

## Bryley Tips and Information October 2009

### **1. Don't wait until March 1<sup>st</sup> to comply with new Massachusetts privacy law**

In September 2008, Massachusetts issued 201 CMR 17.00, a new statute that requires any organization with personal information on even one Massachusetts resident to secure this data by March 1, 2010. Given the previous delays in finalizing this statute, most organizations are probably behind the curve in its compliance.

We started our compliance efforts late 2008 with a dedicated project manager and a budget of well over 250 hours, but were surprised at the actual amount of time and effort involved, which required physical, administrative, and technical changes to our operations.

Some of the administrative steps we took:

- Created our Written Comprehensive Information Security Plan (WISP)
- Updated our Employee Manual to include a section on 201 CMR 17.00
- Hired an HR consultant to assist with employee training

We made these physical changes to our office:

- Built locking cabinets to store our old paper files
- Physically locked-up several exposed computers with cable locks
- Locked-down all filing cabinets and moved the HR cabinet to a more-secure area
- Installed a security camera in our data-center (which is secured by locked fencing)

We addressed technology compliance in these three areas:

- Secured the gateway (Internet)
- Security-hardened the endpoints (PCs and servers)
- Performed a multi-point process to technically lock-down equipment and its access

For details on our technology actions, call me at 978.562.6077 x215 or email [GHL@Bryley.com](mailto:GHL@Bryley.com).

Even though we were better prepared than most organizations, we have exceeded our time-budget on this project and still have some finishing touches to complete.

Our suggestions:

- Start today and be prepared to devote significant time and effort.
- Consider hiring an HR consultant or project leader to assist in the implementation of the physical and administrative changes; call Bryley to assist with the technical areas.
- Attend a 201 CMR 17.00 seminar. (See below for our seminar dates and times.)

### **2. Windows 7 – Better to install new than to upgrade**

Windows 7, Microsoft's latest desktop operating system, hit retailer shelves on October 22<sup>nd</sup>. It hosts many new features and is considerably faster than Windows Vista. (For details, please visit <http://www.echannelline.com/usa/story.cfm?item=25101>.)

Since current and slightly older PC hardware will support Windows 7, one can upgrade directly from Windows Vista to Windows 7, but the direct-upgrade paths are few and the process is somewhat complicated. For example: You can only upgrade a 32-bit version of Windows Vista to its comparable, 32-bit version of Windows 7. (Visit <http://Windows.Microsoft.com/Upgrade> and select the Vista tab above for details.)

Unless you are technically experienced with Windows Vista, we recommend that you thoroughly backup your current system and then custom-install Windows 7, rather than attempt to upgrade from Windows Vista to Windows 7. (Note: This type of installation will wipe your current Windows drive clean of data and settings.)

You cannot upgrade directly from Windows XP to Windows 7, but you can perform a custom installation of Windows 7 onto your PC.

### **3. Free pickup and recycling from Willie's Computer Recycling during November**

Throughout November, Willie Bergeron has offered a free pickup and recycling service to Bryley friends and clients with a minimum of three items (PCs, monitors, and/or printers). Please call Garin at 978.562.5680, extension 218, for details.

### **4. Announcements, news, and events**

Complying with 201 CMR 17.00 – Please join Bryley Systems for a free, how-to seminar on complying with Massachusetts 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth, to see how it will impact your business and what you will need to do to meet its physical and electronic (computer-based) requirements.

201 CMR (Code of Massachusetts Regulation) 17.00 requires all organizations that have personal information on even one Massachusetts resident to protect this data. It implements the provisions of Massachusetts General Law c.93H and sets the standards for compliance. It takes effect on January 1, 2010. (Below is a reprint on this topic from our October 2008 newsletter.)

These seminars will be held on Wednesdays at 9:00am at Bryley's second-floor conference room in Hudson, MA. Refreshments will be served.

Remaining seminar dates and times:

- November 11th, 2009
- December 9th, 2009

To reserve a seat:

- Call 888.280.5799, extension 218, and register with Garin.
- Visit [www.Bryley.com/news\\_and\\_events-Events.html](http://www.Bryley.com/news_and_events-Events.html).

- Email [Events@Bryley.com](mailto:Events@Bryley.com).

Torchia and Livingstone present 201 CMR 17.00 seminar to NEWDA – The New England Web Developers Association will host Paul Torchia and Gavin Livingstone of Bryley Systems Tuesday, October 27<sup>th</sup> at 7:00 pm at Harvest Café in Hudson, MA.

Follow Bryley Systems on Twitter – Visit <http://Twitter.com/BryleySystems>.

Free training on Avaya PARTNER ACS telephone system – Join Bryley Systems for a live training webinar on the Avaya PARTNER ACS telephone system on Wednesday, November 18<sup>th</sup> at 10:00am. To register:

- Call 888.280.5799, extension 218, and ask for Garin.
- Visit [www.Bryley.com/news\\_and\\_events-Events.html](http://www.Bryley.com/news_and_events-Events.html).
- Email [Events@Bryley.com](mailto:Events@Bryley.com).

Free webinars on Intelligent Communications – Join us for an enlightening discussion on Intelligent Communications and how it is transforming businesses around the world.

These sessions are sponsored by Avaya Inc., a world-leader in communications solutions. Bryley Systems, an Avaya Business Partner, is fully versed in these solutions.

Please register at <https://secure.avaya-news.com/ats/show.aspx?cr=122&fm=437>.

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Client service

If you have questions about, or issues with, our client service or response, please contact Beverley Denio, Client-Service Manager, at 978.562.6077 x201, or Gavin Livingstone, President, at 978.562.6077 x215. (Respective email addresses are [BDenio@Bryley.com](mailto:BDenio@Bryley.com) and [GLivingstone@Bryley.com](mailto:GLivingstone@Bryley.com).)

### Bryley's Client-Service Portal

Over the past years, Bryley has made significant investments in our business systems and infrastructure to enable real-time communications regarding the timeliness and quality of services we deliver. A result is that client-service requests (with resulting service tickets) may now be added, viewed, or updated through our Client-Service Portal.

This real-time environment is available 24 x 7 at [www.Bryley.com](http://www.Bryley.com) by selecting “Client Login” from the upper-right corner of the home-page. Registered users may perform these functions:

- View the current status and details of their service tickets
- Enter new service requests
- Review invoices
- View reports

To use this capability, please contact Beverley at 978.562.6077 x201 to setup a username and password. Training is also available at no charge.

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Contact Bryley Systems Inc.

Bryley Systems is a full-service, end-to-end provider of business-technology solutions, fulfilling the information-technology needs of organizations throughout New England since 1987. Areas of expertise include:

- Managed Technology
- Computer-network performance and reliability
- Network security
- Unified Communications

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- You are a Bryley client
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- You have had business contact with Bryley Systems.

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