

Privacy And The Mobile Worker

The Lord Giveth And The Lord Taketh Away

Shall We Pray?

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Learning Experiences

- What is the source of good judgment?
- What is the source of experience?

How Shall I Put It?

- Aspects of privacy and mobility
- Best practices
- Conclusions

Aspects Of Privacy And Mobility

- Information and physical security, and aspects of accessibility
- Private space
- Legal
- Knowledge of the rules
- The business model
- Convenience
- Productivity
- Technology

Security

- Aren't security and privacy mutually exclusive?
- Is security for the non-mobile worker different?
- Encryption tools
 - Many vendors offer solutions
 - Biometrics
 - Certificate based tokens
- How is identity proofing handled for the mobile vs the landed worker
- Identity management
 - Trust
 - Roles
 - Delegation
 - Little available for other devices (phones, PDAs, pagers, etc.)
- The worker is responsible for the security of the resource
- It's "don't ask, don't tell" or "seen and not heard"
 - Assumptions are often made, but we forget...

Accessibility of the information/asset

- Theft
 - Of information
 - Information out of the mobile worker's control
 - Corporate information
 - Of assets
 - Hardware
 - Software licenses
 - Intellectual property
 - Corporate physical security normally unavailable
 - Loss of privacy by virtue of loss of corporate protection
 - Not treated like a financial asset, but equally important

Private space is lost

- Perception of image
 - When is work work?
- Different mobile technologies have different “space”
 - Phones - hear
 - PDAs, pagers, computers - see
- Accessing resources in a wireless environment vs a wired environment
 - Is VPN technology really used that much?
 - Is it effective?

Legalities Of Mobility

- What are the laws governing the use of these technologies?
 - Globalism
- How are retention requirements met?
 - Discovery rules
 - Who owns the information when it's in the user's possession?
 - How can employers monitor the use of assets?
- What are the liabilities when something goes wrong?
- What if data is encrypted and taken out of the country of residence?

Knowledge of rules, regulations, policies, laws

- National and state guidelines
 - Retention of data
- Case law
 - Retention of data
 - Discovery rules
- International law
- Company rules and policies
 - Retention of data
 - Appropriate use of assets
 - Securing the assets
 - Use of sensitive information
 - Use of wireless technology

The Business Model For Mobility

- First of all: whose model??
- The business model must address:
 - The ROI and TCO as part of the mobile worker cost model
 - Is mobility essential to ebusiness?
 - September 11
 - How the basic infrastructures are handled for mobility?
 - How manage identities and roles are managed?
 - How do you manage delegation?
 - How access to resources and information is managed?
 - How corporate data, policies, regulations, etc., are affected by increased mobility of the workforce?
 - Decreased cost of operations for the employer
 - HR implications

Convenience

- Resource is always with you
- Work when you want to, when you can, rather than when you HAVE to
- Data can be with you on your hard disk or on the network
 - What about failure in a detached environment?
 - How do you recover? (September 11)
- Availability and use are growing

Increased Productivity

- Ability to work away from the office yet still have access to resources
- Allows for better morale
- Improved quality of life
- Temporary reprieve from 'politics'
- Extensibility breeds less constraints
- Mobility can mean less stress (or SHOULD mean less stress)
- Status

More Convenient To Keep Up With Technology

- Mobile worker is really 24x7
- Increases hunger for technology
- Costs are going down for hardware

Best Practices ?

- So why did I go through all this?
- Because at the end of the day mobility and privacy aren't that different from non-mobility and privacy
- The difference with mobility is that we have sacrificed aspects of mobility (like security and the legalities) for the convenience of the mobility

Conclusions

- Bottom line
 - Think wired
 - Remember that convenience has costs (human, financial, and otherwise)
 - Education, education, education!
 - Mobility isn't technology; it is merely enabled by technology
 - “Let's be careful out there”

