

Bryley Tips and Information August 2009

1. Another reprieve for Massachusetts Privacy Law (201 CMR 17.00)

The Massachusetts Office of Consumer Affairs and Business Regulations revised 201 CMR (Code of Massachusetts Regulations) 17.00, delaying its implementation to March 1, 2010 and easing some restrictions on third-party compliance. These changes were partial relief to the thousands of organizations that store personal information on even one Massachusetts resident (citizen or immigrant) who will be required to protect this information in both its physical and electronic forms.

Visit <http://www.masshightech.com/stories/2009/08/17/weekly8-Massachusetts-data-regulations-get-bumped-and-tweaked.html> for details.

2. Netbooks, not your Mother's notebook computer

Netbooks, bigger than a PDA, but smaller and cheaper than a notebook computer, are gaining a place in the hearts of road warriors weary of schlepping heavy equipment from site to site.

Netbooks are slimmed-down notebook computers with smaller footprints (easily able to fit into a briefcase or oversized purse) and lower cost (by virtue of less-expensive components and low-end software) with price-points falling below \$300. They do not have the expandability of a PC, being limited by their operating system (usually Linux or a scaled-down version of Microsoft Windows). However, their portability and price make them travel-worthy and expendable.

[Http://www.crn.com/mobile/219200424;jsessionid=QCNQNX1YQORSTQE1GHPSKHWATM Y32JVN](http://www.crn.com/mobile/219200424;jsessionid=QCNQNX1YQORSTQE1GHPSKHWATM Y32JVN) to review "Are Netbooks Poised for a Business Breakthrough" by Brian Kraemer.

3. Announcements, news, and events

Bryley Systems wins Commerce award – Based on its 22+ years of outstanding service, Bryley Systems has received the 2009 Best of Hudson Award in Computer Maintenance and Repair by the US Commerce Association. See www.Bryley.com/news_and_events-news.html.

Livingstone and Torchia to speak at Nashoba Chamber – Gavin Livingstone and Paul Torchia of Bryley Systems will address the Human Resources Committee of the Nashoba Valley Chamber of Commerce on Massachusetts' Privacy Law (201 CMR 17.00) at their luncheon in Boxboro on 9/29. Please visit the Programs and Events page at www.NVCoC.com for details.

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 is an Avaya Business Partner, fully versed in these solutions.

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

201 CMR 17.00 webinar – Bryley Systems will schedule individual, company-specific webinars of its 201 CMR 17.00 seminar. To schedule a personalized webinar, please contact Gavin at 978.562.6077 x215 or email Events@Bryley.com.

Complying with 201 CMR 17.00 seminars – 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.

Seminar dates and times:

- September 16th, 2009
- October 14th, 2009
- November 11th, 2009
- December 9th, 2009

To reserve a seat:

- Call 888.280.5799, extension 216, and register with Michelle.
- Visit www.Bryley.com/news_and_events-Events.html.
- Email Events@Bryley.com.

4. 201 CMR 17.00 – Massachusetts personal information regulation (reprint)

In September, 2008, Massachusetts introduced 201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth. Originating from a directive to the Massachusetts Office of Consumer Affairs and Business Regulations (OCABR), 201 CMR 17.00 was initially slated to take effect January 1, 2009, but has been pushed back to May 1, 2009*.

This CMR (Codes of Massachusetts Regulations) is extremely significant to any person or organization that collects and retains personal information on even one Massachusetts resident. Under this CMR, personal information is defined as a Massachusetts resident's first name (or initial) and last name combined with social security number, driver's license number (or state-issued ID card), or financial account number (including credit or debit card number). 201 CMR 17.00 is designed to safeguard the personal information of Massachusetts residents by defining standards for collecting and handling this data, both physically and electronically.

Basic provisions of 201 CMR 17.00:

- Develop and maintain a comprehensive, information-security program that limits the amount of personal information collected and retained, and restricts access to this information, both inside and outside the organization
- Identify all possible locations where personal information is stored and restrict both physical and electronic access to these locations
- Monitor the information-security program regularly and review the scope of its security measures at least annually
- Document and review all breaches of information-security policy
- Take disciplinary measures when a breach of security occurs

It also states these computer-system-security requirements relative to personal information use:

- Provide secure, restricted access and require authentication to all computer systems
- Encrypt all records transmitted wirelessly or over a public network (i.e.: the Internet)
- Encrypt all personal information stored on portable devices (like notebook computers)
- Protect all computers connected to the Internet with a firewall, patch these computers regularly, and deploy and maintain malware-resistant utilities on these computers
- Monitor computer systems for unauthorized use or access to personal information
- Educate and train employees on these security measures

[Http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcont&f=idtheft_201cmr17&csid=Eoca](http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcont&f=idtheft_201cmr17&csid=Eoca) documents 201 CMR 17.00 in its entirety.

*Since this article was published, the deadline has been extended to March 1, 2010.

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 and 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 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.

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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