

## Battling Security Fatigue – Working Towards Usable Security

Credit unions have become very good at forcing strong security policies. Forcing users to use more complex passwords or passphrases, forcing password rotation every (X) number of days, locking down shared folder locations, establishing the appropriate user privileges, and - in many cases - implementing more complex security controls like biometrics have become much more of the standard than the exception over the last several years. What credit unions tend to put less emphasis on is the educational aspect of security, or the “why” behind the controls that are in place. No institution is bullet proof and there will inevitably be individuals within the organization who either don't care to pay attention to the controls that are in place, or they simply have a “that will never happen to our company” mentality. But the truth of the matter is that it can happen anywhere at any time. Security will continue to be a focus for financial institutions as well as the vendors and application providers that support them. But in order to instill good habits, credit unions need to ensure they are providing the right level of education to their employees as to why we are doing this, what are we protecting, and what are the inherent risks if we don't do this. When employees have a clear understanding of what is at stake for all parties involved (including themselves), they tend to take more personal ownership in establishing the right habits.

OnBase is developed with security top of mind. Because of the nature of the type of application that OnBase is (Enterprise Content Management), and because FIs are using the solution to house confidential information pertaining to both internal employees as well as external members and vendors, there are a number of native security controls that are built into the application that are either standard / fixed while others are configurable to help users meet specific regulatory requirements. From a user control perspective, OnBase permissions are assigned to users on a user group or role basis. Within OnBase, an administrator grants the necessary rights or privileges to a given user group. These groups can also be integrated with other SSO solutions for additional security controls. From a data perspective, OnBase has defined mechanisms in place to protect both data at rest as well as data in transit. The solution can be configured to meet numerous industry standards such as PCI-DSS, GLB, SOX as well as many others.

When it comes to focusing on matters of making security more usable, the benefit of a solution like OnBase boils down to understanding where information ultimately resides. Without a robust enterprise content management solution in place today, one of the primary security challenges that credit unions face is having too much information residing in too many different locations. Redundant systems, niche applications, separate silos of information, shadow files, etc. all lead to increased risk because individual security controls have to be developed and maintained in all those various locations. The core system will always be the single source of truth. There is no denying that. But putting a solution like OnBase in place eliminates (or, at a minimum, drastically reduces) the number of potential places in which business critical information can reside.

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is the Director of Financial Services at Hyland Software, Inc., the developers of OnBase. As the industry director, Comer is responsible for developing sales, marketing and product strategies that help financial institutions drive efficiency and streamline their internal business processes, resulting in faster ROI and increase levels of overall member satisfaction. His team also cultivates and manages relationships with core banking providers and other technology partners to bring added value to financial institutions. Integrating with everyday business applications, OnBase provides instant access to critical information when you need it, wherever you are. It is tailored for departments and comprehensive for the enterprise.

**Contact Info**

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