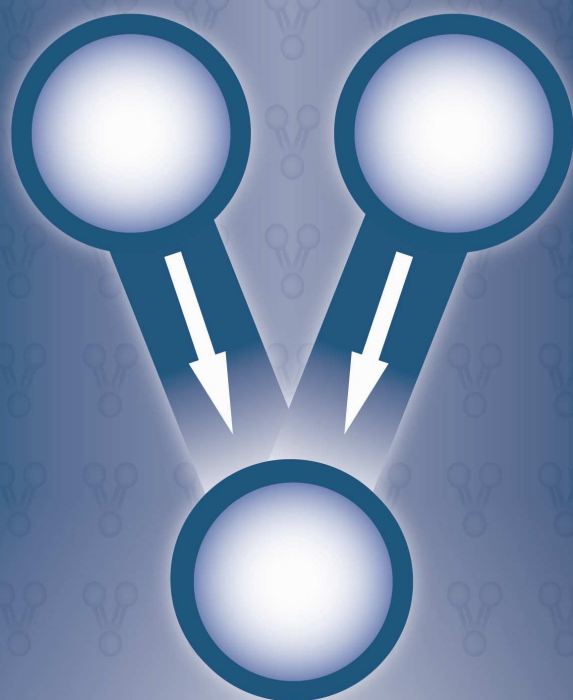


Getting to the Point



Pivot Group's Information
Security Concerns Survey



Welcome and Thank You for Participating in Pivot Group's Information Security Concerns Survey

The goal of this survey is to provide peer standards to measure where your firm stands on two significant topics: Top Information Security Concerns and Implementation Urgency of Technologies. We used our vendor-neutral platform to encourage you to share your security experiences with your peers in an educational atmosphere.

Although the survey was brief, there is a great deal of information to be derived from the results. As Information Security Experts, we offer our insights and interpretations of the survey outcome to help you make sense of the data and apply it to your 2006 security initiatives.

The Survey Demographics

Respondents: North American Law Firms

Titles of Respondents: CIO, COO, Director of IT, Director of MIS, IT/IT Operations Manager, IT Security Officer, Manager of Information Systems/Services, MIS Development Manager, Network Manager, Technology Advisor

Respondents' Locations: Four Corners – UT, Great Lakes – IN, MI, OH, Mid-America – MO, Mid-Atlantic - DC, PA, VA, Mid-West – IL, New England – CT, New York – NJ, NY, North West – BC, Canada, OR, WA, South Central – TX, South East – NC, TN, Southern CA

Number of Firm Locations per Respondent:

Number of Firm Locations	Percent of Respondents
1-2	42%
3-10	42%
More than 10	16%

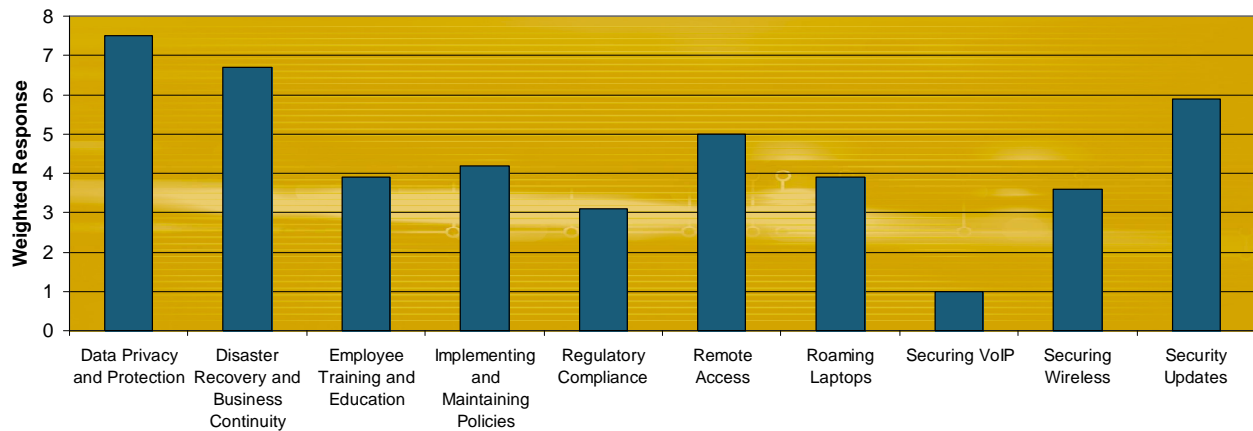
Number of Attorneys per Respondents' Firms:

Number of Attorneys	Percent of Respondents
Less than 100	36%
Between 100 and 499	50%
500 or More	14%

Question 1:

On a scale of 1-10 (1 being the most important), please select the order of importance to your firm for the following Information Security Concerns.

Security Concerns



1. **Interpretation** - Data Privacy and Protection is the number one Information Security concern; over 77% of the respondents rated it in their top 3.


Reason - Client Demands, Recent Incidents (Choice Point, Lexis Nexis), and Security Best Practices.
Note: "Regulatory Compliance" is not a reason.

Pivot Group's Response - We think this is a great #1 concern because it is the primary essence of Information Security and Protecting Critical Assets.

2. **Interpretation** - Disaster Recovery and Business Continuity is a close second; over 63% of the respondents rated it in their top 3.

Reason - Recent disasters (Hurricane and Terrorism) brought the reality and fragility to the forefront.

Pivot Group's Response - We think this is also a great # 1 concern because the availability and access to critical data is also a key objective of security best practices and risk management.

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3. **Interpretation** – Security Updates is a **distant** third on the list with only 50% of the participants ranking it in their top 3.

Reason – Updates are an integral part of our day-to-day job of due diligence and security best practices.

Pivot Group's Response - We would like to see this higher on the list because it is **regular** due diligence that makes an effective security program since the threat landscape is consistently changing. The follow-up question to this response is: Why are security updates a top concern? Are updates a high resource-consuming activity or are we looking to be more proactive and timely?

4. **Interpretation** - Securing VoIP and Regulatory Compliance were rated the lowest on the concerns priority list by our respondents; over 88% rated it in the bottom 3 of their concerns.

Reason - 1) Securing VoIP, even though an eminent risk, has not been elevated to a top IT concern
2) Since security regulations are currently minimal that directly affect law firms, the emphasis on compliance is not a current priority

Pivot Group's Response – We think the above are emerging concerns that will elevate on the grounds of:

- 1) VoIP becoming the enterprise technology standard
- 2) Firms receiving increased demands from their clients for Regulatory Compliance, such as protection of critical and confidential information.

ILTA Member Response – “I think people are embracing VoIP very quickly. The problem is that the average life of a phone switch is very long, so replacement cycles for old equipment is only 10% or so a year. The most new significant installs are VoIP,” says Doug Leins, CIO of Boulton, Cummings, Connors, and Berry PLC.

Commenting on the low Regulatory Compliance ranking, Mr. Leins also mentioned that, “there are several regulations that directly affect law firms, but these just aren't as high a priority or take as many IS resources as the other items.”

Question 2:

Please use the space below to fill in any concerns not listed on the prior page.

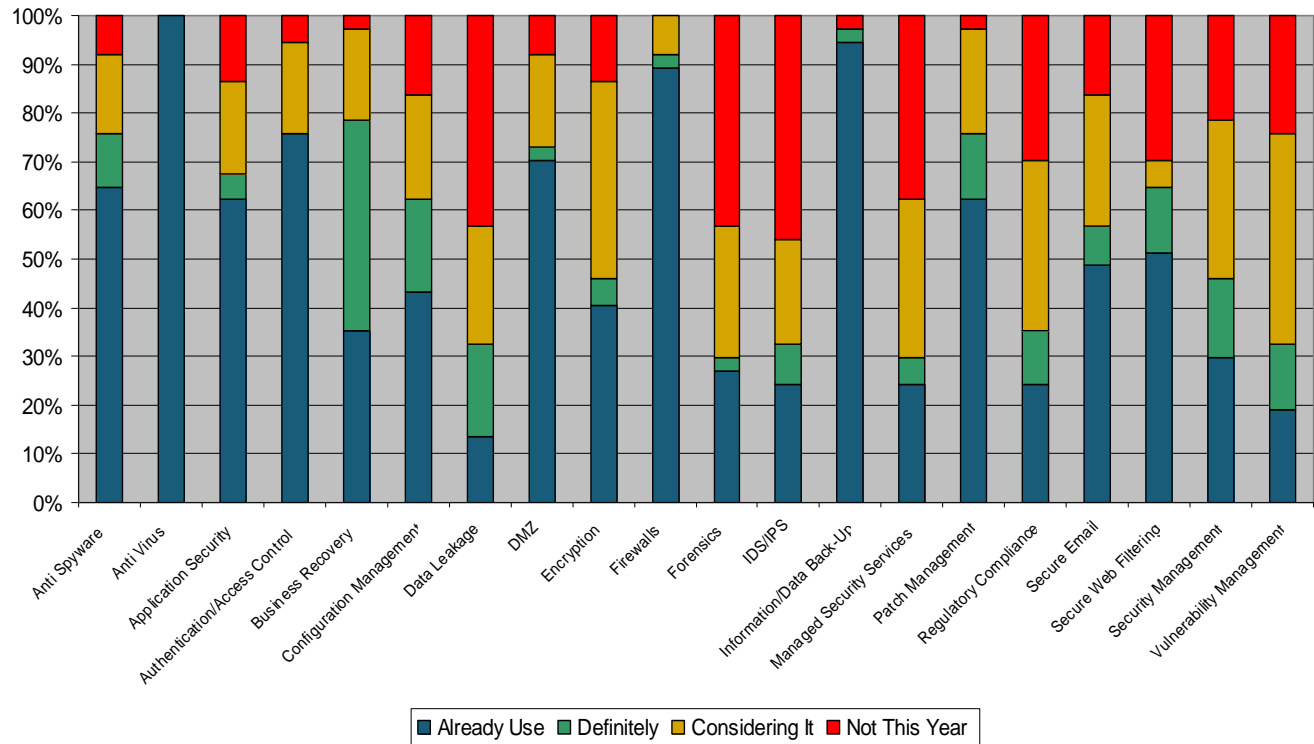
We received 4 additional Information Security Concerns that were not specified in Question 1: Equipment Life Cycles, Spyware, Securing and Effectively using a DMZ, and Laptop Security

Pivot Group Response - In our survey definitions, Spyware is included in Security Updates, DMZ in Data Privacy, and Laptop Security in Roaming Laptops.

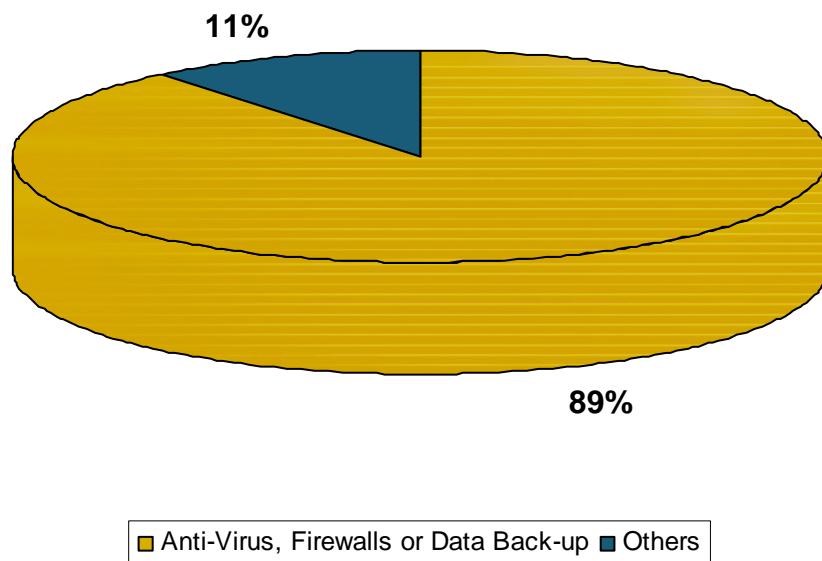
Equipment Life Cycles can be an information security concern, especially when you are considering how to effectively dispose of equipment which needs to be cleaned and scrubbed of all critical information.

Question 3:
Is your firm planning on implementing the following security technologies this year?

Security Technology Deployment Plans



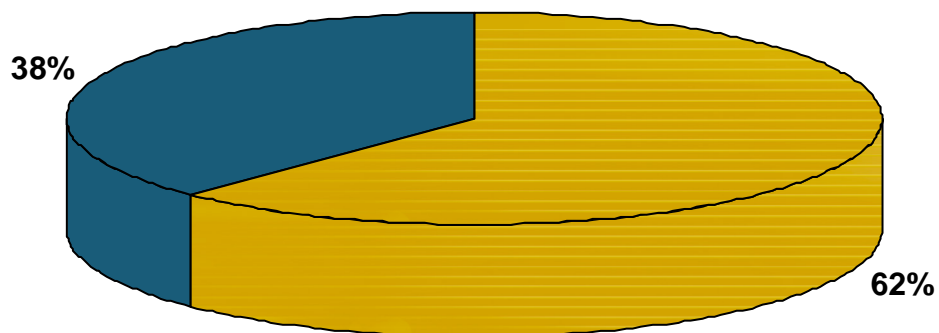
Technology Already In Use



1. **Interpretation** - Around 90% surveyed said they had Anti-Virus, Information/Data Back-Up, and/or Firewalls implemented.

Pivot Group's Response - The responses fall in line with the fact that all of the above technologies are part of a basic first line of defense and at this point, the technologies are mature and widely accepted and deployed as a requisite requirement.

Technologies Implemented

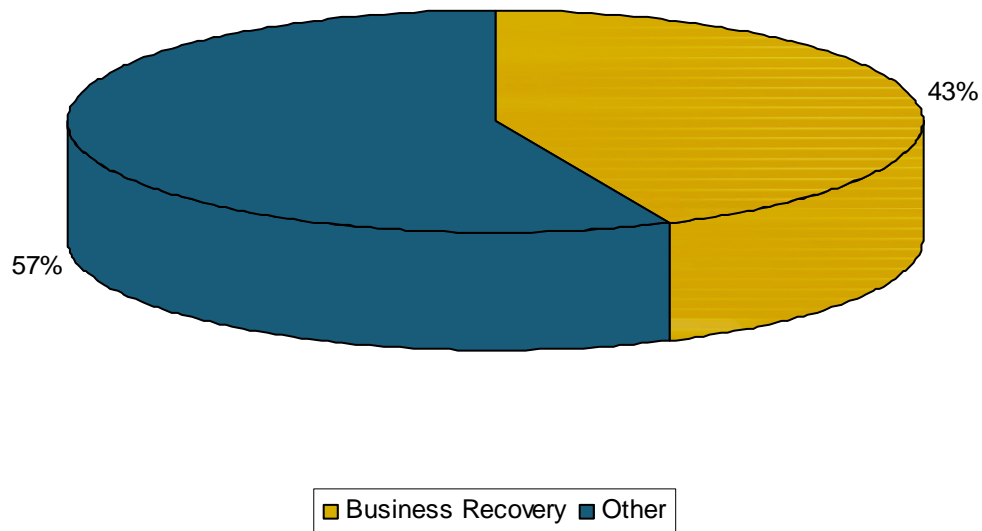


■ Anti-Spyware, Application Security, Authentication/Access Control, or Patch Management ■ Others

2. **Interpretation** - Over 60% surveyed said they had Anti-Spyware, Application Security, Authentication/Access Controls, and/or Patch Management implemented.

Pivot Group's Response – Due to the emerging nature of the vulnerabilities these technologies protect against, it makes sense that the responses reflect a close second in deployment. This is also known as the second line of defense-in-depth.

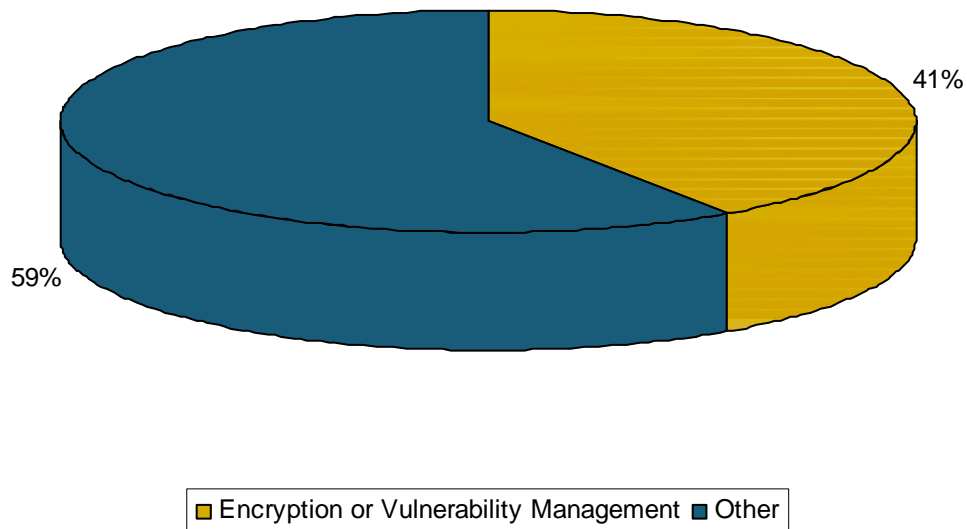
Technology Definitely Implementing this year



3. **Interpretation** - With a leading 43% response, Business Recovery is a *definite* in technology deployment this year.

Pivot Group's Response - This great response of *definite* deployment aligns with the primary concern of Disaster Recovery and Business Continuity. There are a number of great technologies in this space to consider. In addition to the technology deployment, you need to make sure your policies and training complement your business strategy for Business Recovery.

Top Technologies Being Considered

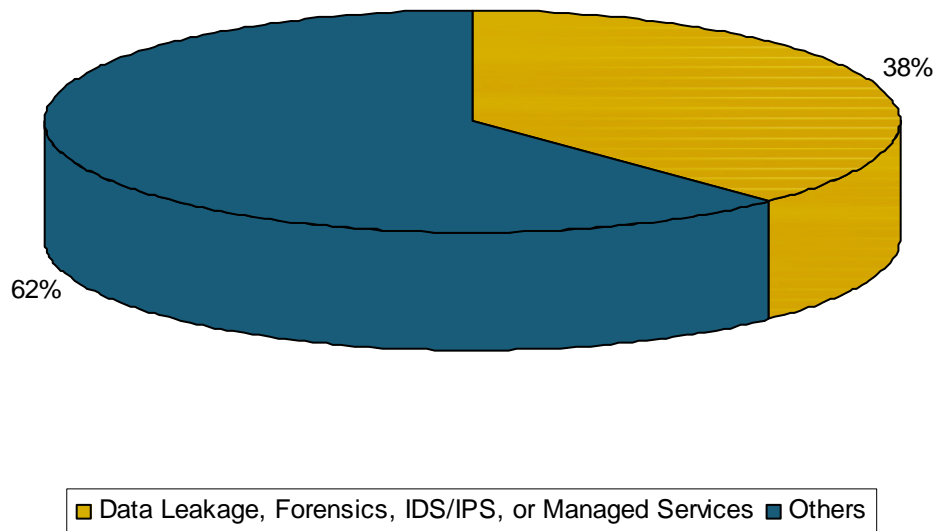


4. **Interpretation** - Encryption and Vulnerability Management, with a 40% response, lead the way of technologies *being considered*.

Pivot Group's Response - We would like to see Encryption and Vulnerability Management be a *definite* deployment vs. just *considering* because it mitigates Data Privacy and Protection, the #1 concern.

ILTA Member Response – As far as encryption and vulnerability management are concerned, Mr. Leins commented, "Again, I think most companies consider these, but don't feel they are as high on the need scale as the other items on the survey. With a set amount of resources, the most important items are the ones that get addressed first."

Technologies Not Being Considered



5. **Interpretation** - Around 40% of the respondents said that Data Leakage, Forensics, IDS/IPS, and/or Managed Services are not even being considered.

Pivot Group's Response - We would also like to see Data Leakage and IDS/IPS deployment a *definite* vs. *not this year* because of its capabilities to mitigate Data Privacy and Protection as well. IDS/IPS technologies and managed services are very mature and widely accepted, deployed, and affordable. The Data Leakage technologies are emerging and there are no clear leaders in this space. However, we not only see the technologies maturing very quickly, but if Data Privacy and Protection is a top concern, it is not too early to start investigating them.



Conclusion

While we believe that the priority of the Information Security top concerns have been reasonably assessed overall, it seems that the technology, training, and policy deployment do not necessarily align with the top concerns. You may want to ask the following questions to assist in developing your Information Security initiatives to ensure a better fit for your firm's information security requirements:

1. Are you comfortable that your concerns are in sync with the industry concerns?
2. Are you comfortable that your technology deployment plans are in sync with your peers?
3. Are you confident that your technology, training, & policies support your top concerns?

For more resources on how to get the most out of your Information Security Program, please visit our Resource Guide on our website at www.pivotgroup.net.

For more information, please contact:

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Contributors

Contributing to the analysis of the survey answers are the following Information Security specialists:

Jim Soenksen, CEO of Pivot Group, has over 20 years of marketing, sales, and operations experience in the security, software, and service industries. Jim's vision and passion for bringing practical and effective security solutions that are easy to use is the force behind Pivot Group's success. He is currently a member of the Board of Advisors for the Metro Atlanta Chamber of Commerce and serves as an Information Security Expert Witness. Jim has held executive positions at D&B Software, SAP, and Primitive Root, an internet security company.

Greg Dejno, Director of Security Services for Pivot Group, has over 10 years of security and technology experience allowing him comprehensive knowledge of the major and emerging security technologies. He has a Bachelor of Electronics Engineering with emphasis in Computer Systems and Telecommunications from the Georgia Institute of Technology. Before joining Pivot Group, Greg has held positions with the Georgia Tech Research Institute and Siemens Electronics Assembly Systems providing customer service, technical support, network systems design, and application development.

Faith M. Heikkila, Security Consultant for Pivot Group, is currently a Ph.D. Candidate in Information Systems – Nova Southeastern University specializing in information assurance. She has over 18 years of paralegal and IT Project Management experience with two law firms in Michigan. She is a member of Association for Computing Machinery (ACM), Association of Information Technology Professionals (AITP), Computer Security Institute (CSI), Institute of Electrical and Electronics Engineers, Inc. (IEEE), and Information Systems Security Association (ISSA).

Doug Leins, CIO of Boulton, Cummings, Conners & Berry, PLC, is responsible for the development, implementation and support of technology for the firm as well as managing the personnel that support and develop the computer hardware, software and communications equipment. Doug was previously the CIO at Saint Thomas Hospital. While in that position, he initiated and completed projects for the implementation of their current network, standardization of all desktop applications, Internet access and presence, a wide area network with more than 100 locations and several centralized healthcare application installations. He also pioneered St. Thomas' Intranet which was one of the first hospital intranets in the country and is now the primary means of distributing information within the hospital. He has implemented multiple major network, application and Internet-based projects over the past twenty years.

Conductor of Survey and Editor:

Kristen Zarcadoolas, Managing Director of Pivot Group, brings over 10 years of leadership expertise to Pivot Group, including management, operations, as well as sales and marketing. Prior to Pivot Group, she developed a successful management career in the service industry. Kristen's strong belief in outstanding customer service based on a foundation of trust coupled with a thirst for knowledge landed her in the technology industry 4 years ago. In her current role, Kristen oversees global expansion, client relations, corporate communications, and comprehensive market growth and profitability. She is a member of the American Marketing Association and a writer/editor, speaker, and moderator for Pivot Group's many educational programs and seminars.

About Pivot Group

Pivot Group is the only neutral firm that solely focuses on Information Security services. Rather than selling or reselling technology, our unique organization redefines the InfoSec realm by tailoring solutions. We take the fear out of Information Security and help companies make it a business enabler and competitive advantage. Our international consultant-based practice delivers the complete life cycle of security services that meet the business and resource requirements of our clients. Please visit us at <http://www.pivotgroup.net>.