

IntApp Wall Builder – Accelerating ISO 27001 Certification for Law Firms

Law firms store some of their clients’ most sensitive business information. Over the past 18 months, clients have increasingly asked harder questions about and mandated more stringent requirements for outside counsel information security practices. For IT, this often means more time spent responding to client requests, RFPs, and even external audits.

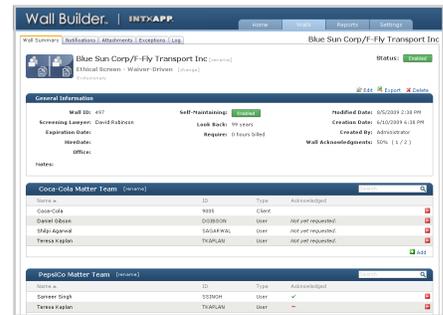
In response, several firms are leveraging ISO 27001 certification. Adopting an independently-developed information security management framework lets firms quickly respond to client concerns. Today, ISO 27001 is gaining momentum, with firms in New York and London increasingly facing certification mandates from government and financial services clients.



IntApp Supports Law Firm ISO 27001 Certification

Leveraging the right tools, experience and approach can significantly simplify ISO certification. IntApp provides software and services specifically designed to accelerate these projects by addressing key policy, process and technology requirements.

IntApp Wall Builder provides information classification, security enforcement, and user awareness management that are called for in the ISO definition. IntApp’s consulting group offers a three-week assessment that includes review of existing infrastructure and practices and generates analysis report, scoping project requirements and timing.



▶ ISO 27001 Requirement : Organization of Information Security	
<p>6.1.5 Control – Requirements for confidentiality and non-disclosure agreements reflecting the organization’s needs for the protection of information should be identified and regularly reviewed</p>	<p>Wall Builder distributes notifications and requires acknowledgements for necessary internal confidentiality agreements prior to permitting lawyers and staff access to confidential information.</p> <p>Wall Builder enables organizations to tailor notifications in order to clearly define information to be protected, responsibilities of recipients to avoid unauthorized disclosure, permitted use, and other requirements.</p>
▶ ISO 27001 Requirement : Access Control	
<p>11.2.1 Control – There should be a formal user registration and de-registration procedure in place for granting and revoking access to all information systems and services</p>	<p>Wall Builder enables an organization to:</p> <ol style="list-style-type: none"> 1. Use individual and approved group IDs to determine / authorize access 2. Ensure team members have appropriate authorization from information owners 3. Grant differing and appropriate level of access to different roles 4. Provide individuals with written statements of access rights and obligations 5. Require individuals to acknowledge requirements as a conditions of access 6. Ensure access is not provided until authorization procedures are completed 7. Maintain formal record of team members who have access 8. Immediately revoke access of individuals who change roles or leave the firm
▶ ISO 27001 Requirement : Compliance	
<p>15.1 Objective – To avoid breaches of law, statutory, regulatory or contractual obligations</p>	<p>Wall Builder provides notifications to affected lawyers and staff, restricts access to electronic information, and provides an audit trail to demonstrate compliance.</p>

IntApp Wall Builder Customer Perspectives (ISO 27001 Certified Firms) :

C L I F F O R D
C H A N C E

“We chose Wall Builder because of its broad adoption, its advanced architecture, and IntApp’s vision for integrated information risk management, both on the ground and in the cloud.

The granularity of control and embedded business process enable us to enforce strict compliance policies whilst meeting exacting client demands and supporting our ISO 27001 certification.

We also appreciate the close collaboration between IntApp and Microsoft to align their product visions to best support our specific information risk management and compliance requirements.”

► **Mark Boggis**
Director of Enterprise Architecture

**NORTON ROSE**

“We see an opportunity to offer our clients the most extensive confidentiality protections available. IntApp is proving to be a terrific partner in this endeavour, enabling our firm to automate compliance and tracking processes that previously required tremendous staff involvement and adding further protection to sensitive information stored within the firm.”

— **Kevin Mortell**, Group Chief Operating Officer

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“We made a strategic decision to adopt technology controls to help us manage information barrier and wider client confidentiality issues and in particular to enhance our ability to monitor and audit compliance. We selected Wall Builder because it’s a mature product that has been widely adopted by law firms, and because IntApp possesses the necessary expertise and could demonstrate success working with large, global firms to address information barrier and client confidentiality requirements.”

— **Heather McCallum**, Head of Risk and Compliance

“Given the complexity of our IT environment and demanding technology standards, prior to finalising our selection of IntApp Wall Builder, we conducted an extensive pilot roll-out and testing process which spanned several months. During this process, IntApp addressed all of our concerns, demonstrating how Wall Builder will meet our firm’s exacting technology, data integration and vendor support requirements.”

— **Jason Haines**, Global IT Director