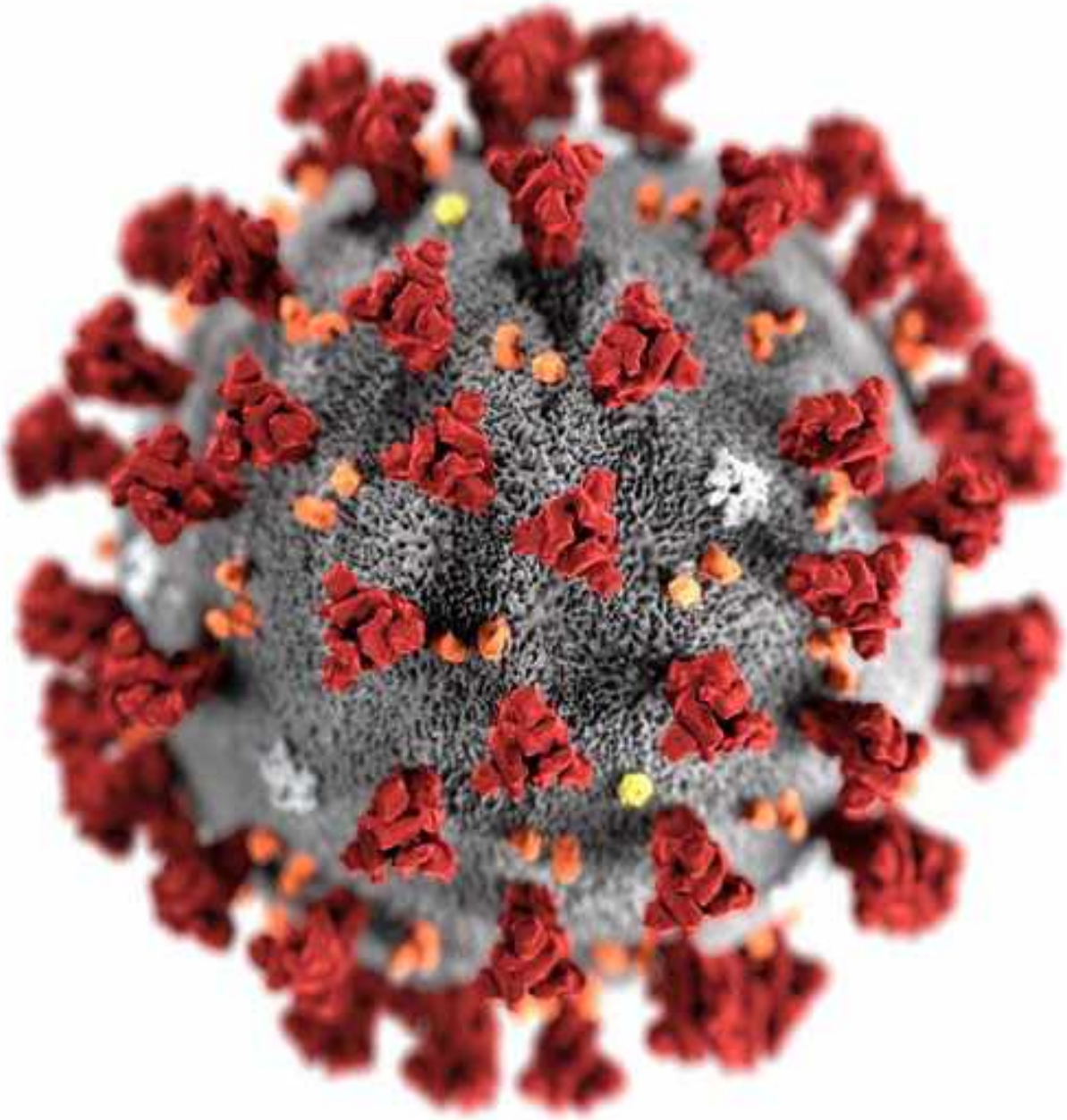
COVID-19

- Has fundamentally changed the practice of law
- Shelter in place and lockdowns
- Travel restrictions
- Social distancing
- Maximum precautions
- How long will this go on?



The rush to enable working at home

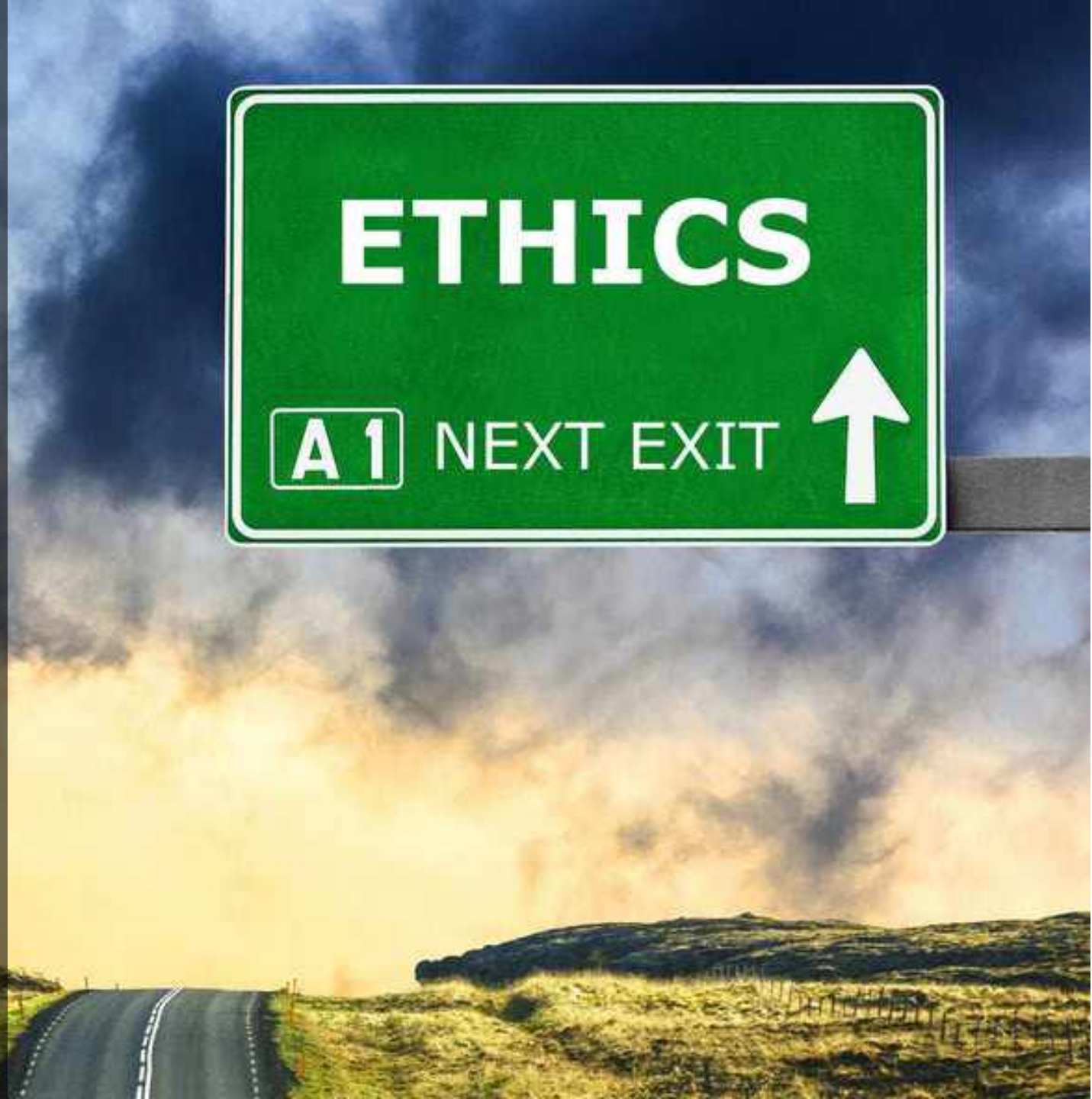
Most law firms had no plan for teleworking

No contingency plan for governments closing law firm offices

Many ad hoc plans did not consider cybersecurity or ethics

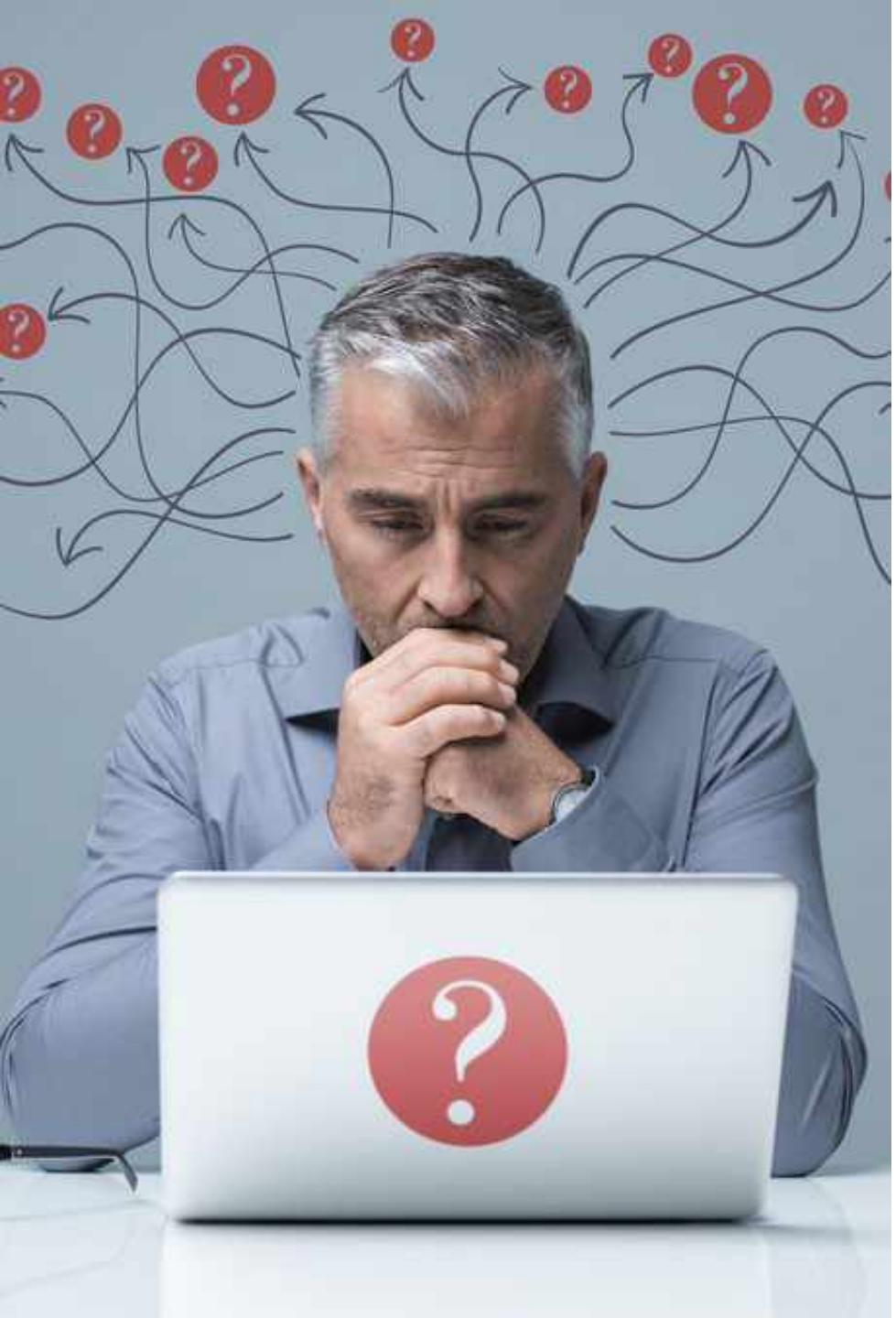
Ethics
(the big three)

- Rule 1.1 Competence
- Rule 1.4 Communications
- Rule 1.6 Confidentiality



Equipment

- Best bet is to issue everyone a laptop as primary work device
- No use of computer by family members
- At home, have a full-sized keyboard (wireless preferred), external monitor and mouse
- Home printer?
- Scanner needed?
- Shredder?



Home computers

- No good reason to use them for business
- Firms don’t know whether they are fully patched/what security software is installed
- So why are in they in use?
- Budget reasons
- IT/cybersecurity management headaches

Home computers

- Have a policy for the use of home computers
- Best practice? Extend security software licensing to home machines
- Make home machines part of the centrally managed endpoint security system

- Be mindful of licensing requirements if you use a managed service provider
- If you use a VPN, does the employee have the software installed and configured?

- Are you a Microsoft 365 firm? Use Office in the cloud
- Do you use other software in the cloud?
- If your software is on-premises, you may want to rethink moving to the cloud

Home computers

- Best practice: Ban family members from using the machine used to connect to the firm
- Be careful with your own use of the machine

Network connectivity

- Avoid using your home network, especially if it is shared with family members
- You are competing for bandwidth
- If you DO it use, make sure it has WPA2 encryption and change the default login password and default Wi-Fi name

- Suggest you connect your computer directly to an Ethernet connection
- Purchase a long Ethernet patch cord if you're not too far from your router
- OR – purchase a powerline Ethernet adapter (provides connectivity using the electrical wiring in your home)
- TP-Link AV1000 Powerline Ethernet Adapter: Around $50 – a good choice

Network connectivity

- Use the hot spot on your smartphone
- Speed may be a little slower but it is secure
- Avoid free Wi-Fi everywhere! Yes, even if you have a VPN

- Virtual Private Networks (VPNs)
- Many firms have VPNs but check the licensing and capacity for your implementation!
- Retrain employees on procedures for using the VPN, especially for those who don’t normally connect remotely

VPN Alert!

- Bad guys are targeting them, especially with working from home – and there are vulnerabilities
- Make sure latest Windows/macOS security updates and patches are installed
- MUST use MFA (multifactor authentication) with your VPN and other remote access solutions

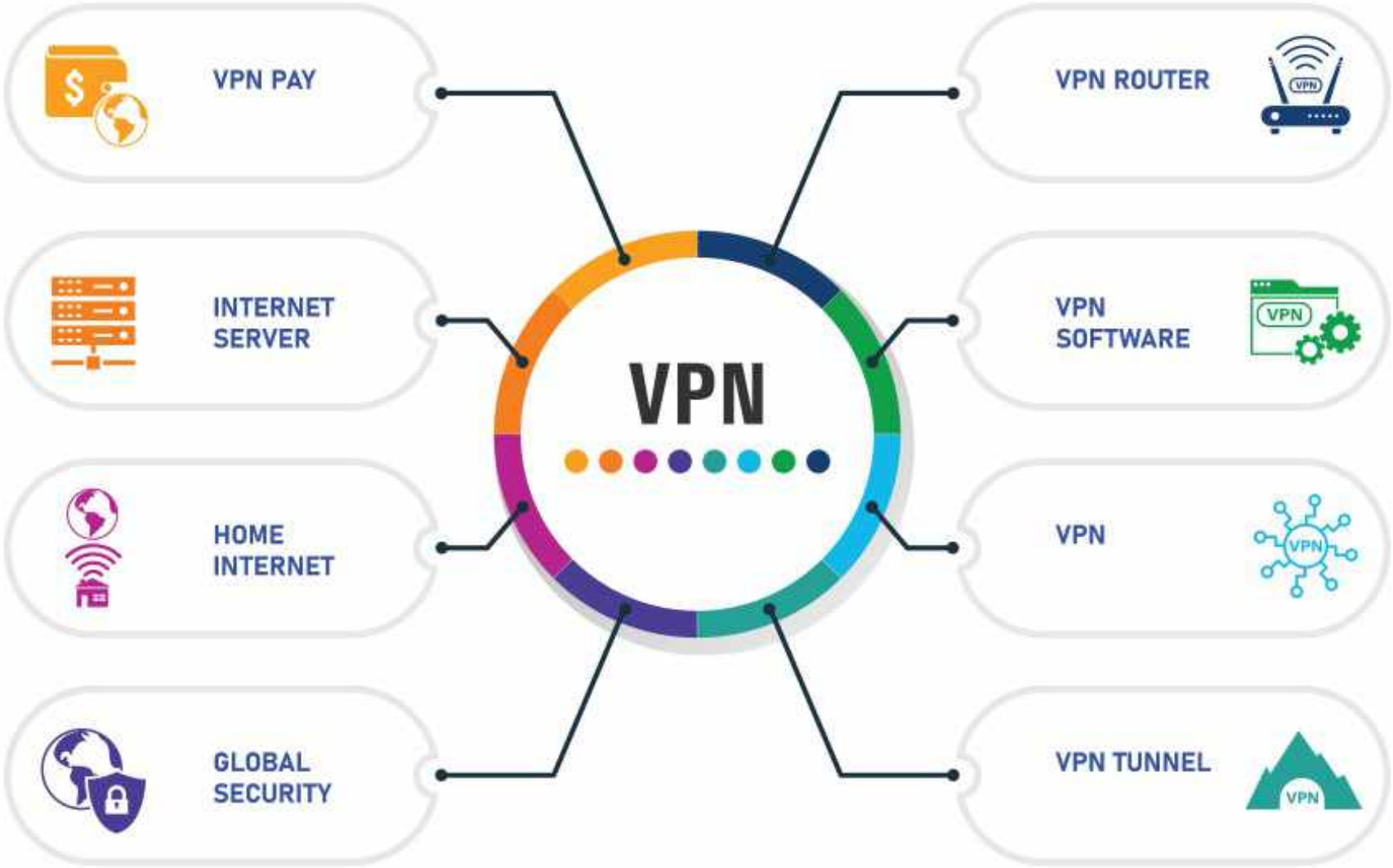
VPN Alert

CISA
CYBER+INFRASTRUCTURE

- Have your IT support personnel review the Cybersecurity and Infrastructure Security Agency (CISA) recommendations on enterprise VPN Security https://www.us-cert.gov/ncas/alerts/aa20-073a - published in March 2020 in response to working at home due to the coronavirus threat

VPN Split Tunneling

- “In the weeds” warning!
- What is it?
- Why would you want to implement now?
- Traffic management



Connecting to your network from home

- Enable the Remote Desktop Protocol (RDP)?
- It’s disabled by default - it exposes your firm’s computers to the internet
- Larger firms with Terminal Services have controls in place to safely use RDP

- LogMeIn – common in smaller firms
- Control – by ConnectWise
- May be part of your desktop monitoring system (if you have one)
- Larger firms – often use Citrix or Microsoft Terminal Services
- Make sure you have both sufficient licenses and bandwidth
- Make sure you have MFA configured for any remote access

Telephones

- Traditional phone lines? Forward the firm's number to a number you can answer before closing the office
- Otherwise, leave a message on how best to reach you
- VoIP Phones? Take the phone home and connect it to your home network
- Soft phones? Install software on your computer to emulate your desk phone – use computer sound and headset to answer/make calls

Mail deliveries

- Can someone go once a day to deal with mail?
- If building is closed, have mail held at post office? Maybe not a great idea right now
- Deliver to an alternate address (may take 7-10 days for postal service)

Mail deliveries

- The person who gets the mail may need a scanner or phone scanning app to distribute mail to recipients
- How will checks be handled? Using a phone app may be best for remote deposits
- Encourage credit cards
- Arrange for packages to go to an alternate address (FedEx and UPS should be operating)

Video conferencing

- Communications more effective if they can see your face
- Many offer temporary free conferencing
- Microsoft Teams – up to six months
- Zoom – has a free version, but many may need the features of the Pro version (we did!) Only $15 per month
- Larger firms usually have enterprise accounts with GoToMeeting or Webex – or one of the others

Video conferencing

- Laptops have cameras for video conferencing, but you can also use iPad or smartphone with some video conferencing apps
- Built-in microphones for computers and phones may not be optimal
- Use a headset with a microphone or ear buds with microphones

Video conferencing

- Using Ethernet will improve stability of your connection
- Make sure there’s not too much light behind you
- Make sure family members cannot overhear

Cloud to the rescue?

- Even now, the cloud may a good place to be – encryption considerations
- Time to make the move now? Experts disagree
- Microsoft 365 is a great place to be
- Practice management in the cloud is desirable

Cloud to the rescue?

- Backups in the cloud are critical
- Document management and document assembly
- Do your due diligence before signing up for cloud services

Cybercriminals never miss an opportunity

- They are fiercely attacking home networks
- Extensive phishing campaigns, often using coronavirus-related subjects to get people to click on a link or attachment

Cybercriminals never miss an opportunity

- Emails asking them to reset password, emails pretending to be from the Center for Disease control – it's the Wild West out there
- Objective isn't the home machine – it's the law firm network

- Most can be assisted remotely
- Utilize Google/YouTube
- There are lots of instructional videos online
- Onsite IT visits may be required

Workspace at home

- Privacy considerations
- Light considerations
- IoT devices around?
- Windows elevate mood

Looking at the future

The future ain’t what it used to be – Yogi Berra

If you need Sensei's IT, cybersecurity or digital forensics services,
please email us at sensei@senseient.com or leave a message at 703.359.0700.