



# Information Security What Responsibilities Do I Have?

A Pirates POD

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# Agenda

- Introduction
- Four sections
  - Agent / Home Office
  - Brokerage
  - Association / MLS
  - 3rd Party Vendor
- REALTOR®Secure



# Introductions

- Keith Garner  
Managing Director  
Center for REALTOR® Technology
- Mac McMillan  
Chief Executive Officer  
CynergisTek, Inc.  
REALTOR Secure Third Party Assessor



# Agent / Home Office

- Potentially sensitive client data
- Family computer / network
  - most users not business oriented
- Consumer-oriented connection
  - modem
  - broadband - cable/dsl
- Consumer router/firewall
  - wireless



# Agent / Home Office

- Run current O/S
- Antivirus/SPAM and Spyware
- Regular maintenance: patches, service packs, emptying the cache, cookies, etc.
- Personal firewall/SOHO solutions
- Wireless access protections: MAC filtering, WEP/WPA encryption
- Mobile device and email protection



# Brokerage

- Size matters
- Small office ~ Home office
- Medium office
- Large office



# Brokerage - Small to Medium

- More potentially sensitive client data
- Shared office workstations
- Agent laptops
- Relaxed IT policy
- WiFi/Network not as secure
- Services hosted
  - e-mail
  - web presence



# Brokerage - Small to Medium

- Basic maintenance and administration - A/V, SPAM, Service Packs, Patches, etc.
- Configuration controls for security - unique logins, time outs, lock outs,
- WiFi Security - MAC filtering, WEP/WPA
- Third Party Service Providers
- Mobile devices and email protection
- User education/acceptable use rules



# Brokerage - Large

- Similar to Medium, but...
- A large amount of client data
- Greater agent turnover rate
- IT staff
- Multiple offices
- Remote Access
- Many internal servers



# Brokerage - Large

- Stronger reliance on consistent practices
- Configuration and change management
- User and entity authentication
- Remote users, mobile systems and email
- Information system activity review, testing and contingencies
- Third Party Services Providers
- Compliance awareness



# Association / MLS

- Sensitive data on
  - members
  - brokerages
  - consumers
  - other players
- Control issues for which 3rd party has data



# Association / MLS - Hosted by ASP

- Your connection to ASP
- Office internet connection / network
- Relaxed IT policy
- Few internal servers
- Services outsourced to different entities
  - Association Management
  - MLS
  - e-mail / web



# Association / MLS - Hosted by ASP

- Same requirements as Brokerage with respect to internal network and member data
- PCI compliance (?)
- Third Party Service Providers
  - Contractual requirement for data security
  - Independent security assessment
  - Service Level Agreement for security



# Association / MLS - Self-hosted

- Network connection
- IT staff
- Remote Access for staff
- Member Access to services
- Many internal servers



# Association / MLS - Self-hosted

- Greater reliance on consistent policy based security practices
- Complexity and number of users will drive need for more automation of processes
- Regulatory and compliance requirements will increase
- Third Party Service Providers



**REALTOR®**  
***Secure***



# REALTOR®Secure

- A certification program addressing network and information security for Brokerages, Associations, MLSs, and others who serve REALTORS®
- Certification demonstrates that REALTOR® organizations meet security industry best practices



# REALTOR® Secure - Evaluators

- Independent from NAR
- Have network security as a practice concentration
- Complete a thorough application process and CRT review
- Many evaluators part of program



# REALTOR®Secure

- Resources

- <http://realtor.org/secure>
- Ericka Luba <[eluba@realtors.org](mailto:eluba@realtors.org)>  
312/329-8646





# Thank you!

Keith Garner

<[kgarner@realtors.org](mailto:kgarner@realtors.org)>

Mac McMillan

<[mac.mcmillan@cynergistek.com](mailto:mac.mcmillan@cynergistek.com)>