

# Determine Your Liability

under recent State and Federal legislation

## And Your Potential Savings

by adopting an efficient, compliant system, such as Krypton Document Solutions

***This survey is for your private use and education.*** Krypton Document Solutions is not tracking or gathering this information in any way, though if you decide to upgrade your system, the answers on this sheet can help you and your consultant determine where you need to focus your efforts the most. It may be helpful to have several people in your organization answer the questions, since people who have different types of contact with your information can have different insights as to its security and efficiency. This survey is copyrighted, but it may be freely disseminated, as long as it is unchanged and the copyright notices at the bottom remain intact.

### PART ONE: PAPER FILES

1. Approximately how many files do you think your business or department has accumulated that are in storage, either on-site or in an off-site facility?
  - a. 100 - 500
  - b. 500 - 1000
  - c. 1000 - 5000
  - d. 5000 - 10,000
  - e. more than 10,000
  
2. Of the files your business has accumulated, approximately what percentage of them are currently stored in conditions where damage or loss from fire, flood, or theft is a concern?
  - a. 10%
  - b. 25%
  - c. 50%
  - d. 75%
  - e. 90%
  - f. 100%
  
3. How would you rate the overall level of organization of the stored (in-house) and archived (off-site) files?
  - a. Perfectly organized
  - b. Well organized
  - c. Somewhat organized
  - d. Fairly disorganized
  - e. Very disorganized
  - f. Not organized at all
  
4. You get a request for a file that has not been in use for some time. On average, how would you rate the efficiency of retrieving (locating and bringing into active use) one of the files from *in-house storage*?
  - a. Perfect efficiency - less than 10 minutes to retrieve
  - b. Very efficient - less than ½ hour to retrieve
  - c. Somewhat efficient - less than 1 hour to retrieve
  - d. Fairly inefficient - 3-5 hours to retrieve
  - e. Very inefficient - more than 5 hours to retrieve

5. You get a request for a file that has not been in use for some time. On average, how would you rate the efficiency of retrieving (locating and bringing into active use) one of the Department's files from *off-site storage*?
  - a. Perfect efficiency - less than 1 hour to retrieve
  - b. Very efficient - less than 3 hours to retrieve
  - c. Somewhat efficient - less than half a day to retrieve
  - d. Fairly inefficient - about 1 day to retrieve
  - e. Very inefficient - more than 1 day to retrieve

PART II: INFORMATION AS A WHOLE

6. Of all the accumulated files (paper *and* electronic), what percentage do you think contain information that you would consider confidential?
  - a. 10%
  - b. 25%
  - c. 50%
  - d. 75%
  - e. 90%
  - f. 100%
  
7. Of the accumulated files, what percentage do you think contain confidential information *about individuals* (citizens, employees, vendors, etc.)?
  - a. 10%
  - b. 25%
  - c. 50%
  - d. 75%
  - e. 90%
  - f. 100%
  
8. With regards to your *in-house* file storage (paper and electronic), are extra efforts taken to protect files that contain confidential and individual confidential material?
  - a. yes (If yes, what types of measures are taken? \_\_\_\_\_  
\_\_\_\_\_ )
  - b. no
  
9. With regards to your *off-site* file storage, are extra efforts taken to protect files that contain confidential and individual confidential material?
  - a. yes (If yes, what types of measures are taken? \_\_\_\_\_  
\_\_\_\_\_ )
  - b. no

10. How would you rate the security of paper files stored *in-house*? Think of "low" security as a situation where there are few or no locks on doors or cabinets leading to file-storage, and an unauthorized person may be able to easily gain access to files. Consider "high security" a situation with locks and additional measures, such as passcodes and sign-in sheets, to prevent unauthorized access.
  - a. low
  - b. medium low
  - c. medium
  - d. medium high
  - e. high
  
11. How would you rate the security of paper files stored *off-site*? Think of "low" security as a situation where there are few or no locks on doors or cabinets leading to your files, and an unauthorized person may be able to easily gain access to files. Consider "high security" a situation with locks and other measures, such as passcodes and sign-in sheets, to prevent unauthorized access.
  - a. low
  - b. medium low
  - c. medium
  - d. medium high
  - e. high

### PART III: ELECTRONIC SECURITY

12. Does your department currently store files electronically, on-site (at your physical location)?
  - a. Yes
  - b. No
  
13. How often is your electronic data backed up on-site?
  - a. Once per day or more often
  - b. Once per week
  - c. Once per month or less often
  
14. How would you rate the overall sensitivity of the electronic data your department stores on-site?
  - a. Very sensitive - contains confidential and/or personal information
  - b. Somewhat sensitive - not dangerous but would not want it getting out
  - c. Not sensitive
  
15. How often is your on-site electronic data backed up *to an off-site location*?
  - a. Once per day or more often
  - b. Once per week
  - c. Once per month or less often
  
16. Does your department ever use email to send sensitive or confidential data?
  - a. Yes, often
  - b. Yes, sometimes
  - c. No, never

17. How would you rate the security of your on-site electronic data?
- Excellent - sensitive data is encrypted and/or password-protected and physically segregated
  - Medium - sensitive data is protected with strong, regularly-changed passwords, but nothing else
  - Poor - sensitive data is unprotected or protected only by weak passwords

## JUDGING YOUR ANSWERS:

*The answers to this survey can teach you a lot about your business, so be sure to review and think about them often!*

*To learn what your most pressing issues are, go back and look at the questions to which you had answers that were high in the alphabet -- b's and above -- then look below to help determine where your business needs to focus most to improve the security and efficiency of your system. (You may need to focus on more than one area.) **The "higher" the letters in your answers, the more serious your liability, and the bigger your potential savings by fixing the problem.** Use these results to help you plan, but before you purchase a document solution, make sure you read the "Choosing a Document Solution" section of our website for tips and important questions to ask.*

If you had many "b or above" answers to questions **1, 3, 4, and 5**, then your office needs to improve the efficiency of your storage and retrieval process. Your files are disorganized and difficult to get to, which is costing you money, both in employee time and in storing files you may not need. These issues are easier to remedy than you think!

If you had many "b or above" answers to questions **1, 5, 13 and 15**, then your office is having problems with backup and archiving procedures. Maintaining regular backups of an appropriate frequency may be a problem, as may getting your archived data when you need it. A user-friendly solution and a good policy will solve this problem with minimal effort, and you should see significant cost-savings right away.

If you had many "b or above" answers to questions **2, 7-9, 11, 12, 14, 16 and 17**, then you need to look at your compliance with state and federal regulations. These are getting more strict in the coming months, and some carry heavy fines for noncompliance, though all of them give some leeway to companies that have made a good faith effort to improve their procedures and educate their employees. The best system to help you with compliance is one that's regularly reviewed and approved by a legal team, and which will assist you with drafting internal policies, like Krypton's. Whichever system you choose to adopt, however, make sure that they are aware of the legal requirements of storing and managing files of the type your business generates, and make sure to ask if their storage system is compliant with all the necessary laws!

If you had many "b or above" answers to questions **2, 6-9, 10, and 14-17**, then you have security issues to address in your office. These are similar to compliance issues, except that you may be in more danger of actually experiencing a theft or loss of data, rather than being fined or sued for not meeting requirements. Think about it: If you actually lose information, whether it's leaked confidential information, identity theft, or the destruction of files that weren't properly stored or backed up, then fines are almost the least of your problems! All businesses need to take information security seriously, and this can be difficult if your filing and management system isn't taking an active role in helping you. When shopping for storage / retrieval / sharing / archiving technology, make sure you have a list of good security questions to ask, and don't take marketing lingo for an answer! (It's a good idea to bring a technician with you, even if you only hire him or her for just that occasion. Many companies are not above using the difficult vocabulary of technical issues to confuse or obfuscate the answers to technical questions.)

Good luck and thanks for visiting our website!