



FirstStateChapter

DELAWARE

A Chapter of the Association of Legal Administrators

BlueHenNews



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WE ARE IN THIS TOGETHER.



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President's Message



Re-assuming the President's role during these unprecedented times has been a challenge for sure - both personally and professionally. In addition to balancing a heavy workload with COVID prep and response added to my pile, and First State Chapter responsibilities, I also had to assume the role of stay-at-home mom, daycare provider for my 3 year old, and a 3rd grade teacher to my 9 year old. I know I was not alone in all of this craziness and many of you juggled/struggled right along with me! While it's far from truly being over,

now that we have begun easing back into "normalcy" a bit, I've had some time to reflect on the past 3 months. The Pandemic has definitely transformed us as a legal community, and while we haven't been able to connect in person in some time, I have never felt closer to our group of Legal Administrators. From business partner zoom happy hours, to virtual education sessions and board meetings, the virtual escape room event, and our amazing roundtables, it's only solidified what I already knew - we have a kick-ass group of men and women in this group that are so willing to help one another, offer suggestions, feedback, support, laughter, a shoulder - whatever! I feel truly blessed to be a part of this organization and connected to each and every one of you. While I hope we'll all be able to socialize in-person together this Fall (Murder Mystery event in October and the Disaster Recovery Session in November), for the time being we'll continue to connect through fun, engaging and educational events virtually - so stay tuned for some upcoming invites. To close my president's message, I will leave you with this post I saw on social media. I have been reading it every day since I stumbled across it. I hope it has in impact on you too.

-Rachel Nuzzi

What if 2020 isn't cancelled?
What if 2020 is the year we've been waiting for?
A year so uncomfortable, so painful, so scary, so raw —
that it finally *forces* us to grow.
A year that screams so loud, finally awakening us
from our ignorant slumber.
A year we finally accept the need for change.
Declare change. Work for change. Become the change.
A year we finally band together, instead of
pushing each other further apart.

2020 isn't cancelled, but rather
the most important year of them all.

— *leslie dwight*

Business Partner Spotlight



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Jack Berberian, CEO and Co-Founder of SecureNetMD and ThinkSecureNet 12 years ago, Undergrad VCU, JD from Whittier Law School, member of Sunrise Rotary, Board Member for Sussex County Stem Alliance, Commissioner State of Delaware, Member Delaware Economic Development, and other volunteer boards in the community.

ThinkSecureNet, LLC was founded by Jack Berberian and Andrew Laroche after successfully launching and running SecureNetMD, LLC. SecureNetMD is focused exclusively on the healthcare industry, providing cutting-edge solutions that improves clients' technology experiences while also supporting HIPAA compliance in a strictly regulated field. Technology guidance from our team has allowed medical staff to do what they do best, provide patient care.

While our managed IT services for medical professional was unquestionably the best in our region, we recognized a gap in several surrounding industries. Several additional industries also need the same level of strategic consultation and support that we grew up supporting in the medical field. Today, ThinkSecureNet serves a variety of industries successfully. We've taken the time to learn the unique challenges of the Legal industry to properly provide Managed Security, Managed IT, VoIP, Cabling, and many other solutions. Together with our dedication, work-ethic, communication and over a decade of experience we can provide the perfect solution for your organization.

ThinkSecureNet currently has a 98% client retention rate, which speaks to the commitment, knowledge and customer service that our team provides. We are proud to establish partnerships that stand the test of time.

Ensuring that our team, partners and community are all pushing on each other to make progress. Upholding our core values and earning the respect of our partners. We understand the patient cycles, legal workflow, billable times and how to integrate data points that will lead to improvements over time.

Ransomware preparedness and vulnerability management are areas that are very important to our customers, and rightfully so. Hackers have become especially creative with their attacks and who they're targeting. We are able to prepare our clients with knowledge, testing, phishing campaigns webinars, network monitoring and equip them with the proper software and hardware to protect their environments. Telehealth will continue to trend up which, will be standard in a number of years.

Starting with the workflow, call flow and billing challenges there are countless differences that need to be taken into account. Having worked in a few law firms personally I understand the landscape and the tools necessary to ensure time management and communication. From our time logging, tracking, conference bridges and UC Clients to fully managed services we know how to secure your networks and ensure your up time is of paramount importance. We can also provide a range of forensic services for both the firm and their clients when faced with data recovery or an attack. We perform HIPAA privacy and security risk assessments along with vulnerability scans and monitoring.

We support the ALA because its mission is in line with our core values. Our experience with the ALA is all the reason we need to remain and member and continue with our support. Most importantly the administration and members of the ALA is what sets the ALA apart from many similar organizations.

Bragging Rights



BHI partnered with Jack's Country Maid Deli – Elsmere, Platinum Dining Group and La Casa Pasta to provide 800 meals to frontline healthcare workers at Christiana Care, Al DuPont, St. Francis and Beebe Hospital.

BLS

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5 Cybersecurity Trends for 2020

Make no mistake, cybersecurity is now a top priority in every industry – from finance to healthcare to government to law firms. Here are 5 cybersecurity trends you can expect to see in 2020:

1. Expansion of Cloud-Based Security.

Cloud computing has evolved greatly over the last two decades and is now frequently used to support critical operations of everyday businesses. From cloud-based data-storage services like SharePoint and OneDrive to all-in-one CRM cloud solutions such as Salesforce, consumers and businesses have grown dependent on storing sensitive data in cloud environments. As the world continues to move technology infrastructure into the cloud, we're seeing cloud-based security platforms and services expanding, too.

Cloud-based security provides several advantages to traditional security approaches, including reduced costs, improved protection performance, greater threat intelligence and quicker compliance with government and industry standards.

According to Kaspersky Lab, around 75 percent of companies are expected to move applications to the cloud in the next few years. We can expect cybersecurity platforms to transition into the cloud at similar rates in 2020.

2. Advancements in Data Encryption.

Since cyberattacks have become more sophisticated over recent years, a growing number of data-encryption advancements have followed suit. A recent study carried out by the Ponemon Institute revealed that 45 percent of companies have an encryption strategy that is applied consistently across their enterprise. But the problem occurs when a particular encryption technology or strategy becomes outdated and vulnerable, and all of your data can be compromised.

We're seeing many encryption advancements to help stay ahead of security threats. These include leading privacy technologies, ring signature and zero-knowledge proof and distributed ledger technologies. When these technologies are used in combination with one another, not only is full or partial data anonymization achievable, but data and identity verification is also automated.

3. Cyber Insurance Adoption.

With all of the cyber threats that our world faces, cyber insurance has quickly become a growing need for both small-to-medium businesses and large corporations. The aggregate global loss associated with cyber attacks and extortion is estimated at \$11.5 billion for 2019, so it's no surprise that companies are taking preventive measures like buying insurance.

Currently, the size of the cyber-insurance market is estimated to stand at \$2.4 billion in premiums, according to Stanford University's Cyber Policy Center. This market is expected to double (or even triple) by the end of 2020, but the high cost of coverage and restrictive conditions on insurance policies may slow down growth rates.

Insurance providers have had a difficult time keeping up with the changing landscape of cyber risk, including the onset of more connected devices and the expanding role that IoT is to play in coming years. As data breaches continue to make headlines, you can be certain that cyber insurance will be growing for years to come.

4. "Passwordless" Authentication.

Password privacy and protection is a major security issue plaguing us since the dawn of AOL. But just recently, a new authentication method has sought to take the place of passwords. Passwordless authentication tools can include hardware tokens or one-time password generators, biometric authentication and knowledge-based authentication.

By 2022, Gartner research predicts that 90 percent of mid-size companies will implement a passwordless authentication approach in more than half of use cases. Companies like GetID are helping other businesses process checks for their customers using a secure and compliant biometric products. Since passwords are one of the biggest attack points for hacking, it is easy to see why identification through any other means is top of mind for many businesses in the year ahead.

5. Facial Recognition Transactions Increase.

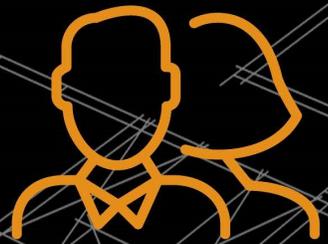
Facial recognition technology, though relatively immature, shows great promise. From a vending machine authorizing transactions based on facial recognition, to airlines experimenting with facial recognition to authorize boarding passes, the technology will mature over the next five years and become widely available. Facial recognition will step in for the passwordless authentication practices mentioned above and will present its own risks and data privacy concerns that will need to be addressed.



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Managing your retirement savings through life's transitions

by Christine Hotwagner, Program Operations Director, ABA Retirement Funds

As people grow through life, change is inevitable. And as we move through life's stages we face change. Transitioning through these life stages can be challenging to manage, but can also bring great opportunities for growth when you make good choices. Focusing on things you can control during the changing stages of life is important. And one of the most important things you can control and maintain through life transitions is your retirement savings.

So how should we go about addressing retirement security through life transitions?

First and foremost we need to understand that life is not lived in a straight path. Retirement security is a journey that must adapt to the changing needs of each law professional through each of life's stages. The various life stages include early working career, accumulation, pre-retirement, at retirement and in retirement.

Managing retirement savings through life transitions

Let's discuss the transitions in between and during life's stages that all of us must pass through. During these transitions, we may be landing our first job, changing jobs, starting our own firm, looking at diversifying our portfolio to plan better for retirement, or find ourselves making the leap into retirement. It is important to understand that throughout these transitions, we must keep a focus on our retirement savings.

There are a few different options for managing our retirement savings throughout life's transitional periods:

Leave your money behind in a former employer's plan: Your money stays put where it is as long as you have over \$5,000 in your plan. No paperwork is involved at this point, your money will stay tax-deferred and you can stay invested in the plan's investment options.

Roll your money over into your new employer's plan: If you've moved to a new job and are eligible for the new employer sponsored retirement plan, you may be able to roll your old account into the new one. This option reduces the number of accounts you need to track and manage.

Roll your money into an IRA: Roll the money you currently have in your employer plan into what's called a "rollover IRA." With this option your account will continue to grow tax-deferred and you can continue making contributions, up to IRS limits, each year.

Take a lump-sum distribution: Taking your money out of your employer plan as a lump sum payment is an option, but it's important to understand that you won't get all of the money in your account because of tax withholding and possible early withdrawal penalties if you are under age 59½.

Guiding principles for saving regardless of life stage

Now that we've defined the different life stages, and outlined the different methods of moving your money around during transitions, we will leave you with some guiding principles we like to follow when it comes to saving for retirement. Following these steps will help you on your way to a more secure retirement.

Reframe your brain: Don't think of saving in your retirement plan as a luxury or something you can start later. Consider it a requirement of moving into the legal profession.

Find your balance: Paying off debt is likely your priority. Fine. But that doesn't mean you can't find a balance with saving as well. Much of the success you'll have as a saver is behavioral. You just have to do it. Find a way to start early, even if it's a small amount.

Use your autopilot: If your retirement plan offers an automatic escalation feature, use it! Before you know it, you'll be saving more than you thought possible.

Find your match: If your employer offers a contribution match, try to maximize it. Don't leave valuable money on the table.

Give your savings a raise: Commit to allocating some percentage of your pay increases – should you be so lucky! – to your retirement savings. Say you're getting \$200 more per pay check – commit \$50 of it to your retirement account.

Don't give up: Some unexpected thing is going to happen ... it always does. It's okay to reduce what you've committed to saving for retirement, but never stop. If you stop, inertia sets in and it becomes very difficult to start again.

Business Partners



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