

August / September 2018
Vol. 2018, No. 4

TECHNOLOGY

DON'T MISS:

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President's Column

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Managing Road
Construction Season
Using Telework

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More Money Doesn't
Mean Better Security

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THE VERDICT STAFF

Editor

Gretchen L. Luessenheide
763.443.5139
gretchenluessenheide@msn.com

Advertising

Shelly Losinski
IntrinXec Management, Inc.
952.564.3077
slosinski@intrinxec.com

Letters to the Editor

Letters to the Editor of *The Verdict* are welcome and can be e-mailed to gretchenluessenheide@msn.com. In your letter, please include your name, firm name, mailing address, daytime phone number, and e-mail address. Letters that do not contain full contact information cannot be published. Letters typically run 150 words or less and may be edited. Your letter may be on any topic. You will be contacted before your letter is published. Thank you.

2018 - 2019 ALAMN OFFICERS & DIRECTORS

OFFICERS



PRESIDENT

Abby Rooney, PHR, SHRM-CP
Foley & Mansfield
612.216.0369
arooney@foleymansfield.com



PAST PRESIDENT

Sarah Evenson, JD, MBA
Barnes & Thornburg LLP
612.367.8717
sarah.evenson@btlaw.com



PRESIDENT-ELECT

Jessica Gerhardson
Monroe Moxness Berg PA
952.885.5999
jgerhardson@mmlawfirm.com

DIRECTORS



ADMINISTRATIVE DIRECTOR

Jessica Johnson
Zimmerman Reed LLP
612.341.0400
jessica.johnson@zimmreed.com



COMMUNICATIONS DIRECTOR

Tracey Grill
Gustafson Glueck, PLLC
612.333.8844
tgrill@gustafsonglueck.com



EDUCATION DIRECTOR

Tracy Johnson
Eckland & Blando LLP
612.236.0163
tjohnson@ecklandblando.com



FINANCE DIRECTOR

Kim Pepera
Eckberg Lammers, P.C.
651.351.2129
kpepera@eckbergglammers.com



MEMBERSHIP DIRECTOR

Kelly Thaemert, CLM
Hellmuth & Johnson PLLC
952.746.2170
kthaemert@hjlawfirm.com



2018 - 2019 ALAMN COMMITTEES & SIGs

ALAMN COMMITTEES serve as liaisons between membership and the respective director, representing the **ALAMN** Board of Directors.

BUSINESS PARTNER RELATIONS

Vanessa Kahn 952.345.9808 vek@mccollumlaw.com

COMMUNITY SERVICE

Darlene Downs 612.252.2865 d downs@hensonefron.com
Sheila Johnson 612.752.6615 sheila@hcba.org

COMPENSATION & BENEFITS SURVEY

Jodi Schmidt 612.632.3321 jodi.schmidt@gpmlaw.com
Tammy Warren 612.492.7120 twarren@fredlaw.com

DIVERSITY & INCLUSION

Carlene Holter 612.656.4002 carlene.holter@bowmanandbrooke.com

EDUCATION AND CONFERENCE

Caitlin Niedzwiecki 612.216.0211 cniedzwiecki@foylemansfield.com
Jen Lenander 612.336.6861 jennifer.lenander@ogletree.com

HUMAN RESOURCES

Sarah Duerscherl 612.216.0247 sduerscherl@foylemansfield.com
Stacy Locsin 612.339.3003 locsin@ptsllaw.com

LARGE FIRM

Ann Rainhart 612.977.8288 arainhart@briggs.com

MEMBERSHIP DEVELOPMENT

Catherine Gorr 612.879.1817 cgorr@mulliganbjornnes.com
Teresa Reiner 763.225.6022 reiner@gislason.com

NOMINATING

Sarah Evenson 612.367.8717 sarah.evenson@btllaw.com

SMALL & MEDIUM FIRM

Laura Broomell 612.373.8395 lbroomell@greeneespel.com
Deb O'Connor 651.332.8315 deb@aj-law.com

ALAMN SPECIAL INTEREST GROUPS (SIGs) are educational forums specific to functional specialty. Special Interest Group (SIG) meeting attendees need not be ALAMN members.

FACILITIES MANAGEMENT

Cynthia Trana 612.977.8686 ctrana@briggs.com

FINANCIAL MANAGEMENT

Josh Wolff 612.305.7616 jwolff@nilanjohnson.com
Julie Zierden 612.216.0321 jzierden@foylemansfield.com

INTELLECTUAL PROPERTY

Val Studer 612.573.2008 vstuder@dbclaw.com
Susan Sutton 612.349.5764 sutton@ptsllaw.com

ST. CLOUD

Ann Entenmann 320.656.3538 aentenmann@rinkenoonan.com

TECHNOLOGY FOR THE LEGAL PROFESSIONAL

Sarah Didrikson sdidrikson@nilanjohnson.com

ALAMN CALENDAR OF EVENTS

AUGUST 2018

SU	MO	TU	WE	TH	FR	SA
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

AUGUST 2018

- 1 Large Firm SIG Meeting**
12:00 pm – 1:00 pm
Zelle
- 8 CLM Study Group**
12:00 pm – 1:30 pm
Eckland & Blando
- 9 Young Professionals Happy Hour**
5:00 pm – 6:30 pm
Eastside
- 14 General Meeting**
11:30 am – 1:00 pm
Faegre Baker Daniels
- 16 Small/Medium SIG Meeting**
11:30 am – 1:00 pm
Town and Country Club
- 20 Business Partner Relations Committee Meeting**
12:00 pm – 1:30 pm
Location TBD
- 28 ILTA CIO/Director Monthly Meetings**
12:00 pm – 1:00 pm
Location TBD
- 29 Diversity and Inclusion Committee Meeting**
8:30 am – 9:30 am
Felhaber Larson
- 29 CLM Study Group**
3:30 pm – 5:00 pm
Brown & Carlson

SEPTEMBER 2018

SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

SEPTEMBER 2018

- 4 HR Committee Meeting**
11:30 am – 1:00 pm
Patterson Thuente Pedersen
- 5 Large Firm SIG Meeting**
12:00 pm – 1:00 pm
Fredrikson & Byron
- 11 General Meeting**
11:30 am – 1:00 pm
Robins Kaplan
- 11 2018 Community Service Bridging Dresser Build**
3:30 pm – 6:00 pm
The Christensen Group
- 13 Finance SIG Meeting**
12:00 pm – 1:00 pm
Location TBD
- 18 Facilities SIG Meeting**
12:00 pm – 1:00 pm
Maslon Law
- 19 Community Service Committee Meeting**
11:30 am – 1:00 pm
Henson & Efron
- 19 CLM Study Group**
3:30 pm – 5:00 pm
Eckland & Blando
- 20 Small/Medium SIG Meeting**
11:30 am – 1:00 pm
Town and Country Club
- 25 ILTA CIO/Director Monthly Meetings**
12:00 pm – 1:00 pm
Location TBD
- 26 Diversity and Inclusion Committee Meeting**
8:30 am – 9:30 am
Fredrikson & Byron
- 27 Technology SIG Meeting**
12:00 pm – 1:00 pm
Gustafson Gluek

***PLEASE NOTE:**
SPECIAL INTEREST GROUP (SIG) attendees need not be ALAMN members

ALAMN has adopted ALA's Mission Statement

To improve the quality of management in legal services organizations; promote and enhance the competence and professionalism of legal administrators and all members of the management team; and represent professional legal management and managers to the legal community and to the community at large.

PRESIDENTS LETTER – SO, WHAT DO YOU DO?

By Abby Rooney, PHR, SHRM-CP



How do you answer the frequently asked question “So, what do you do?” I meet new people all the time in different aspects of my life, and I hear this one quite often. I used to respond with something like, “I work in a law firm, but I’m not an attorney.”

My answer was pseudo-apologetic, as in, “I’m not trying to mislead you - I’m not a very important person in my firm.”

An elevator pitch it was not. It did not explain what I did, on what type of scale, nor did it reflect how I felt about my position or my firm. As important as the attorneys in our firms are, they need administrators to run their businesses.

In the last few years, I have started responding with a much more positive answer which, I hope, exudes the pride I feel in my firm and in my role. “I am the Director of Human Resources at Foley & Mansfield, a leading litigation firm with 14 locations around the country.”

I often get a response like this: “That sounds like a lot of responsibility – aren’t you a mom too? How do you find the time (or energy, or balance)?” I assume that sounds familiar to many of our members. I love that follow up question, because it allows me to launch into an elevator pitch about ALAMN!

I explain that one of the best resources for my position and working in the legal field has been my involvement in ALAMN. I have gotten to know inspirational leaders from other firms and have had the opportunity to learn from them and share my experiences. I have access to an exclusive group of business partners who help to make my job easier by providing solutions to my firm’s challenges. I have made great friends and think of everyone in ALAMN as an extension of my workplace.

This is the point at which the person I am talking to wishes they had never started the conversation. Their eyes glaze over as they realize they might not ever get out of this conversation. Okay, that doesn’t happen every time; just as often the other person will say something like, “Wow, that sounds great! It sounds like you have found an amazingly supportive organization! How can I get involved with ALAMN?”

Yes, we are all busy. Life moves fast, and so do our firms. We have a hard time striking a balance with our careers, our families, and our hobbies and interests outside of work and family. To me, balance is not an amount of hours or the ability to turn my emails off on the weekend. When needed, I take time away from my family to concentrate on work, and I take time away from my work to concentrate on my family. It does not always come out equally. For the most part, I am okay with that.

When I am feeling down, or beat up by the stresses at home or at work, I find strength in my fellow ALAMN members. There are people in our firms who are doing amazing things, at home and in their careers. They are doing those things with the same or similar time constraints and obligations. Some of our fellow ALAMN members are doing incredible things outside of their careers – they serve on school boards, they coach elite teams, they volunteer their time and energy in various ways, they train for triathlons, they are finishing a degree. I am humbled and inspired by them. These are the people who give me the ability to dig deep and find the energy to bring my best to everything I do - with my family, my career, and everything that makes me who I am.

So, what do you do?

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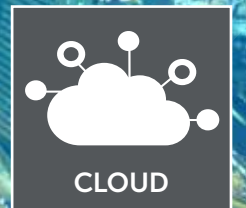
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GOT CLM?

ALAMN's CLM Study Group is going strong! You are welcome to join us at any time. All members, whether they plan to sit for the exam or not, are welcome.

Study Group meeting dates, time, and location are noted on the ALAMN calendar.

WHAT IS CERTIFICATION?

Certification is defined as a credentialing process by which a profession grants recognition to an individual who meets certain predetermined qualifications specified by that profession.

Why certification?

ALA's voluntary Certified Legal Manager (CLM) program was developed in order to provide legal administrators with an opportunity to demonstrate a command of the core areas of knowledge identified as essential to the effective performance of a principal administrator. CLMs are recognized as administrators who have met the work experience requirement, displayed a commitment to continuing education, and passed a comprehensive examination.

What does competency mean?

In 2012, ALA conducted its fourth Competency-Based Education Job and Needs Analysis. Through this extensive research, ALA investigated the job of a legal administrator and identified an impressive 65 competencies (knowledge, skills, and abilities) critical to successfully perform the administrator's job. These analyses are the guidelines used in the development of ALA's educational and certification programs.

How does becoming certified benefit me?

Certification ensures recognition of your expertise, and assists you in your development and self-improvement by identifying a body of knowledge and establishing professional standards. In addition, certification helps junior-level professionals gain top-level management approval, while enabling senior practitioners to remain current in the field and improve their performance and proficiency.

How does this benefit my employer/organization?

Certification serves as an aid for recruitment, provides a way to encourage and improve job performance for its employees, and acknowledges training and development of those who are certified.

What must I do to become certified?

To become certified, ALA members or nonmembers must meet the eligibility requirements and pass the certification examination given by the Association of Legal Administrators. Legal administrators in Canada and other countries are eligible to become certified, but must realize that major portions of the examination are based on U.S. federal law.

Interested in taking the next steps? ALAMN's CLM Study Group is here to assist you!

A preview of discussion topics studied are as follows:

- Legal Industry – Conflict of Interest Issues/Law and Regulations re Business Insurance Coverage/ Professional Liability Insurance/Trust Account Procedures and Regulations/ABA Model Rules of Professional Responsibility/Changes & Trends in the Legal Industry
- Financial Management – General Tax Regulations/ General Accounting/Analysis
- Human Resources Management – Employee Selection & Promotion/Performance Management/ Compensation & Benefits/Organization Development
- Office Operations – Technology & Automation Management/Office and Project Management/ File Management/Strategic, Disaster, and Business Planning

For further information regarding ALAMN's CLM Study Group, please contact Barb Romanko at bromanko@brownandcarlson.com or Tracy Johnson at tjohnson@ecklandblando.com.

Continued on page 10

GOT CLM? - CONTINUED

Continued from page 9

Are you exam ready? Test yourself.

1. According to the Americans with Disabilities Act (ADA), when are medical examinations for potential new hires allowed?

- (a) Once a job has been offered but prior to the commencement of employment
- (b) Within 30 days of commencement of employment
- (c) Prior to a position being offered
- (d) When the employer doubts the applicant's ability to perform

2. One of your attorneys has been asked to become a member of a client's board of directors. What should be your main concern?

- (a) The attorney may not be skilled to advise the board of directors in the complete scope of legal issues that may arise during board meetings
- (b) The attorney may be inclined to accept work projects either outside of the scope of the firm's resources and/or with unrealistic deadlines just to satisfy specific members of the board
- (c) The attorney's actions as a director may not be covered by your firm's professional liability insurance policy
- (d) The attorney's time may be redirected away from the practice of law to the interests of the corporation for which he or she is a director

SEE ANSWERS ON PAGE 18

FINANCIAL SIG MEETING

The Finance SIG met on Thursday, July 12, 2018 at Foley & Mansfield. It was a roundtable discussion. The key concepts / ideas discussed were:

• Fixed Asset Capitalization Policy

- Does your Firm have a fixed asset policy in place?
 - Most firms do have a policy in place or are working on developing a policy
- What guidelines are used? Most firms are:
 - Using \$2,500 as the de minimis threshold
 - Amortizing leasehold improvements over the life of the lease

• Office Leases - when negotiating a new office lease, consider:

- The tax impact of free rent
- Whether or not you should include parking in the base rent; as the Tax Cuts and Jobs Act no longer allows businesses to deduct parking expenses

• South Dakota sales and use tax

- Nexus rules

• Can client costs be expensed at the time they are paid?

- Client costs should be recorded on the balance sheet as work-in-progress

• Selection of CPA firms

- What is involved with the RFP process?
- What criteria should be used?

• Distribution of client invoices - who handles mailing client invoices?

- Most firms either have the billing department or the Legal Administrator (versus the attorney) handle the task of mailing out client invoices

The next meeting for the Financial SIG Group will be held on September 13th at Winthrop & Weinstine. There will be a guest presenter from Olsen Thielen. The topic will be on lease accounting compliance (IFRS 16 and ASC 842) and the impact to law firms.

MANAGING ROAD CONSTRUCTION SEASON USING TELEWORK

By eWorkPlace

You may call it summer, but many Minnesota drivers are calling it "road construction season," as orange traffic barrels seem to line every other road. No matter what it's called, road repair is in full swing, making driving to and from work challenging for many.

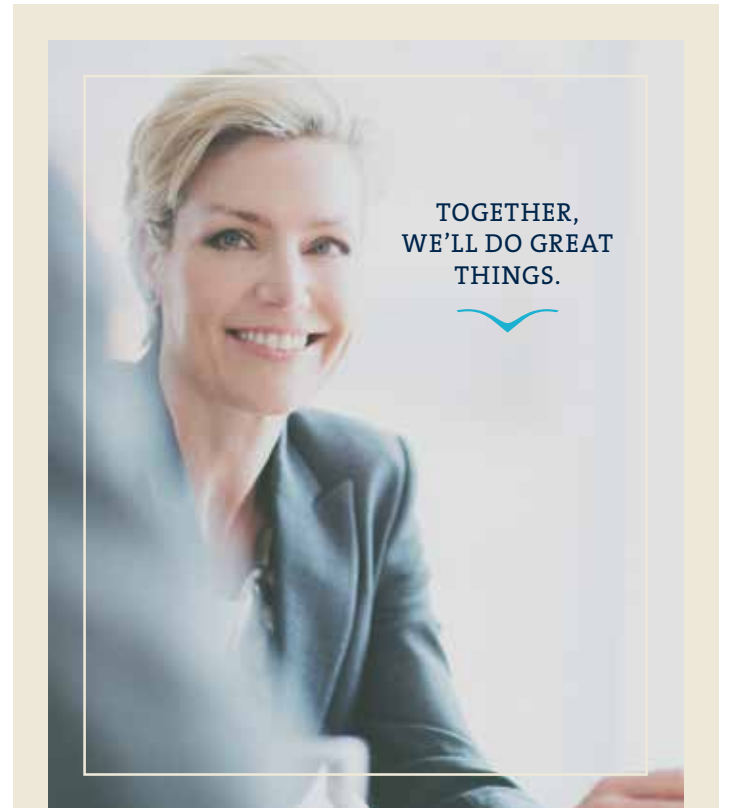
Several Twin Cities companies are discovering that telecommuting or telework --working from home full- or part-time, and connecting to the office and clients via internet, phone, and mobile devices -- is one answer to road construction as well as year-round increased traffic, time-consuming bottlenecks and congestion.

Teleworkers who share their experiences remind us that it has considerable benefits that go beyond saving time and money, with 80% of teleworkers reporting more productivity, better wellbeing and reduced absenteeism.

The University of Minnesota is currently exploring the benefits of telework to individuals, organizations and the environment, and all telecommuters are urged to complete the online Commuter Savings Calculator to find out how much money, gas, time and/or stress they may save by working from home, even one day a week. The data collected will show the impact of teleworking throughout the Twin Cities, demonstrating any impact on the environment as well as on well-being, productivity and job satisfaction of teleworkers.

About eWorkPlace

eWorkPlace is funded by the Metropolitan Council and MnDOT and managed by the University of Minnesota Hubert Humphrey School of Public Affairs, in partnership with two local companies -- SRF Consulting and WFC Resources. For more, go to <http://www.eworkplace-mn.com/>.



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GENERAL MEETINGS

AUGUST GENERAL MEETING

When: Tuesday, August 14, 2018 • 11:30 a.m. - 1:00 p.m.

Location: Faegre Baker Daniels, 90 South 7th Street, 22nd floor

Topic: Productivity Pitfalls: Why Your Day Doesn't Work Out the Way You Plan

Speaker: Maggie Keller

Productive days don't just happen. They're the result of careful planning - steps you take to prepare to get things done. In this engaging presentation, Maggie reviews areas that often trip us up and keep us from being productive. She offers practical tips that can be implemented right away to boost your productivity immediately. Learn to:

- Identify key areas that undermine productivity
- Recognize the value of intentionally planning one's day
- Minimize disruptions
- Differentiate between effective and ineffective routines
- Assess the effect of technology on work-life balance

SEPTEMBER GENERAL MEETING

When: Tuesday, September 11, 2018 • 11:30 a.m. - 1:00 p.m.

Location: Robins Kaplan LLP, 800 La Salle, Minneapolis, MN 55402

Topic: Compensation Survey Results

SAVE THE DATE

2019 ALAMN Annual Conference

February 28, 2019 – More info coming soon!

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ALAMN DIVERSITY AND INCLUSION COMMITTEE RECEIVES HONOR

Congratulations to the ALAMN Diversity and Inclusion Committee for being selected as one of *Minnesota Lawyer's* Diversity and Inclusion honorees for 2018.



This is the second year *Minnesota Lawyer* has celebrated individuals and organizations who have contributed in a meaningful way to enabling diversity and inclusion within Minnesota's legal community.

Minnesota Lawyer worked with members of the MSBA Affinity Bar associations to develop the criteria for this event. An outside panel of judges selected 26

honorees, looking particularly closely at individuals and organizations with a consistent track record in advocating for diversity and inclusion, not only in words but in action.

As an honoree, the Diversity and Inclusion Committee will be profiled in the *Diversity & Inclusion* magazine and honored at a reception at The Guthrie Theater on October 3, 2018.

If you are interested in joining the ALAMN Diversity and Inclusion Committee, contact Carlene Holter at carlene.holter@bownmanandbrooke.com or 612-656-4002.

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COMMUNITY SERVICE COMMITTEE – SIMPSON SHELTER MEAL WRAP-UP



On Thursday, June 14, 2018, ALAMN members and business partners had a wonderful evening grilling and serving about 120 people at the Simpson House Shelter, located at 2740 1st Ave S. in Minneapolis.

This is an annual event that is always popular with the guests at Simpson Shelter. They are always so appreciative of the chicken and brats that are grilled to perfection, along with pasta salad, baked beans, and strawberry shortcake to top it all off.

For over 30 years, the Simpson House located in basement of the Simpson United Methodist Church has provided assistance to the homeless. The shelter is always in need of donated items as well. Towels, toiletries and clothing are much appreciated.

Thank you!

Business Partners

- Marie Conway, Innovative
- Pat and Sharon Dillon, FRSecure
- Jack Duffy, Gallagher
- Nick Hawkinson, CloudBoltz Solutions
- Jocelyn Kortan, Christensen Group Insurance
- Janice Linster, DLR Group
- Claudett McCune, Coordinated Business Systems
- Dan Story, Coordinated Business Systems
- Eric Bloomingdale, Ricoh
- Melissa Davis, Ricoh
- Ryan Wallrich, Ricoh
- Angela Redin, Robert Half
- Tina Wiehle, Payroll Direct, Inc.
- Gayle Zabel, Innovative

ALAMN Members/Guests

- Wendy Cornelius, Metropolitan Airports Commission
- Jeff Downes, Cousineau, Waldhauser & Kieselbach P.A.
- Kathy Hubbard, Madigan, Dahl & Harlan, P.A.
- Tracy Johnson, Eckland & Blando LLP
- Tom Millan, RMB Capital
- Cheryl Nelson, Robins Kaplan
- Abby Rooney, Foley & Mansfield, PLLP
- Pat Stender, Cousineau, Van Bergen, McNee & Malone
- Norma and Phil Thayer, Zimmerman Reed

COMMUNITY SERVICE COMMITTEE – SIMPSON SHELTER MEAL WRAP-UP



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Pat Whannell 1 763 746 8287 pat.whannell@marshmma.com	Ryan Wahlund, J.D. 1 763 746 8558 ryan.wahlund@marshmma.com	Seth Spreadbury 1 763 746 8553 seth.spreadbury@marshmma.com
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WELCOME NEW ALAMN MEMBERS

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 Directory of Human Resources
 Maslon LLP

Jenine K. Johnson
 Human Resources Administrator
 Ballard Spahr LLP

ALAMN IS ON SOCIAL MEDIA



If you are a tweeter, don't forget to follow us! Our handle is **@minnesotaala**. You will also find links to ALAMN's Facebook and LinkedIn pages above.

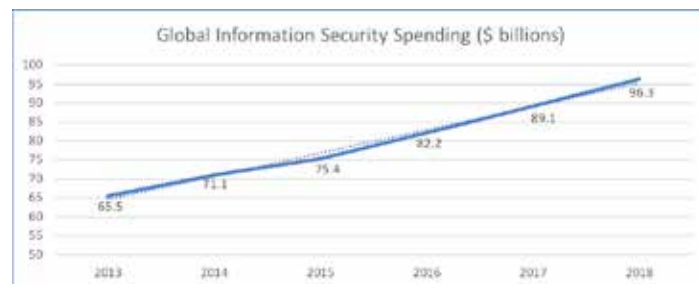
GET FOLLOWING & TWEETING!

MORE MONEY DOESN'T MEAN BETTER SECURITY

By Evan Francen, CEO and Founder, FRSecure

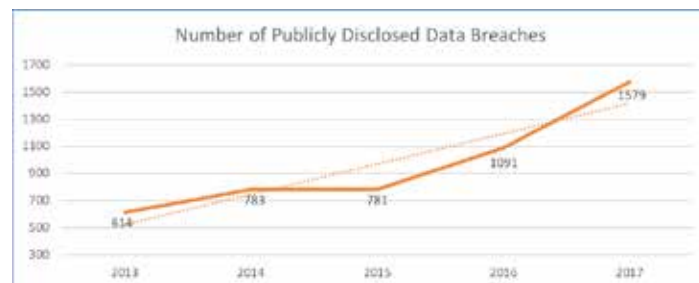
You might want to think twice before you rush to buy the next cool security technology, or any information security investment, for that matter. Evidence shows that our information security dollars may not be helping like we think they are.

In 2013, the estimated global investment in information security products and services was \$65.5 billion, and that number has grown to a projected \$96.3 billion this year. (Source: Gartner, multiple articles <https://www.gartner.com/newsroom/id/3836563>, <https://www.gartner.com/newsroom/id/3135617>, and <https://www.gartner.com/newsroom/id/2828722>) Overall, this equates to an increase of more than 47% over the past five years. On the surface, this seems like great news. Organizations are taking information security more seriously and investing more money into it.



Estimated information security investment growth over the past five years (in billions of dollars)

We expect a good return on our information security investments, and one way to measure such a return is a reduction in the number of data breaches. Sadly, this return on our investments can't be justified; the number of publicly disclosed data breaches has increased more than 150% from 614 in 2013 to 1,579 in 2017. (Source: Identity Theft Resource Center <https://www.idtheftcenter.org/data-breaches/>)



Number of publicly-disclosed data breaches (as tracked by the Identity Theft Resource Center®)

If we are spending more money on information security, shouldn't we expect a decrease in the number of data breaches? It seems like we are tossing good money after bad, and there is no end in sight. In fact, 87% of enterprises claim that they require up to 50% more money. Seven out of ten want at least 25% more spending, and 17% want up to a 50% increase. (Source: EY Global Information

MORE MONEY DOESN'T MEAN BETTER SECURITY - CONTINUED

Continued from page 16

Security Survey 2017-18 <http://www.ey.com/gl/en/services/advisory/ey-global-information-security-survey-2017-18>) These are enterprise organizations, many of which already have significant budgets and mature security programs.

We could argue about the quality of the data represented in the two graphs or about the collection techniques that are employed; however, there is credibility in the fact that the sources of data are completely independent of each other. The spending information comes from Gartner, and the data breach information comes from the Identity Theft Resource Center®.

What are we to make of all this? The conclusion is that better information security is not a function of how much money you spend. It is a function of where you spend it. Here are two tips for all of us:

1. Make sure you are spending your information security dollars to address your most significant risks. This will be tricky if you haven't taken the time to do an objective risk assessment.
2. Ensure that the technology or service you purchase to address risks actually does, and that it is functioning properly in a consistent manner. This might mean you will need to test (or audit) regularly.

The advice is simple—Adhere to just these two steps: assess and audit. Assess where you should spend your money for the most significant value, and audit, or account for the value, once you have spent it.

Don't assume your information security investments are providing value or a return, and be careful using the amount of money you spend as justification that you have better security.

About the Author:

Evan Francen, founder and CEO of FRSecure (www.frsecure.com), is a passionate information security expert who serves businesses of all sizes, in all industries by cooperatively solving the complex issues surrounding information security. He is considered by many to be an "information security evangelist." Prior to establishing FRSecure, Evan spent more than 15 years as a leading information security professional and corporate leader in both private and public companies. He is well-versed in governmental and industry specific regulations, standards and guidelines including ISO/IEC 27002 (17799:2005), HIPAA, GLBA, PCI-DSS, FDA CFR Part 11, SOX and COBIT, but also understands the intricacies in aligning compliance with business objectives. Prior to establishing FRSecure, Evan established the formal information security programs for four publicly traded companies: Corel Corporation (CREL), Mattersight Corporation (MATR), MGI Pharma(MOBN) and Eisai Ltd (TSE).

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