Annual In-House & Public Sector Conference 2019

Opening Welcome and introductions

Mark Cockerill
Chairperson, of the annual in-house and public sector committee

11 October 2019

Annual In-House & Public Sector Conference 2019

Opening Address

Ken Murphy
Director General, Law Society of Ireland

11 October 2019

Annual In-House & Public Sector Conference 2019
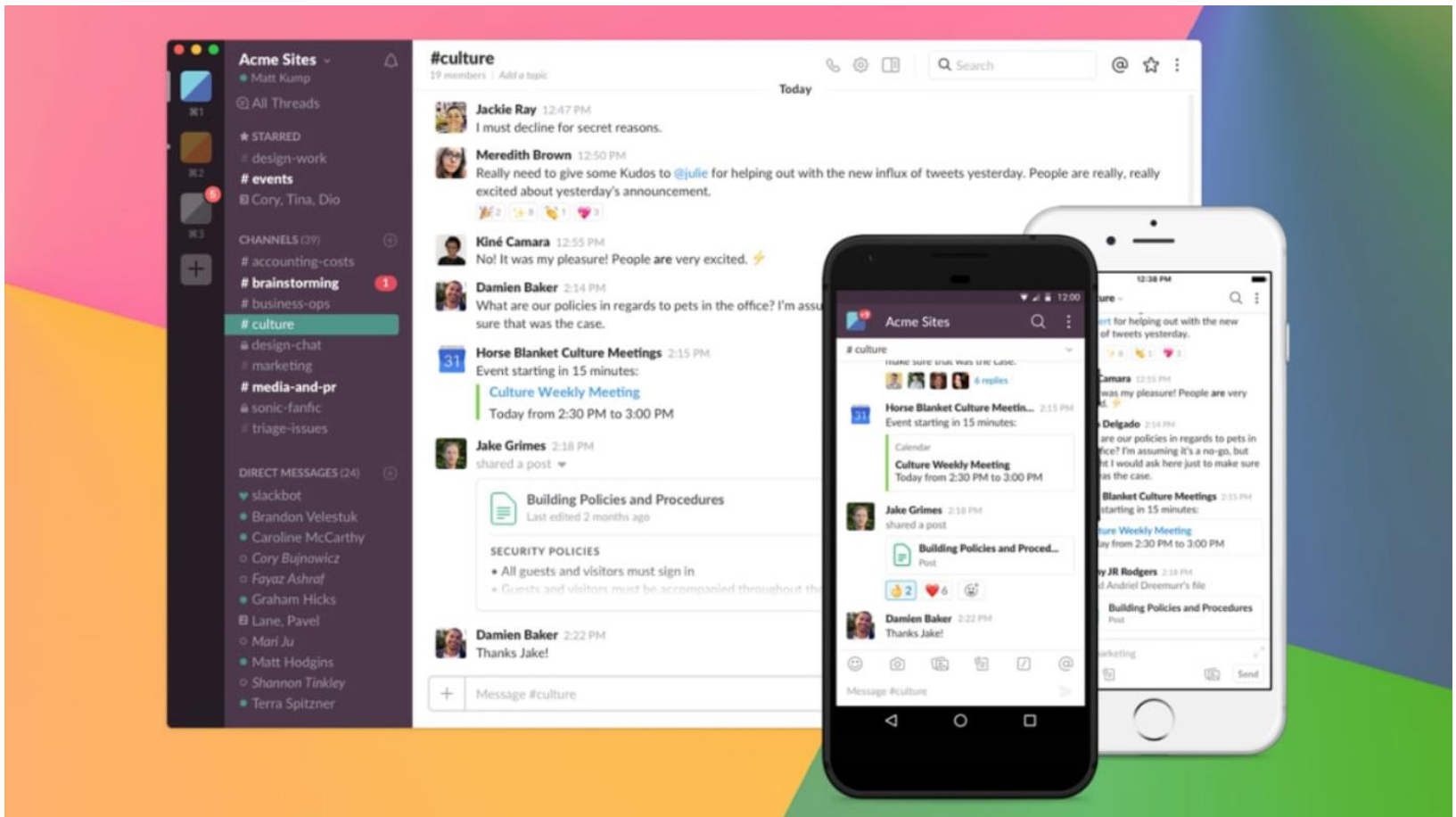
What`s out there / improving work efficiencies

Adrian Weckler,
Tech Editor, Independent Newspapers

11 October 2019

disruption

(what law offices need to know about what's coming)
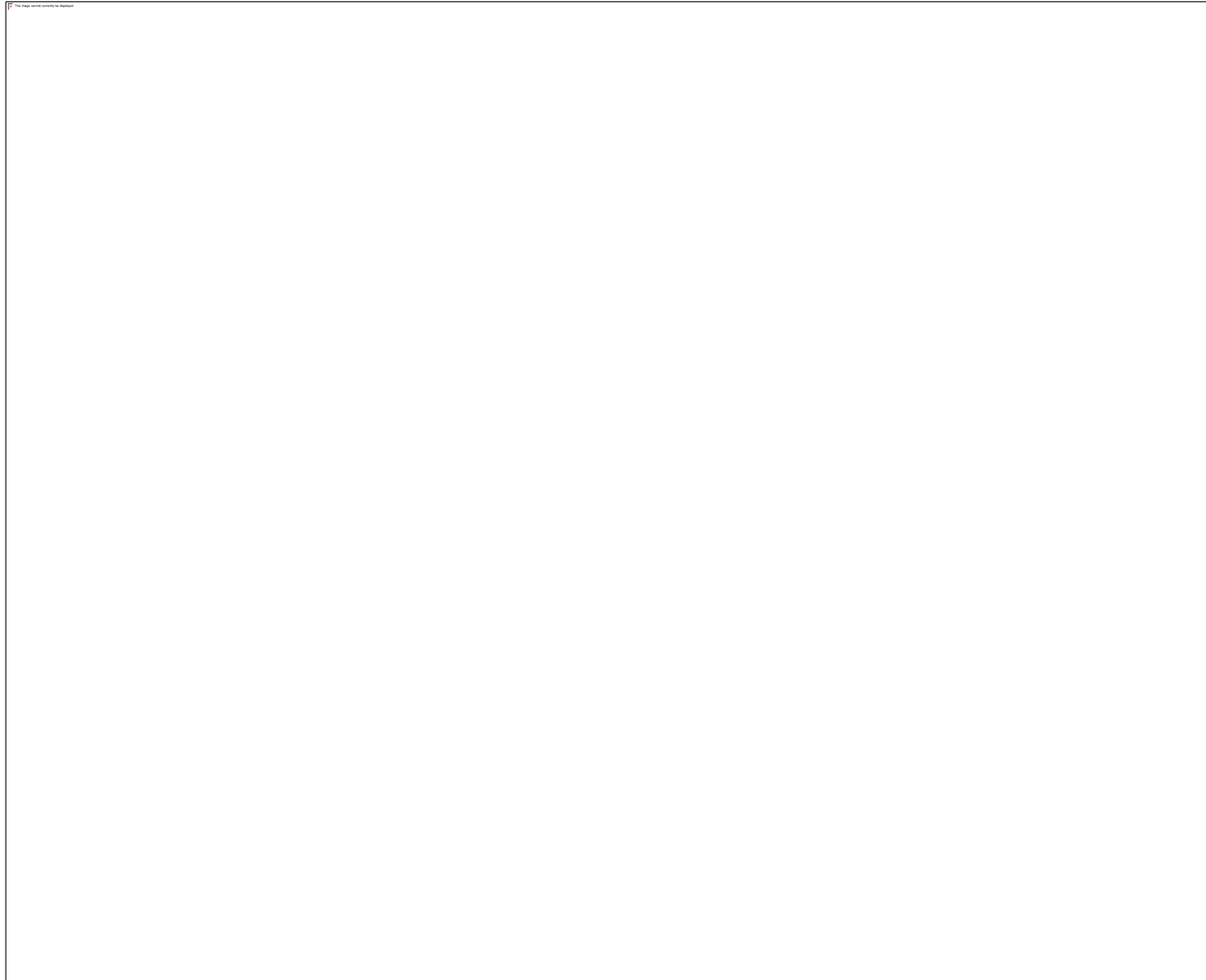
Email: passé?

The next big IT platform

the irish cloud 'super-conductor

stop depending on a pc

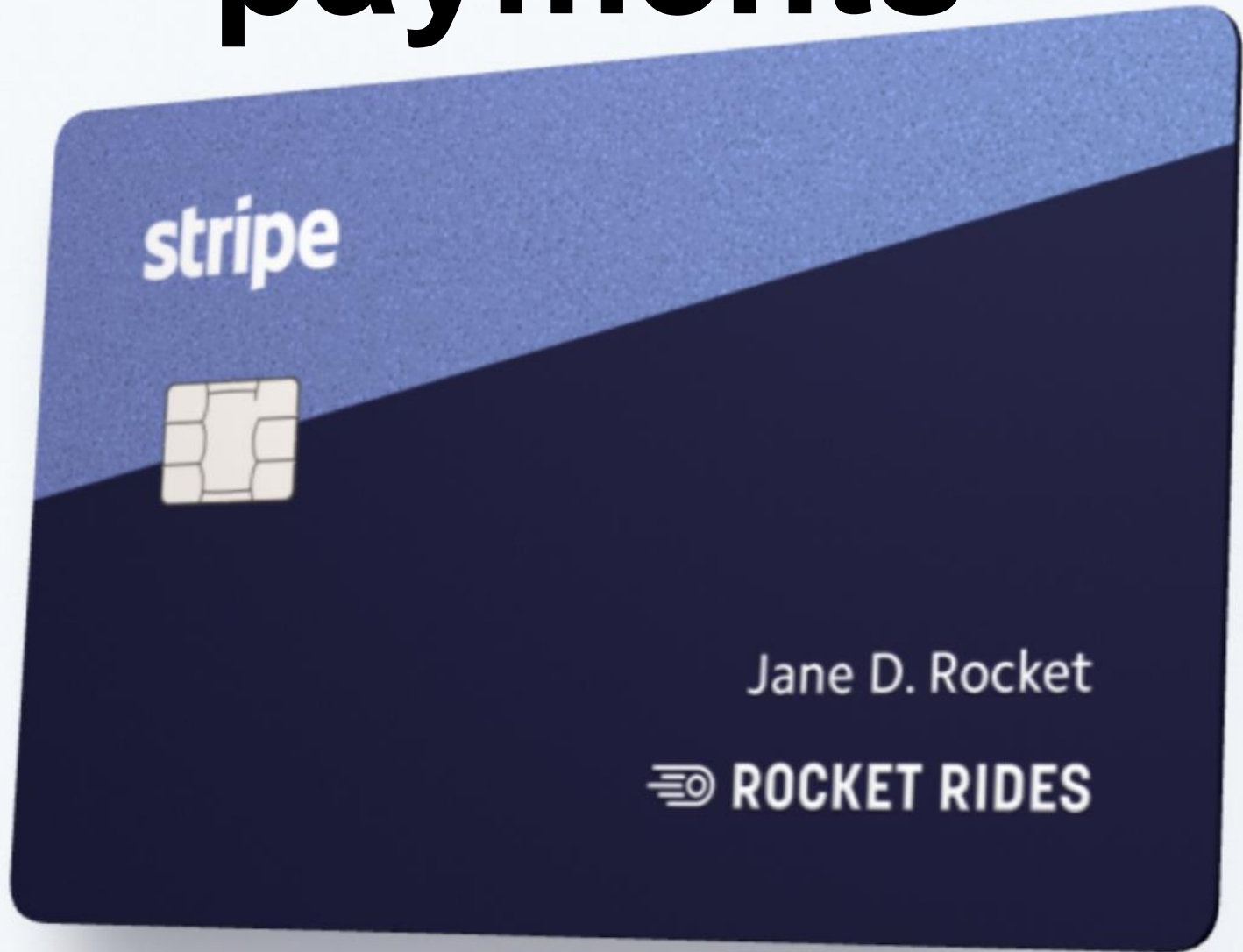the Paperless office is real

Organising data after gdpr

GDPR: early tech answers

payments

cloud security migraines

Still a problem
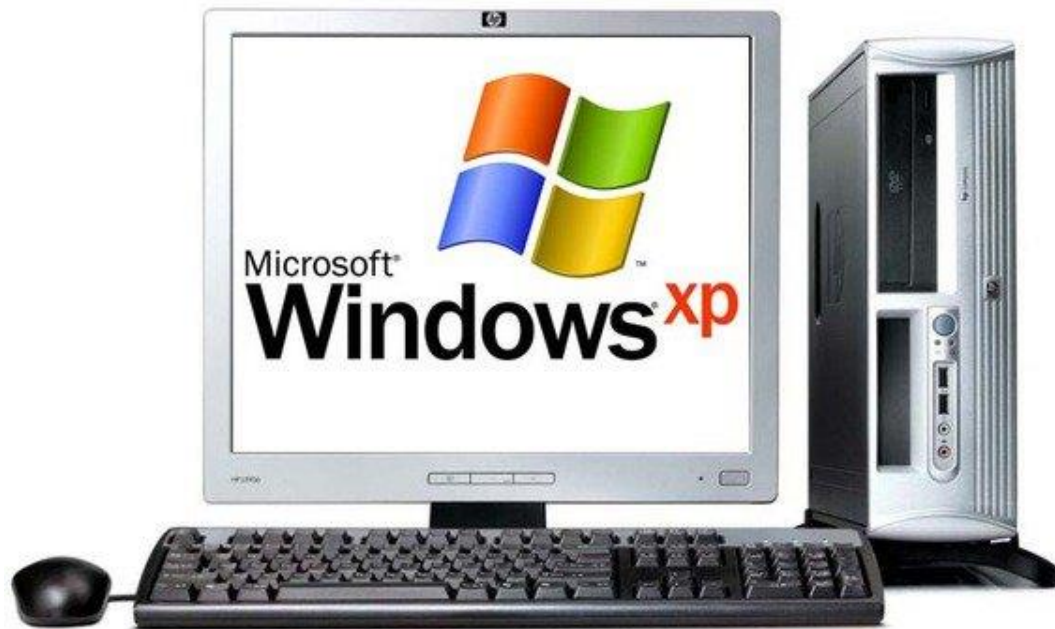
businesses are using a version of **microsoft windows** that is **dangerous**

Win10	Win7	Win8.1	Win8	WinXP	WinVista
68.47%	**23.98%**	**3.8%**	**2.16%**	**1.17%**	**0.41%**

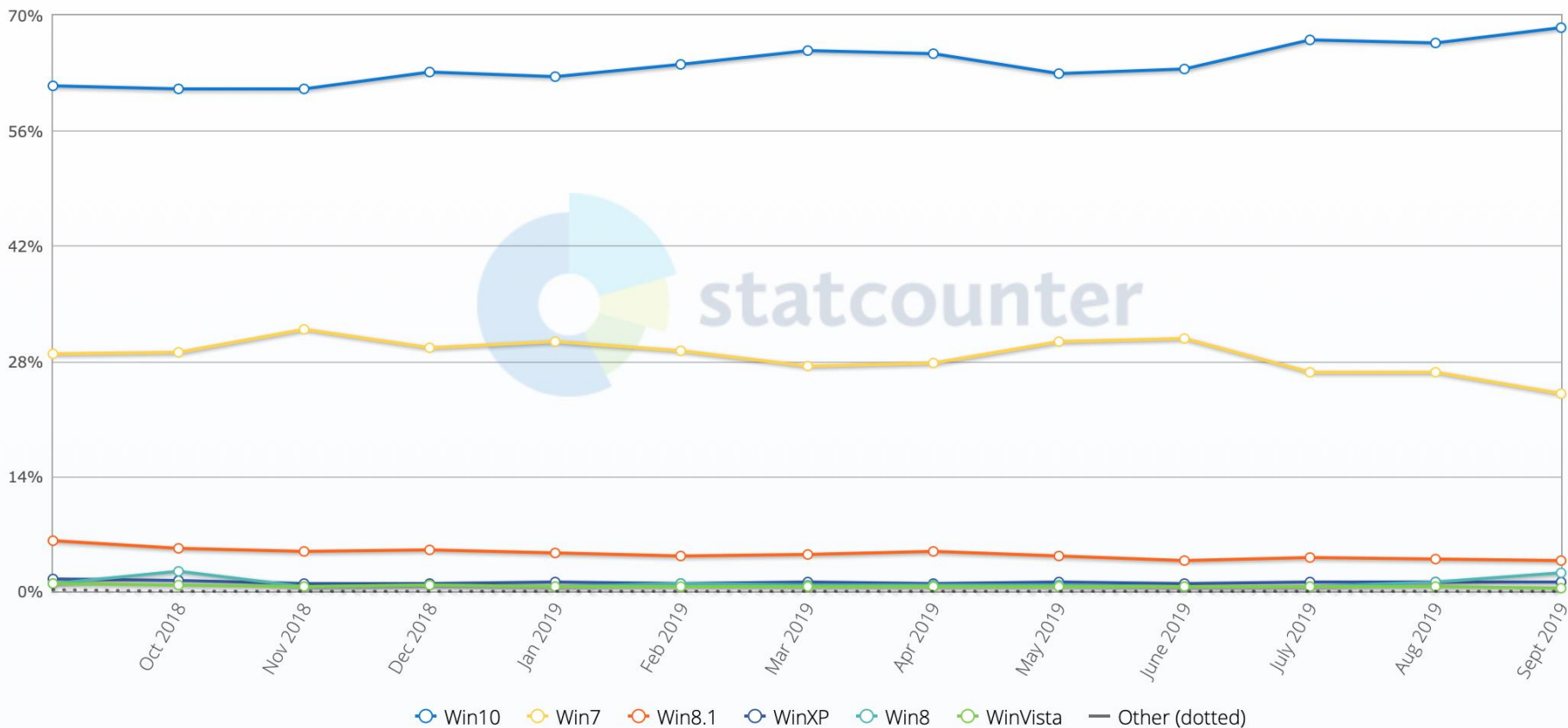**Desktop Windows Version Market Share in Ireland - September 2019**

Desktop Windows Version Market Share Ireland
Sept 2018 - Sept 2019

Edit Chart Data

Win10 ● Win7 ● Win8.1 ● WinXP ● Win8 ● WinVista — Other (dotted)

Source: Statcounter

Ooops, your files have been encrypted!

What Happened to My Computer?

Your important files are encrypted.

Many of your documents, photos, videos, databases and other files are no longer accessible because they have been encrypted. Maybe you are busy looking for a way to recover your files, but do not waste your time. Nobody can recover your files without our decryption service.

Can I Recover My Files?

Sure. We guarantee that you can recover all your files safely and easily. But you have not so enough time.

You can decrypt some of your files for free. Try now by clicking <Decrypt>.
But if you want to decrypt all your files, you need to pay.
You only have 3 days to submit the payment. After that the price will be doubled.
Also, if you don't pay in 7 days, you won't be able to recover your files forever.
We will have free events for users who are so poor that they couldn't pay in 6 months.

How Do I Pay?

Payment is accepted in Bitcoin only. For more information, click <About bitcoin>.
Please check the current price of Bitcoin and buy some bitcoins. For more information, click <How to buy bitcoins>.
And send the correct amount to the address specified in this window.
After your payment, click <Check Payment>. Best time to check: 9:00am - 11:00am GMT from Monday to Friday.

Payment will be raised on

5/16/2017 00:47:55

Time Left

02:23:57:37

Your files will be lost on

5/20/2017 00:47:55

Time Left

06:23:57:37

About bitcoin

How to buy bitcoins?

Contact Us

Send $300 worth of bitcoin to this address:

bitcoin ACCEPTED HERE

12t9YDPgwueZ9NyMgw519p7AA8isjr6SMw

Copy

The dark Web

Surface Web — YAHOO!, Google, reddit, CNN.com, bing

Deep Web
Academic databases
Medical records
Financial records
Legal documents
Some scientific reports
Some government reports
Subscription-only information
Some organization-specific repositories

96% of content on the Web (estimated)

Dark Web
TOR
Political protest
Drug trafficking and other illegal activities

pwoah7foa6au2pul.onion/search.php?frc=2

Search

Jewels & Gold	252	
Weapons	234	
Carded Items	306	
Services	995	
Other Listings	366	
Software & Malware	158	
Security & Hosting	58	

[SAMPLE] 1g MDMA crystals

Item # 13916 - Ecstasy - schizofreen (103)

Buy price
USD 5.63
(0.0230 BTC)

Views: 3189 / Bids: Fixed price
Quantity left: 14

★ ★ ★ 1G 'PURE QUALITY' UK2EU FISHSCALE COCAINE from MrQ ★ ★ ★

Item # 3337 - Stimulants - MrQ (196)

Buy price
USD 91.00
(0.3712 BTC)

Views: 6309 / Bids: Fixed price
Quantity left: 35

[MS] [FE 100%] 1G OF {Fire} COCAINE **US TO US F.E RATE **

Item # 4850 - Stimulants - Emma Goldmen (222)

Buy price
USD 80.00
(0.3263 BTC)

Views: 4653 / Bids: Fixed price
Quantity left: Unlimited

Cocaine - 1g

Item # 5383 - Stimulants - coastalconnect (448)

Buy price
USD 80.00
(0.3263 BTC)

Views: 2690 / Bids: Fixed price
Quantity left: Unlimited

Xanax 2mg - 10 pc

Item # 5389 - Benzos - coastalconnect (448)

Buy price
USD 30.00
(0.1224 BTC)

Views: 2025 / Bids: Fixed price
Quantity left: Unlimited

Oxy IR 20mg Supeudol x 1 ***Flat Price Ea*** Buy 1 or 100

Item # 919 - Opioids - Sc13nC3 (138)

Buy price
USD 16.55
(0.0675 BTC)

Search Options

Search terms:

Listing type:
● All ○ Fixed Price ○ Auction

Product type:
● All ○ Digital ○ Physical

Price range:
USD 0.00 to USD 9999.99

Origin country:
Any

Ships to:
Any

Order by:
Most popular item

Active vendor:
Active vendor listings

Automatic fulfillment:

9:50 AM
6/23/2015

⬅ 🌱 ▾   ⟵ → C   pwoah7foa6au2pul.onion/user.php?id=potayo200   ▾ C'   🔍 Search   ≡

HOME   SALES   MESSAGES   LISTINGS   BALANCE   ORDERS   FEEDBACK   FORUMS   SUPPORT   🔔

🏠   Users   ⟩   potayo200   ⛓

PROFILE ACTIONS

Home Page

My Information

Private Messages

Listings

Orders

Sales

Contracts

Favorites

Vacation Mode

Shared Access

Balance

Feedback

Buyer Blacklist

Vendor Stats

Order Queuing

One-Time Passwords

Affiliate Stats

Help

---

potayo200 | User Profile

potayo200(18005) [Vendor Level 1] [Trust Level 3]   View Store
                                                                    Send Message
Positive feedback (last 12 months): 94%   ⬅   Favorite
[How is the feedback score calculated?]   Blacklist
Member since: March 18, 2016
Contracts: 0 in progress, 0 complete

Seller Feedback Ratings   ?   Buyer Statistics   (since join date)   ?

        (last 12 months)   Since join

        1 month   6 months   12 months   Total disputes / orders   0 / 0
⊕ Positive   18   0   0   Total spendings   ---
◉ Neutral   2   0   0   Feedback left   0 (100.0% positive)
⊖ Negative   1   0   0   Last online   Apr 14, 2016

                        Stealth   Quality   Value for price
                        ⭐⭐⭐⭐⭐   ⭐⭐⭐⭐⭐   ⭐⭐⭐⭐⭐

Detailed seller ratings: ⬆   ⬆   ⬆

⊕ perfect but it is not 2016 it is 2013
⊕ No comment
⊕ No comment
⊕ VERY HELPFULL!
⊕ No comment

| About | Positive Feedback | Neutral Feedback | Negative Feedback | Feedback Left | PGP |

Total positive feedback: 18   85% of all feedback   ?

Feedback	Buyer / Price	Date / Time
⊕ perfect but it is not 2016 it is 2013 Microsoft Office Professional Plus [Unlimited]	t...x USD 6.5000	Apr 15, 2016 12:36 View Item
⊕ No comment Microsoft Office Professional Plus [Unlimited]	h...t USD 6.5000	Apr 15, 2016 11:53 View Item
⊕ No comment Guide to 200$+/week - 99% Autopilot! + FREE GIFT!	r...3 USD 2.0000	Apr 14, 2016 21:31 View Item

👥 SELLER STATISTICS

Currently selling
Listed items   0
Will sell   0
Listed amount   USD 0.00

Sold items   ⬅
Items sold   0
Sold amount   USD 0.00

Payments
Received   USD 0.00

Invoice fraud

INVOICE REDIRECTION FRAUD

BUSINESS EMAIL COMPROMISE FRAUD

(CEO FRAUD)

BUSINESS EMAIL COMPROMISE FRAUD

## A CAUTIONARY TALE WITH AN IRISH LAW FIRM

(CEO FRAUD)

precautions :
Buy domain variations

Buy domain names that are variations of your organisation's name.

Look at variations of different letters but also if numbers are replacing letters.

There may be a lot of different possibilities, and this isn't something that should bloom to an excessive cost.

1ndependent.ie

m - Googl...   The White H...
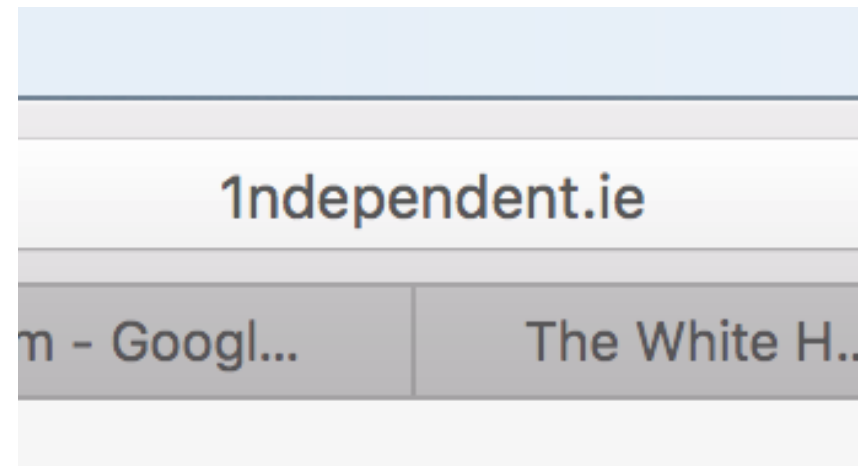
tech precautions: MFA

Add multi-factor authentication (MFA) to all key applications.
This means users have to confirm their identity before being able to commence a wire transfer.

Choose a PIN code
to unlock Dashlane after inactivity

1	2	3
4	5	6
7	8	9
	0	⌫
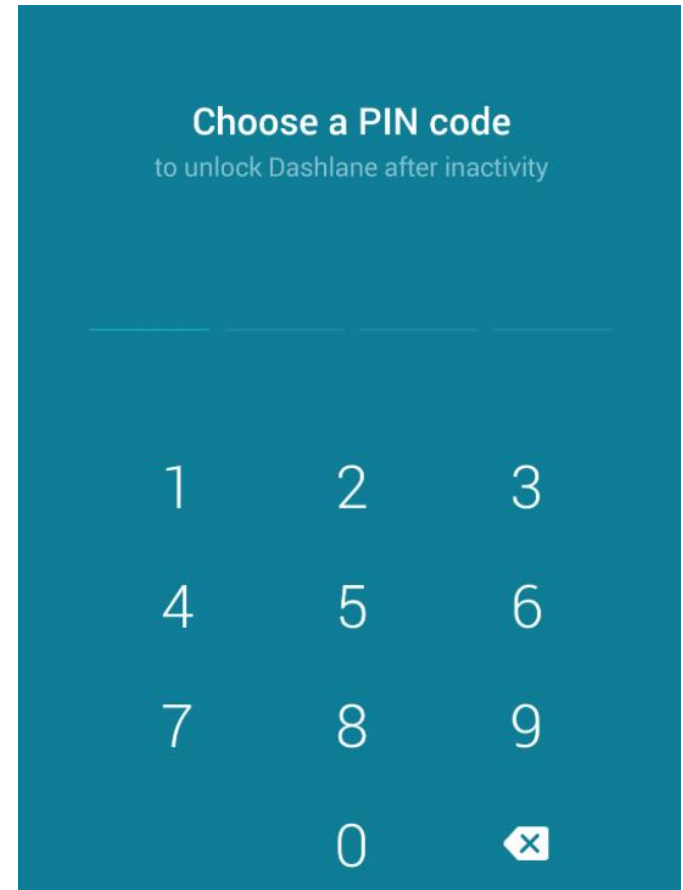
tech precautions: MFA

Protect endpoints with more than passwords
Mobile fingerprints
One-time password tokens
Digital certificates
Biometrics

precautions:
flag emails with similar domains

This could be an extra letter added, or maybe it's .co instead of .com. Your network staff should be able to set up a rule that says when any email enters the system with these variations, it should be flagged.

invoice fraud: ireland

21% of SMEs targeted
1 in 18 are successful
68% DO NOT have fraud
awareness guidelines
33% DO NOT confirm
legitimacy of new bank
details from suppliers

Source: B&A/CSO,
Nov 2018

IMPOSTOR EMAIL TARGETS

CFO	HR	Finance	Payroll	COO	Specialist
47%	25%	13%	8%	5%	1%

Source: Proofpoint

IMPOSTOR EMAIL TOPICS

Tax Information	Wire Transfer	Urgent	Greeting	Confidential	Acquisition
30%	21%	21%	19%	7%	2%
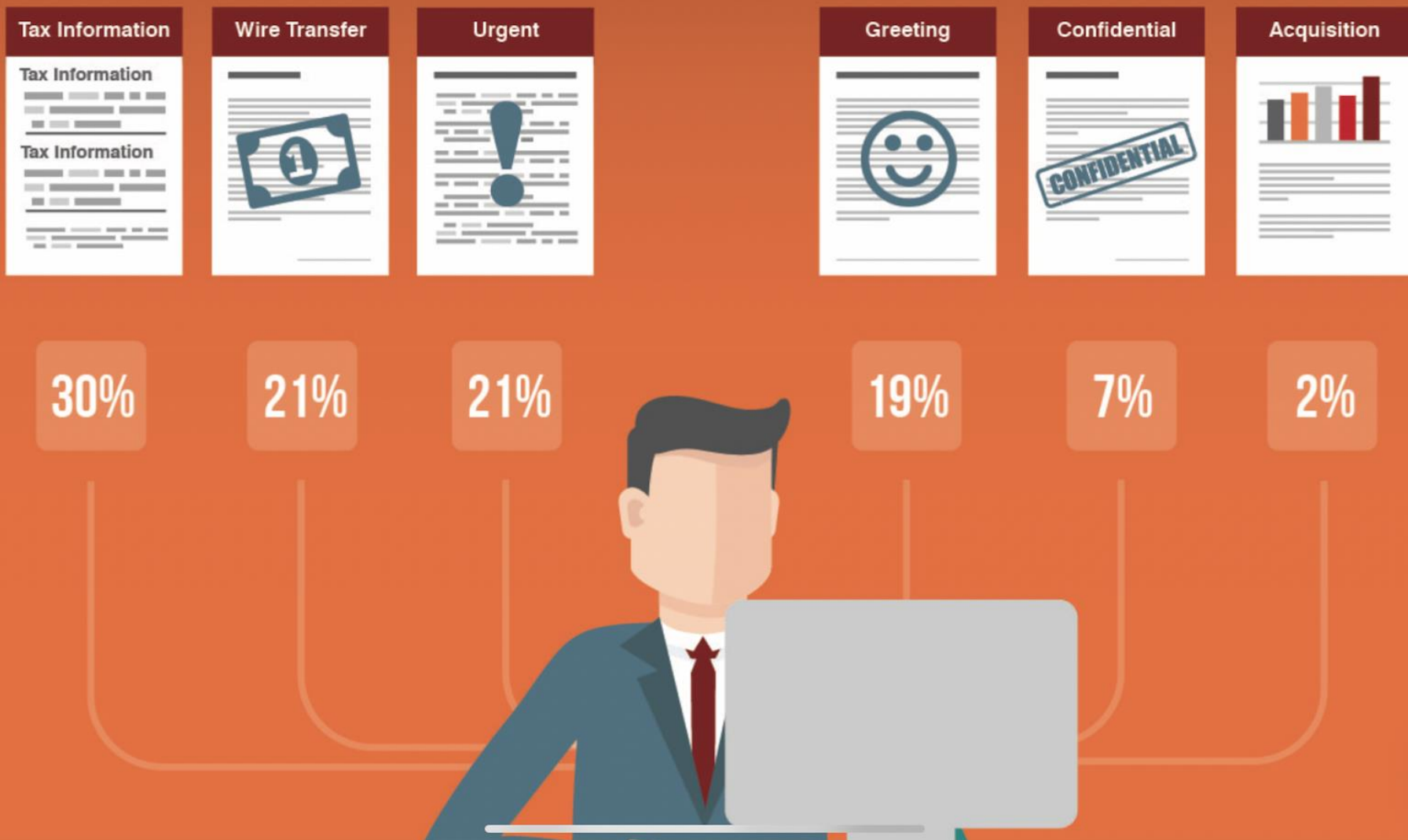
it's **easier** to fake someone's actual email address than create a similar one

http://anonymailer
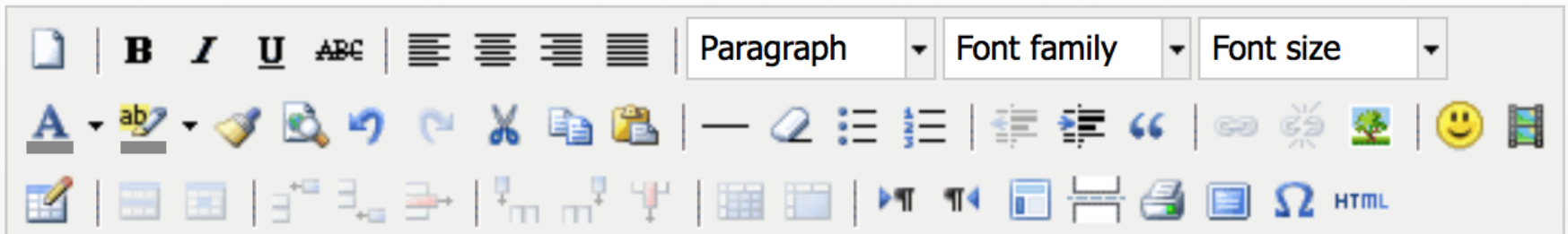
Send Fake Anonymous Email

From Name : | Leo Varadkar | (Optional)

From E-mail : | LeoVaradkar@oireachtas.gov | *

To : | aweckler@independent.ie | *

Subject : | Exclusive interview offer, call number now | (Optional)

Hi Adrian,

Given recent events, we'd like to offer you an exclusive interview with the Taoiseach.

But he's boarding a plane in 30 minutes so can you call this number away?

+231 889511201

Talk to you in a minute!

Michael B (CC Leo Varadkar)

Send Spoof Text

Send fake SMS to spoof any sender of a text message

Fake senders number

Fake Number   Manually   Hide

🇮🇪 ▾   085 012 3456

Set a fake number as sender for your spoof text message. Attention, do **not** enter the country code manually!

Recipient

🇮🇪 ▾   085 012 3456

Who will get your spoof text message? Attention, do **not** enter the country code manually! Sender and recipient should not be the same. Double check if you set the right recipient number.

Spoof Text Message

Spoof Call
Spoof caller ID and add amazing features

Browser   Your number

Your call will be directly connected to your web browser.
Please make sure to enable your microphone and speaker to talk and hear your recipient.

» Please login to enable spoof calls via your browser

Spoof Number
This fake number will be displayed on the call

Number   Anonymous Call

> 🟢 ▾   085 012 3456

Recipient's
Who will get your fake call?

> 🟢 ▾   085 012 3456

You can add multiple recipients to create a spoof conference call. Simply choose

- **Consumer/prank services:** Spoofbox, Deadfake, Anonymailer
- **Activist/scammer systems:** much better at evading security software

YOU CAN FORGE AN EMAIL WITH 5 LINES OF CODE

```php
<?php
$to      = 'nobody@example.com';
$subject = 'the subject';
$message = 'hello';
$headers = 'From: webmaster@example.com' . "\r\n";
mail($to, $subject, $message, $headers);
?>
```
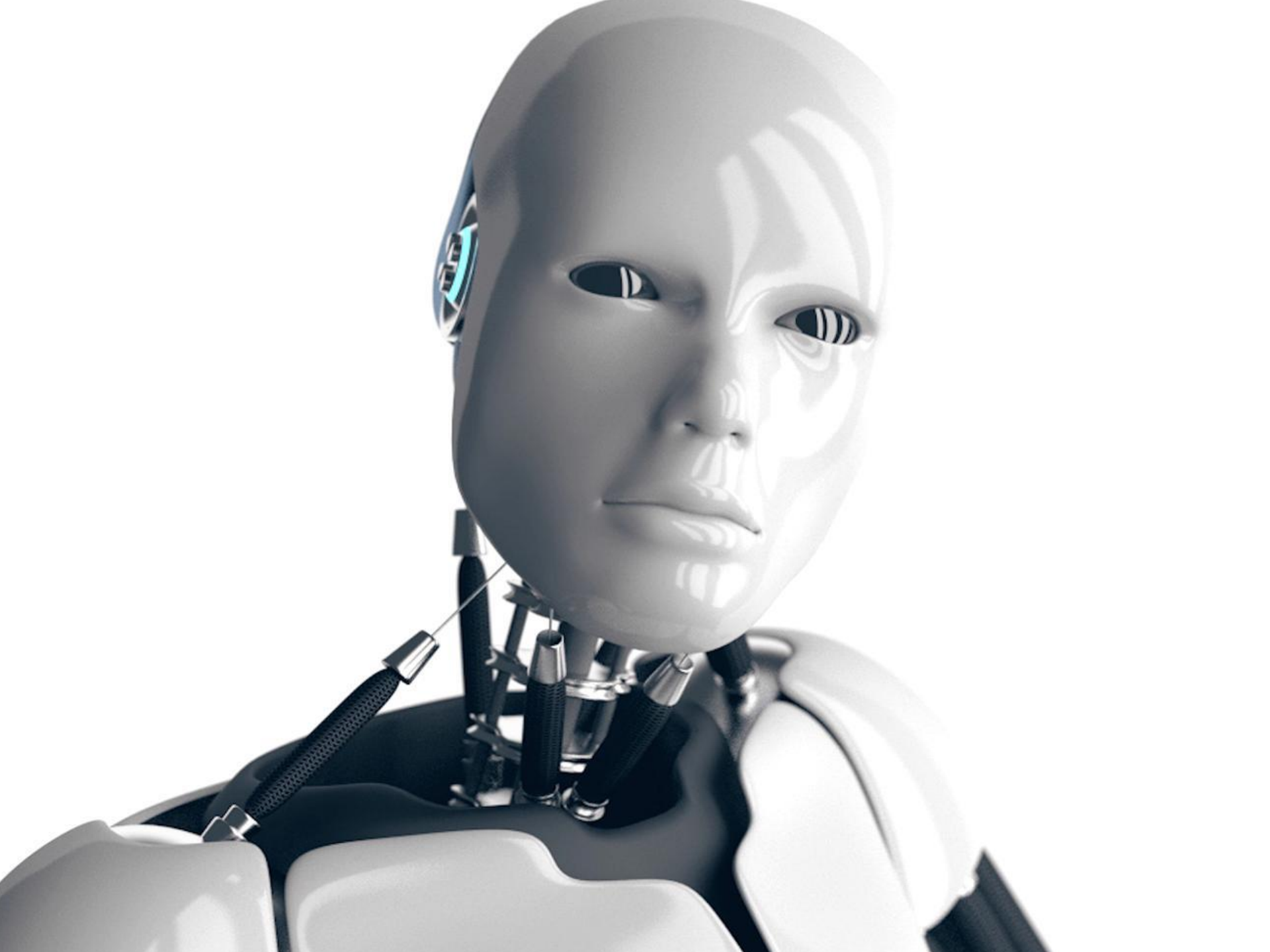
John cryan, Deutsche Bank

"In our bank we have people doing work like robots.
Tomorrow we will have robots behaving like people.
It doesn't matter if we as a bank participate in these changes or not. It is going to happen."

No hiding place

- "Half of all jobs in 20 years" - Oxford study
- "9% of all jobs currently under threat" - OECD
- "61% of financial jobs" - PwC

'most at risk'

- Telemarketer

- Cashier

- Legal assistant

- Taxi, bus, truck driver

- Accountants, clerical

- Farm labour, construction

Various

'least at risk'

- Mental health professionals

- Occupational therapists

- Dieticians

- Physicians/surgeons

- Scientists

- Installers, repairers, mechanics

- Anything in arts or creative sectors

willrobotstakemyjob.com

(Frey & Osborne 'The Future of Employment: How susce to computerisation?)

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Tea / Coffee Break

11 October 2019

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Getting Your Hands Dirty NOW

Jonathan Maas
Managing Director, Maas Consulting Group

11 October 2019

Getting your hands dirty NOW

Jonathan Maas

37 years working with lawyers:
27 years in private practice
7 years in international consultancies
3 years running Maas Consulting Group

Getting your hands dirty NOW

My presentation

1. Getting started
2. Expected benefits
3. What to do

Getting your hands dirty NOW

Climbing Mountains

1. Start in the foothills
2. Look around
   - What IT is already in use internally?
   - What are external peers using?

Getting your hands dirty NOW

Climbing Mountains

3. Look around
    - What existing processes could be improved?
    - What new benefits could be realised?

Getting your hands dirty NOW

Some Benefits

1. Reduced external legal spend
2. Increased cost-effectiveness
3. More strategic
4. Improved analysis, insight and decision-making

Getting your hands dirty NOW

Some Benefits

5. Track, manage and mitigate risk
6. Optimise returns on investment
7. Reduce low value, routine work
8. Enhance brand and reputation

Getting your hands dirty NOW

How?

1. Identify the problem before looking for the solution
2. Build the business case
3. Build the team
4. Do it

Getting your hands dirty NOW

Getting it Done

1. Obtain management support
2. Communicate
3. Define requirements
4. Communicate

Getting your hands dirty NOW

Getting it Done

5. Engage internally and externally
6. Communicate
7. Spotlight benefits, costs, risks, savings
8. Communicate

Getting your hands dirty NOW

Getting it Done

9. Implementation and procurement plan
10. Communicate
11. Compare products, suppliers
12. Communicate

Getting your hands dirty NOW

Getting it Done

13. Recommend
14. Communicate
15. Roll-out
16. Communicate

Getting your hands dirty NOW

Getting it Done

17. Demonstrate return on investment
18. Communicate

Getting your hands dirty NOW

Working with Suppliers

1. Keep the party small
2. Be open
3. Invite them in
4. Think long-term
5. Consider FoC PoC

Getting your hands dirty NOW

Build for Success

1. Ensure good comms, support and feedback
2. Invest in new roles, training
3. Flex existing relationships

Getting your hands dirty NOW

Build for Success

4. Fifth columnists
5. Quick wins

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Panel Discussion
Margret Maguire, Solicitor FEXCO
Eadaoin Rock, General Council, Central Bank
Lynne Martin, Solicitor, AIB
Amanda Zahringer, Director of Learning & Development (Global)
MUFG Investor Services

11 October 2019

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Lunch

12-50pm to 1.40pm
PRESIDENT`S HALL

11 October 2019

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Dialling Back the Madness: what cyber-psychology can teach us about wellbeing in a wired world

Antoinette Moriarty
Psychotherapist, Law Society

11 October 2019

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- **Technology & behaviour**
- **Addictive vice - or creative outlet?**
- **Some Neuroscience!**
- **Secrets to a happy marriage**

Disinhibition

From Bullying to Sexting – what's really going on?

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"We are living through one of the largest unregulated social experiments of all time'
- Michael Seto, Forensic Psychologist

'When kids go into cyberspace on their own, it's like letting your kids free in the middle of New York City on their own'.

- Professor John Suler, Cyberpsychologist

2.7 billion people are on-line
40 % of the world's population
25% of 3 year olds are online daily

Research confirms everyday users do and say things on the Internet they would not normally do face 2 face.

I CAN RUIN UR LIFE
NO 1 LIKES YOU!
LOSER!

TROLL MAKE INTERNET MAD.
TROLL LIKE ANGER.
TROLL WANT PEOPLE AS
MISERABLE AS TROLL.

The interesting question is WHY?

Why do we become disinhibited on-line?

6 factor Online
Disinhibition Effect (2001):

1. **Dissociative Anonymity**
2. **Invisibility**
3. **Aesynchronicity**
4. **Solipsistic introjection**
5. **Dissociative imagination**
6. **Minimization of authority**

Real <u>AND</u> virtual behaviour share
Intergenerational features

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'Internet is like a giant slot machine delivering variable ratio intermittent re-enforcement'
Mary Aiken, Cyberpsychologist

- Spectrum from 'addiction' to healthy; abstinence not viable

- What does the science say? Neurology of pleasure

- Mental health practitioners can assist with the less conscious motivations/dynamics

- Men more likely to become 'addicted' to online games, cyberporn, online gambling

- Women more likely to become 'addicted' to sexting, texting, social media, online shopping

- Negative cyber-behaviours - mal-adaptive or creative adaptations?

- Pschyo-educational role?

Mike Godwin's Law, 1990

Godwin's Law

probability of reference to Nazis

Length of internet discussion
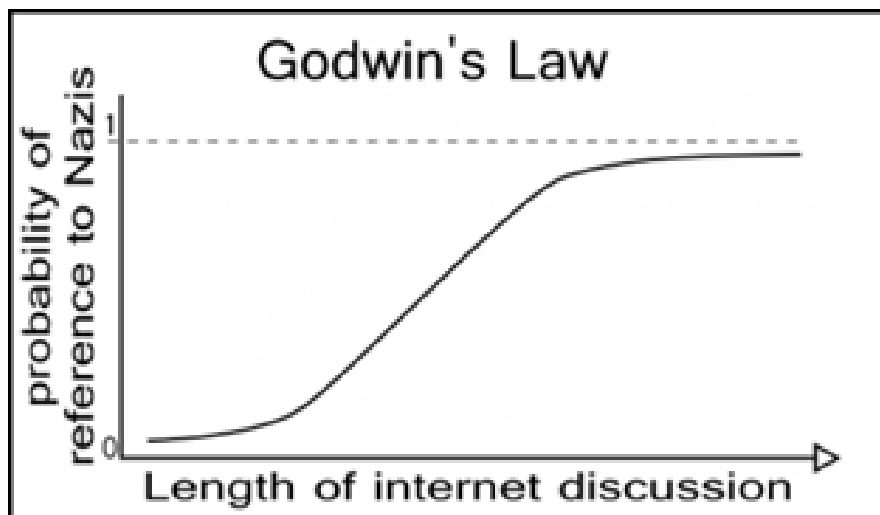
The Cyber Effect: human behaviour is amplified and accelerated online. Its the E=mc2 of this century.
Aiken, M. 2017

When non-verbal cues are removed communication is abstract and anchorless

Identity
Real V Internet Crafted Identity

Anonymity allows us to experiment with ourselves or just be our selves.

Which we choose is influenced by:

o**Psychological/emotional health**
o**Life development stage**
o**What is modelled and acceptable in our home/social 'community'**

Who are you –behind your screen?

THE FALSE SELF
vs
THE REAL SELF

PEOPLE HAVE 2 NEEDS
ATTACHMENT
AUTHENTICITY

WHEN AUTHENTICITY THREATENS ATTACHMENT
ATTACHMENT TRUMPS AUTHENTICITY

GABOR MATÉ

Wellbeing colours our relating with others
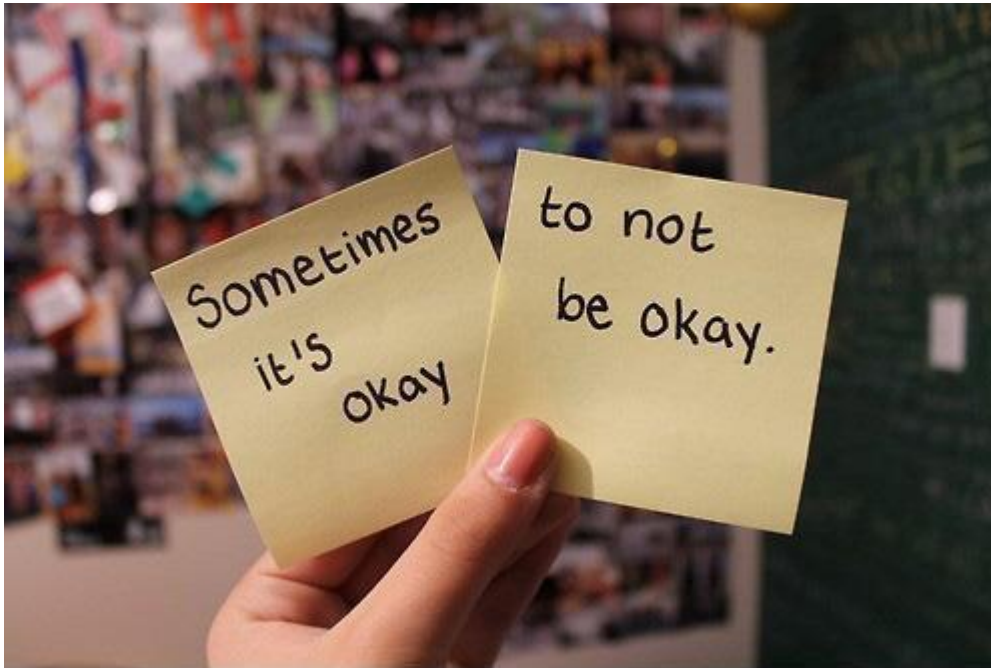
I'm not OK	You're not OK
I'm not OK	You're OK
You're not OK	I'm OK
I'm OK	You're OK

Emotional Regulation

River of Integration

CHAOS

Unpredictable   Unstable

Coherent   Energised

THE RIVER OF INTEGRATION

Adaptive   Flexible   Stable

Not Flexible   Controlling

RIGIDITY
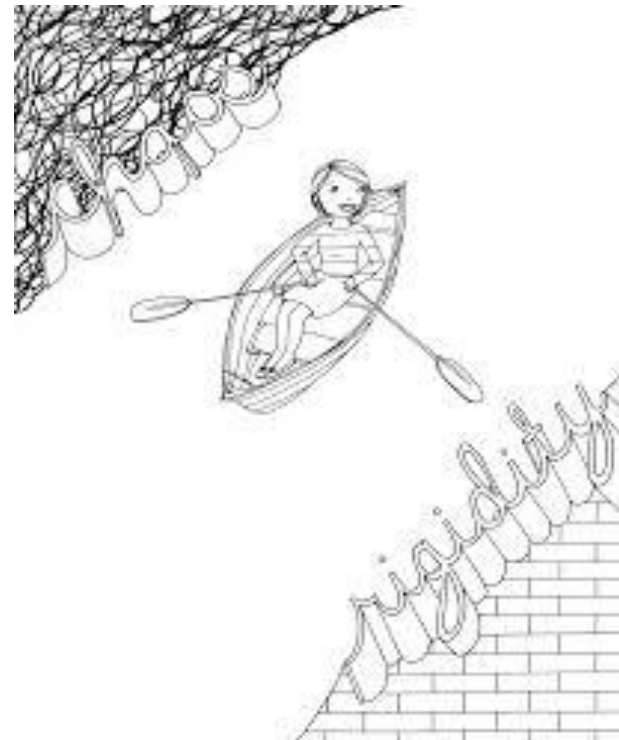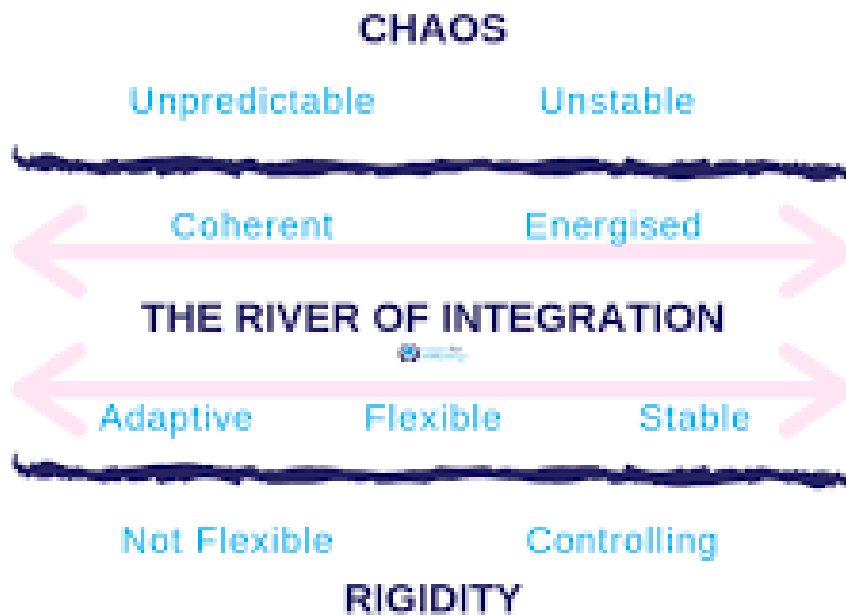
Adapted from - Siegel, D. (2009). Mindsight - The New Science of Personal Transformation. NSW, Australia: Scribe Publications.

*W*indow *Of* *T*olerance – how wide is your WOT?
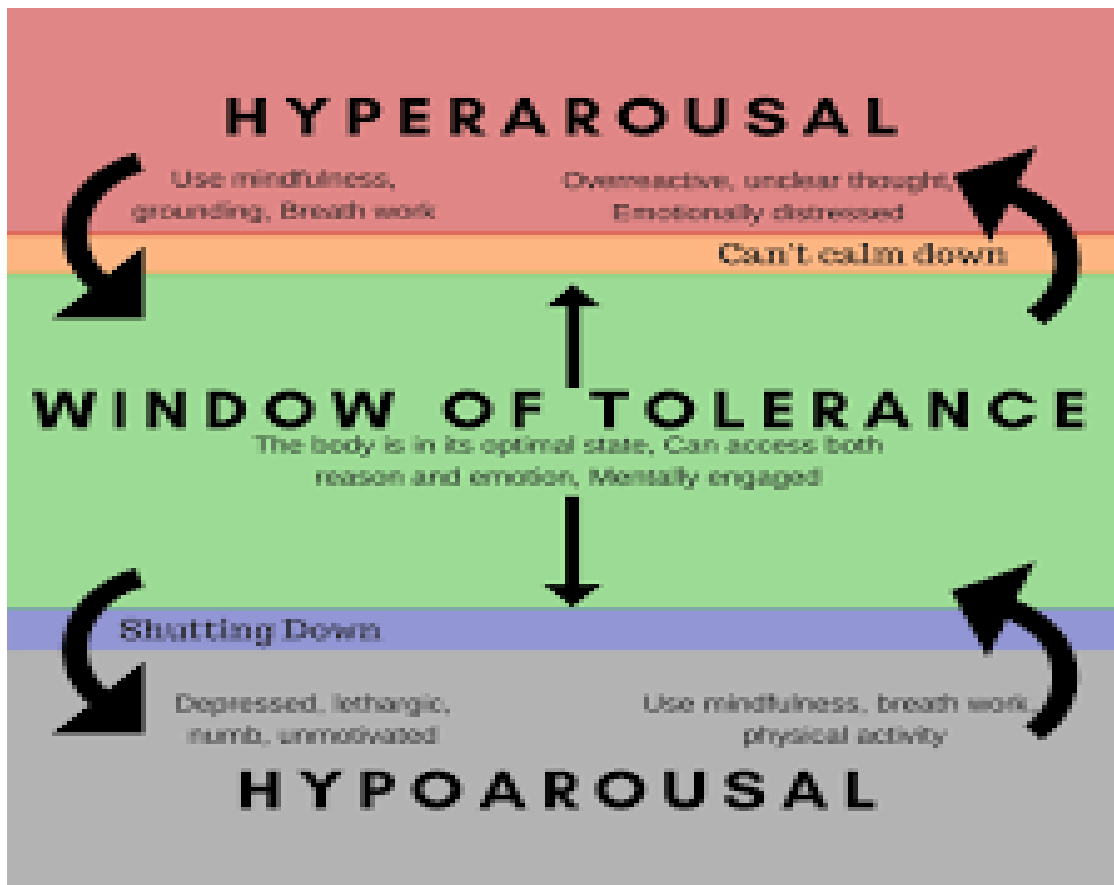
Secrets to a happy marriage

* Addictive behavior is now understood as a search for connection
* Allow your tech to serve your needs – not your master
* To thine own self be true….
* Be curious about your blind spots
* Set time-limits
* Light your brain up in creative ways
* Offset time spent online with other activities & real relating
* No blue light at night!
* Establish keystone habits

Substituting complex intimate relationships with simple virtual connections

Legitimate mirroring needs replaced with superficial ego stroking

Sense of purpose and belonging can be created virtually

The cell phone has become the adult's transitional object, replacing the toddler's teddy bear for comfort and a sense of belonging.

Margaret Heffernan

PICTUREQUOTES.com

Attachment needs evolve as an infant/child/adult progresses through stages of life development.

PICTUREQU♥TES

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Friday Take Aways
26 Tips and Tricks for
Knowledge Management,
Office Management and Legal Research

John Furlong & Raymond Smith
Knowledge Management consultant

Friday 11 October 2019

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10 Things about Knowledge Management

1 – Know your KM

- The 'K' part is limitless
- Identify your specific needs and specialities
- Scoping and designing for future needs
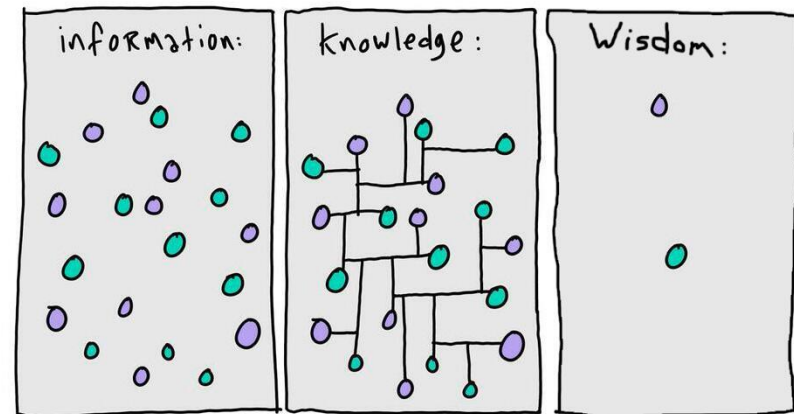
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10 Things about Knowledge Management

2 – Knowledge comes in many Forms

- Tacit and Explicit
- Textual and Digital
- Audio Visual
- Personal Skills

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10 Things about Knowledge Management

3 – What Lawyers Like Best

- Precedents
- Transaction Tools and Bibles
- Know How
- Know Who

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10 Things about Knowledge Management

4 – What Lawyers Like Least

- Sharing Knowledge
- Extra Administration
- Complicated Resources

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10 Things about Knowledge Management

5 – Ways to Compile Knowledge

- Prescription and Incentives
- System Resources
- Management and Leadership

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10 Things about Knowledge Management

6 – Locating Knowledge

- External and Internal including non - legal
- Avoiding Replication
- Federated Searches
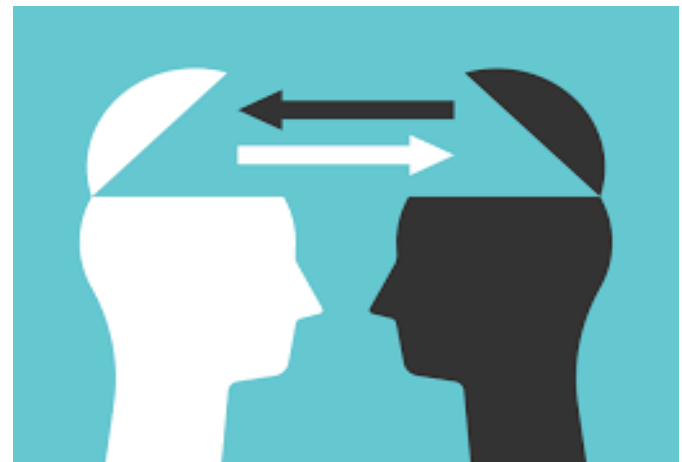
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10 Things about Knowledge Management

7 – Key Issues with Know How

- Management and Duplication
- Authority and Redundancy
- Client ownership, Redaction and Copyright

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10 Things about Knowledge Management

8 – Managing Knowledge

- Intranets
- Document Management Systems
- Sharepoint
- Blogs and Wikis
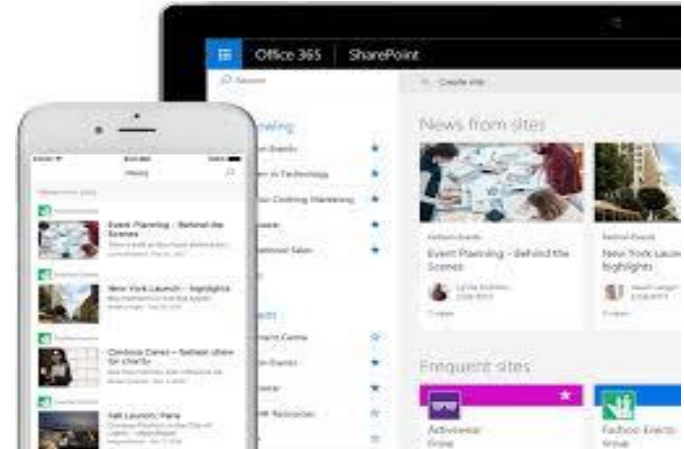
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10 Things about Knowledge Management

9 – Presenting Knowledge

- Current Awareness
- Pushing and Proactivity
- Textual – V – Visual
- Mobility

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10 Things about Knowledge Management

10 – Resources

- Linkedin Groups
- Ark Group - KM
- Gurteen - KM
- BIALL – KM Group

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6 Tips re Desktop Apps – Raymond Smith

1– Working with Lists in Word and Excel

- Starting file name with date in reverse format (YYYY.MM.DD) allows sorting by date – very useful for briefs / booklets etc
- In MS Explorer select multiple files and 'copy as path' (Shift+right-click->copy as path) – paste to Word to get list of documents
- Manipulate and text in Word using Global Replace (Ctrl+H-> Replace All)
- Replace Folder path / file extensions with *nothing* to get just the file names
- Replace double tab with single tab / double paragraph character with single character / double space with single space
- Replace abbreviation with full word
- Replace wrong case with correct case (Ctrl+H->More->Match Case)

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6 Tips re Desktop Apps – Raymond Smith

2– Copying to and from Excel

- Sort in Excel (by date / name etc) before copying and pasting to Word
- Separate word / phrases with tab / comma in Word then copy and paste to Excel to create table format
- Paste back to Word (Right Click – Paste Options - > Use Destination Styles) to create formatted table
- Copy cells from Excel and paste (Right Click – Paste Options -> Keep Text only) to get tab separated list in Word

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6 Tips re Desktop Apps – Raymond Smith

3– Using PDF Editors

- PDF editors (e.g. Acrobat Pro / Nuance Power PDF)
- Combine PDF`s and other documents into single PDF
- Create indexes using built in functions – eg
- Create bookmark for each document when combining
- Rename bookmarks
- Bookmarks – options – create table of contents
- Paginate automatically by editing header/footer
- Reduce size of PDFs for emailing/data rooms – Convert to or save as 'PDF with MRC Compression'
- Redaction functionality – in some PDF editors (eg Power PDF Advanced – needed for GDPR

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4– Word Tips and Shortcuts

- Add buttons to the "Quick Access Toolbar" in Word to reduce time navigating menus / ribbons –
- Document compare
- Insert cross references (references only update when printing!)
- "Shrink to Fit" (careful now!)

- **Paragraphs in Word**
- Selecting paragraph with triple click in margin / select words with double click in a word
- Hold down Ctrl to select multiple pieces of text/lines
- Always keep "Show/Hide" turned on (EVEN IF YOU DON`T LIKE IT) if paragraph character highlighted then you copy paragraph formatting Paste unformatted to lose paragraph formatting
- To keep heading with paragraph – Right Click -> Paragraph - >Line and Page Breaks -> Keep with Next AND do not use blank line to create space after heading - - Right Click -> Paragraph -> Indents and spacing - > Before 12 pts

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5– Make All Scanned PDFs Searchable

- Use Server based software to search PDF`s ('crawling') and create text searchable layers in that document (optical character recognition – OCR)
- Goes through all old scanned documents and then waits for new scanned documents
- What software: eg Content Crawler by DocsCorp / Symphony OCR by Trumpet Inc
- Get your IT supplier to configure your system (Document Management System or MS Windows Search) to index all PDFs

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6– Text Expanders

Text Expanders – expand abbreviations into words/sentences/paragraphs
- Works in all applications - emails, PDF editors, explorer
- Allows you to use system information, eg date
- Allows you to place cursor in a given position
- Allows you to fill in information before proceedings
- Examples
  - Name files and documents quickly and consistently
  - Build up your own library of boilerplate paragraphs, phrases, clauses
  - Frequently used names, addresses, phrases
  - Standard form cover emails

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Resources

Word Up – Using Microsoft Word Like A Pro
https://player.vimeo.com/video/229656650

Podcast - University of Chicago Law School – Introduction to MS Word
https://soundcloud.com/uchicagolaw/microsoft-office-skills

https://www.law.uchicago.edu/recordings/microsoft-office-skills-training-intro-ms-word

Using Quick Parts (incl. autotext and building blocks) in Word 2010
https://www.youtube.com/watch?v=ojGSeOQXhAY
https://www.youtube.com/watch?v=s1y5vUtyDCM

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10 Things About Legal Resources and Research

1 – Legal Resources / Legal Research

- Legal Research is a Skill set.
- The 3 Pillars
  - Cases
  - Legislation
  - Commentary
- Online and 'Offline' Resources.

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10 Things About Legal Resources and Research

2 – Keeping Up with Resources

- Revisions,Re-iterations and Regenerations
- Mobility and Apps
- Generational preferences –graphics versus text
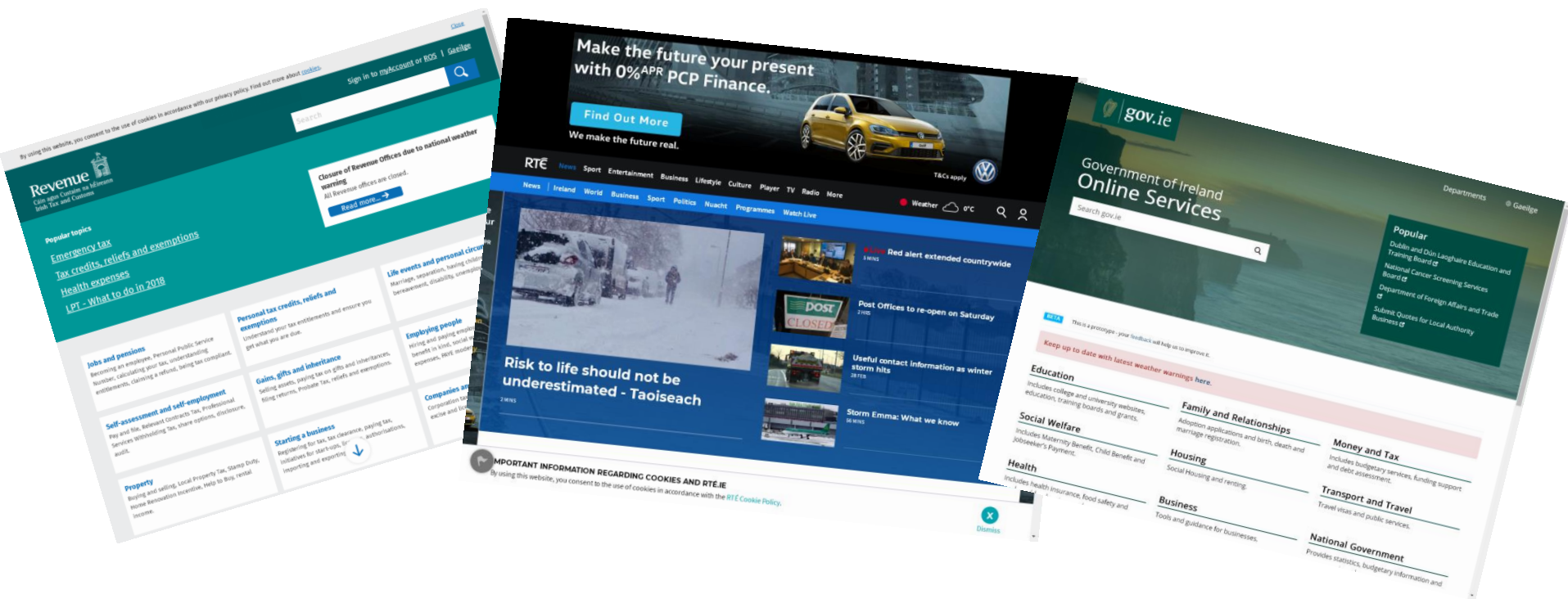
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10 Things About Legal Resources and Research

3 – Problems with the Government Portal

- Still undergoing revision (October 2019)
- Lack of Search functionality
- Portal access to over 500 government departments and agencies
- Citizensinformation.ie
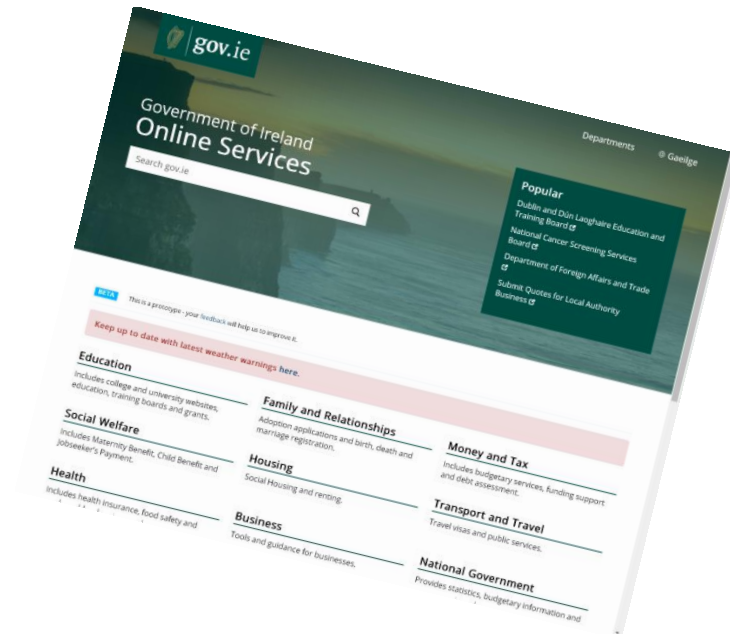
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4 – Good Googling

- **Identify**
- **Contextualise**
- **Refine**
- **Check**

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10 Things About Legal Resources and Research

5 – 'Secrets' of the Irish Statute Book

- Acts of the Oireachtas 1922-
- Statutory Rules and Orders 1922 –
- Selected pre 1922 Statutes

- Amendments, Commencements etc
- Statutory Citator
- Revised Acts (LRC)
- Classified Lists

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10 Things About Legal Resources and Research

6 – Useful Extras on Oireachtas.ie

- Acts of the Oireachtas c.1997 –
- Bills of the Oireachtas c.1997 –
-
  Oireachtas Debates 1922-
- Oireachtas Library Database
- Weekly Agenda and Order Papers
- Committee Proceedings (inc. AV broadcasts)

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10 Things About Legal Resources and Research

7 – *Free Caselaw*

Unreported Judgments

- Superior Courts
- Written and Approved
- Circulated

Free Access to Unreported Judgments

- Courts Service
- Bailii
- Law Society

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10 Things About Legal Resources and Research

8 – What's Free to Use?

Irish Legal Resources
- Statutory and Regulatory Materials (1922 onwards)
- Case Law (1997* onwards)
- Guidance Notes and Commentaries (1997 onwards)

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10 Things About Legal Resources and Research

9 – Impact of Brexit

Irish Legal Resources

- **Issues of Scale - Informing the Irish legal market**
- **Specific UK 'Leaving' Issues**
- **Common Law –v- Civil Law**
- **Divergence of UK Source Material**
- **Comparative Research on Irish and EU Matters**

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10 Things About Legal Resources and Research
10 – What Do I Have to Pay for?

Commercial Sources for Caselaw

- **Lexis**
  - Irish Reports series
  - Approved Superior Court Judgments
- **Westlaw IE**
  - ILRM Report series
  - Approved Superior Court Judgments
- **Justis**
  - Irish Reports series
  - Approved Superior Court Judgments
  - EAT Decisions
- **Decisis**
  - Summaries of approved Superior Court Judgments and alerting service
- **CourtsDesk**
  - High Court cases since 1970s with cross referencing and alerting service

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10 Things About Legal Resources and Research

Commercial Sources for Legislation

- *Westlaw IE* – Annotated Statutes (1986-)
- *Westlaw IE* – Consolidated Statutes (1986-)
- *Irish Tax Institute* (annual tax code handbooks online)
- *Murdochs Irish Legal Companion*
- *Better Regulation* – tax, pensions, banking and financial, company law
- *Bloomsbury* – property law , company law

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Cyber Risk Management and Smart Working / Mobile Technology

John O`Donovan
Head of ICT Programme Management, NTMA

11 October 2019

Biography

John O'Donovan
National Treasury Management Agency

Positions held:
- Head of ICT Programme Management (2018 –)

- Head of ICT Operations (2015 – 2018)

- Head of IT Security (2007 – 2015)

Agenda

1) Cyber Risk Management

- – Recent Cyber Security Events
- – How you can help protect your network and data
- – Improving awareness

2) Smart Working/Mobile Technology

- – Recent trends and developments
- – Empowering end users with mobile technology
- – Supporting Paper-Lite and Green initiatives

Cyber Risk Management

- Why should you care?
  - Your data has value
  - Your Identity pricelist on the Dark Web (*Source Experian)
    - Social Security Number: $1
    - Credit Card Number: $5-110
    - Credit/Debit Card with CVVV Code: +$5
    - Full Name, SSN, DOB, Bank Account Number, Security Code: Approx.$30
    - Driver's License: Approx. $20
    - Medical Records: $1-2,000

- Why should your organisation care?
  - GDPR Breach - Organisations can be fined up to 4% of their annual global turnover or €20 million, whichever is greater.

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Cyber Risk Management
Some Headlines during 2019

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Cyber Risk Management
It's not all about personal data … Distributed Denial of Service (DDOS) of Government Networks (Jan 2016)

THE IRISH TIMES

NEWS   SPORT   **BUSINESS**   OPINION   LIFE & STYLE

Technology 〉 How to … | Data Privacy | Tech Tools

Government websites taken down by sustained cyber attack

HSE, Justice department and CSO websites among those affected by attack

Fri, Jan 22, 2016, 12:43 | Updated: Fri, Jan 22, 2016, 13:39

Government websites have come under a sustained cyber attack, causing massive disruption for citizens and the public service.

Websites of a number of departments and agencies were down on Friday morning, including the HSE, the Central Statistics Office, the Department of Justice, the Courts Service and the Department of Defence.

All appeared to have been restored by about 1pm.

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Cyber Risk Management

Meath County Council "CEO Fraud" – Dec 2016

RTÉ **News** Sport Entertainment Business Lifestyle Culture Player TV Radio More

News > Ireland | World Business Sport Nuacht Programmes RTÉ Investigates

Meath County Council secures return of €4.3m in full from attempted cyber theft

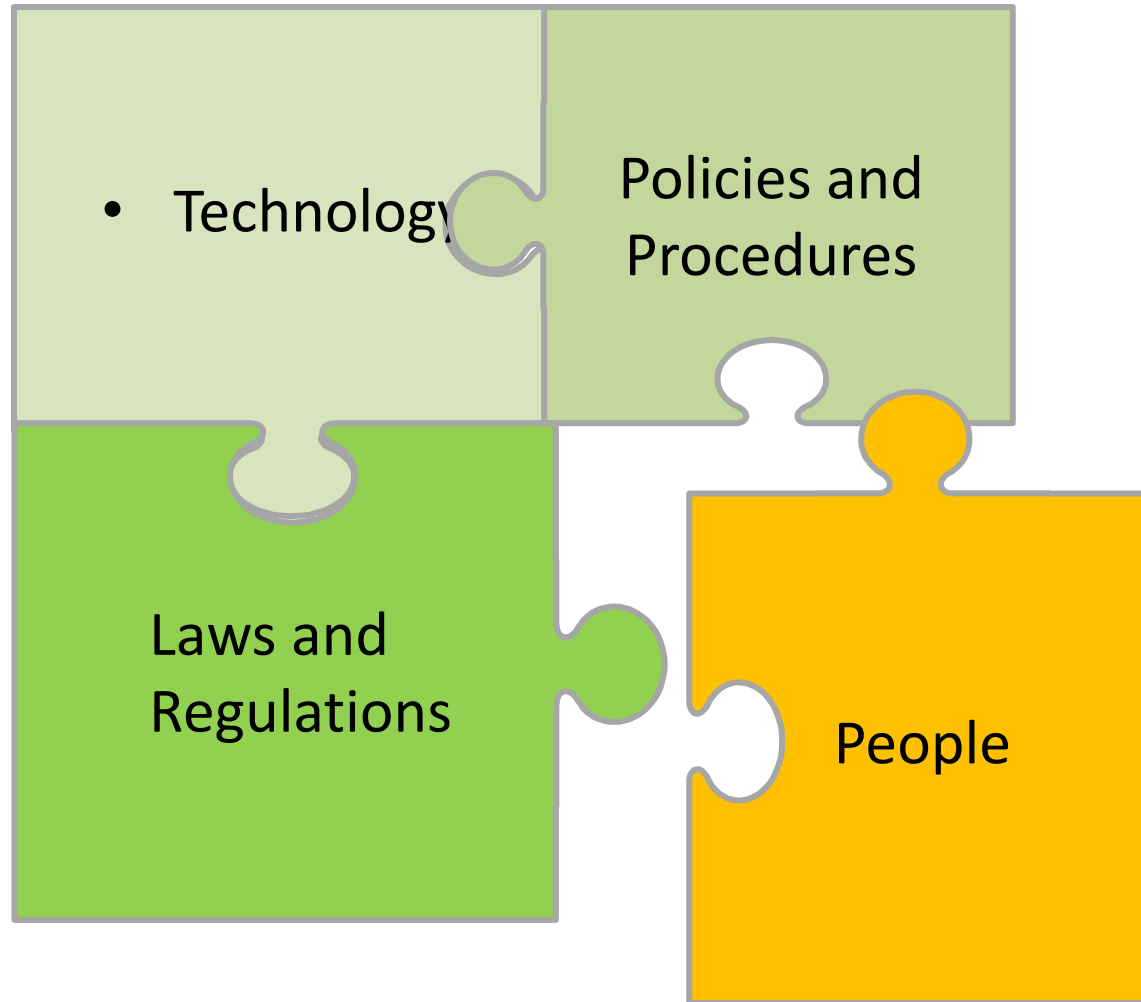Updated / Friday, 16 Jun 2017 **15:40**

In recent weeks, the council was the subject of a "CEO fraud" scam, whereby emails purporting to be from council chief executive Jackie Maguire asked for the transfer of the funds.
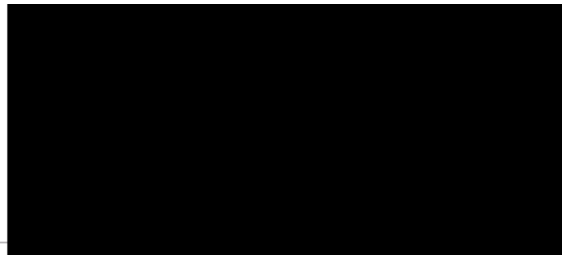
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Cyber Risk Management
How do we protect ourselves?

Your role in Cyber Risk Management

- You are the most important part of your organisation's security infrastructure

- You have a responsibility to act and protect your organisation's network and data

- If you don't feel that you are sufficiently informed then you should seek to be informed
  - Request a regular update from your IT Department/Service Provider on IT Security and Cyber related matters

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Cyber Risk Management - A simple TIP

- Think before you click
  - If it looks too good to be true then it probably is
  - Ask yourself, are you expecting the email/sms?

- Inform your IT department or service provider of any suspicious activity
  - Keep their contact details close to hand
  - Keep your systems up to date and apply software releases and patches in line with any advice issued by your IT department, service provider or vendor

- Protect your passwords
  - Change your passwords regularly
  - Do not share your passwords with anyone
  - Do not use the same password for multiple services
  - Consider using a Password Manager
  - Use two-factor authentication or verification on regularly used services, e.g. Gmail, LinkedIn, Amazon etc

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Cyber Risk Management
What should my organisation be doing?

- Liaise with relevant Agencies and Interest groups
  - Government
    - Office of the Government CIO (OGCIO)
    - National Cyber Security Centre (NCSC)
    - Provide regular updates on recent cyber events and activity in addition to recommendations for protection
  - Irish Information Security Forum (IISF)

- Cyber Security Awareness
  - Induction training for new staff
  - Regular Cyber Security Assessments and Training for existing staff
  - Simulated Phishing exercises
    - Typically 25-30% click rate on first attempt. May reduce to 5% or less over 12-18 months (*source SANS.org).
  - Consider Cyber Liability Insurance (where appropriate)

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Smart Working/Mobile Technology
Why?

- The way that we work is changing
  - Pervasiveness of mobile technology and smart devices
  - Always on and always contactable (24x7)

- The way that people want to work is changing and organisations have to adapt
  - Employees are seeking a better Work/Life balance
  - Employees are seeking to change their working hours to suit their lives
  - Work is no longer necessarily a place, it is an activity
  - Retain existing employees
    - If the working environment doesn't change employees will
  - Attract new employees
    - Potential employees are now asking about flexible working options as part of the recruitment process

- Technology enables Smart and Flexible Working
  - Mobile technology options
  - Collaboration Tools
    - Audio and Video Conferencing
    - Instant Messaging
  - Work remotely the same as if you were in the office

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Smart Working/Mobile Technology
NTMA – ICT Transformation

- In 2017 the NTMA decided to move premises from Treasury Building on Grand Canal Street to North Wall Quay
  - Design incorporated an activity based work environment

- Staff and senior management consulted in relation to technology
  *** Same experience Anywhere, Anytime and on Any Device. ***

- IT department considered the mobility requirements of staff alongside the requirements in relation to data security
  - Both mobility within the building to support activity based working and mobility external to the building

- Virtual Desktop Infrastructure (VDI) chosen as the solution to balance mobility and data security
  - No data residing on the mobile device
  - Full desktop experience with the same applications, look and feel
  - Ability to access in the same way on both corporate and personal devices

- Collaboration tools introduced to support staff interaction and enhance productivity
  - Extended use of Instant Messaging
  - New audio and video capabilities

- In Q3 2019, 800+ staff moved to the new location in North Wall Quay
  - Positive move experience
  - Classroom and 1-to-1 training sessions provided to support staff in adopting the new technology

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Smart Working/Mobile Technology
Benefits for the employee/organisation

- Having a choice of where, when and how you work builds trust
  - Challenge – Productivity versus being visually present

- Work flexibly and cost effectively

- Use collaboration tools to improve team work and increase efficiency
  - Use instant messaging for quick and informal exchanges
  - Consider screen sharing to support co-authoring of documents

- Enhance Business Continuity processes (make it an everyday item)
  - Our climate is changing
    - Storm Lorenzo (October 2019)
    - Storm Emma (February/March 2018)

- Help manage Work/Life balance for a better working environment for all

- Make your organisation a great place to work
  - Retain existing employees
  - Attract new employees

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Smart Working/Mobile Technology
Benefits beyond the employee/organisation

- Go Paper-Lite
  - Use mobile technology to reduce your reliance on paper
    - Stylus Pen / Annotation Applications
    - Remove the risk of physical loss of paper files

- Go Green
  - Consider the impact of working from home one day a week or once a fortnight
  - Potential to reduce congestion on the road or on public transport by 5-10%

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Smart Working/Mobile Technology
peaktime.ie

Thank You

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Sli.do Instructions

- Take out your mobile phones

- Sign in as a guest to the Law Society wifi, no password needed. Or use your mobile data.

- Go onto www.slido.com

- You will be asked to enter a code. The code for this seminar is E926

- You can now type your questions and they will appear on my laptop. This is completely anonymous, your name does not appear with the question.