

Guide to Information Security

Information security made easy for
small to mid-size businesses



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Overview

This guidebook was created to assist small to mid-size companies with implementing a business information security program.

Whether you need to get started today, need to brush up on information, or just want to learn about the **6 strategies** that will keep your information secure, you will find our “go-to” guidebook easy to read and understand.

Enjoy the Q & A’s; you may even find many of your questions answered there!

Short on time?

Feel free to get started by reading “*A Message from the Owners*” on page 39, as well as our recommendations at the end of each section.

“Team Citadel”

6 Strategies to Secure Your Business Information Environment

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1

***Business
Information
Security Provider
Relationship***

Business Information Security Provider Relationship



When selecting a provider for information security and management, one might find the market to be saturated with vendors. However, not all of them will be qualified to handle the vast responsibilities and security requirements that your business needs. Ultimately, any information management service is designed to minimize risk. The following page will list what you should be looking for.



Information privacy is vital for every organization and it's not enough to be familiar with what the various laws and regulations require. To be successful, organizations must be able to execute on privacy initiatives while still supporting their overall business goals & objectives.

- Jesse Wilkins

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Business Information Security Provider Relationship

Accommodation and Responsiveness

Information management is truly a cradle to grave service, which requires collaboration from both parties. This is why the relationship is so important. When choosing your partner it's important to evaluate their accommodation and responsiveness. Your service provider should be willing to meet with your team to review your specific service requirements at the beginning of the service relationship and ongoing as required. Face to face site visits should also help provide assurance in the service and help build a strong ongoing business relationship. The provider should be able to meet deadlines and expedite processes.

Locality

The chosen provider should have a strong local presence. It's okay to have a large national presence, but understand that this might sacrifice other important factors like customer service and responsiveness.

** IMPORTANT: The ability to accommodate urgent service requests may not be met as quickly as desired with a larger national service company.*

Customer Service

When a phone call is made to the chosen provider, a representative should answer. Your phone call should not be sent to a call center located hundreds of miles away, nor should multiple electronic prompts be presented to simply schedule a pick up. For assured communication(s), talking to an actual human being rather than a robot, or a representative at a national or overseas call center, makes all the difference in the world. It is appropriate and responsible to inquire about the provider's customer service procedures and protocols.

Certifications and Credentials

Your due diligence will serve you well when selecting a provider. It is time well spent to ensure the potential provider holds all the necessary certifications and credentials. Be aware that there are security rules and regulations that pertain specifically to each business industry. Your service provider's certifications should align with those requirements.

Business Information Security Provider Relationship

Some important questions to ask when selecting providers:

- ◆ Are my phone calls answered by a local customer service team, or are my calls forwarded to a central call center?
- ◆ Does the provider have a strong local presence in my area?
- ◆ Does the provider have all the proper certifications and credentials that my industry requires?
- ◆ Are the service representatives uniformed, professional, and courteous?
- ◆ Are the service representatives properly identified, background checked, and drug tested?
- ◆ Can the provider handle special service requests on short notice?

It is appropriate to ask providers about their customer service protocols before doing business with them.

Business Information Security Provider Relationship

Our Recommendations

- Communication is key! Make sure you have a trustworthy relationship with your service & account management teams; you are trusting them with your most sensitive information.
- Your service provider should be responsive. They should answer your phone calls and respond to your customer service needs in a friendly, professional, and timely manner (stay away from those call centers).
- Choose a service provider that offers multiple services. This will improve communication, enhance security, and can save you money by consolidating all information security services under one partner. Information management services include:
 - Certified Document Destruction
 - Records Storage and Management
 - Electronics Recycling
 - Document Imaging/Scanning
 - Product Destruction
- It is appropriate to ask providers about their customer service protocols before signing on to do business with them.



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Secure Document Destruction

Secure Document Destruction



Document destruction is a vital stage in the cradle to grave process of information management. It is the end of life for sensitive documents. It can be the service for the day-to-day generated material, or for documents that have been held onto and have expired past their retention date. Either scenario, the documents are ultimately securely shredded and impossible to reconstruct. Most service providers complete this process by recycling the shredded documents and ultimately turning it into tomorrow's recycled paper products.

“Data breaches are simply a reality of our times. The stakes are quickly rising to the point where they cannot be tolerated economically. By paying appropriate attention to employee training, provider selection and monitoring, IT security systems, standards, and accreditation, an organization can meet the challenge, especially when the pain gets bad enough.”

Secure Document Destruction

Service Types

There are two basic services when it comes to document destruction. The actual shredding can either occur on-site or off-site for the customer. It is important to know that the provider has the proper certifications to provide each of the specific types of shredding services, as each have unique regulations. The differences in the service are very clear and **both serve as great solutions.**

On-site

For organizations that mandate on-premise shredding, the vendor will provide a mobile shred truck which will destroy documents and allow the customer to witness the process. The on-site truck has a built-in shredder which allows the documents to be securely destroyed at the location the customer chooses.

Off-site

The documents will be picked up by a certified service representative and securely transported to their secure facility where the documents will be destroyed. With this service, the actual shredding is done off-site at the provider's facility. Oftentimes this service is more cost effective since the service provider incurs less cost. Nevertheless, security process and procedures are followed by a certified vendor.

The choice between on-site and off-site services will depend on your specific business needs and the scope of your project. Both services can be done in accordance with industry-specific certifications, as well as general privacy law requirements.

Secure Document Destruction

Recurring (on-going) Scheduled Services

Confidential business information is generated daily in every office setting. It is prudent to give good thought to how these documents are held in your business environment. If documents are left unattended, they risk being viewed or shared by unauthorized personnel, which can wreak havoc within your office and potentially lead to a serious data breach. The risk of a security breach is reduced by placing security bins in high risk areas (such as HR, personnel, payroll, accounting, finance, sales & marketing, etc.) and having them serviced on a set schedule. Security containers, consoles, and bins are locked in order to prevent access and minimize risk. A service schedule for the year is often provided to ensure the containers are serviced and never overflowing. Talk with your provider to discuss a frequency that works for you.

Purge/One-Time Shredding Service

Even with recurring scheduled services, businesses have records that are on retention. This means that the particular document must be held onto for a specified time frame until it can be destroyed. This service is sometimes called purge, one time, or “as needed” service. Whether your material is being held at your office, home, or off-site records storage facility, these documents should be purged regularly and destroyed. Purges can be completed on-site or off-site.

“Shred-All” Policy

A “shred-all policy” is an implemented procedure which calls for every single document generated on a day to day basis to be disposed of in a secure locked bin for Having a **“shred-all” policy** at your business alleviates concerns that you have contained and destroyed all of your confidential information. All the shredded documents are 100% recycled after destruction, and that means that there is no need for the bulky blue recycling containers under your employees desks!

*** IMPORTANT: Do not leave the decision up to the office personnel to determine what is or is not confidential.**

Secure Document Destruction

Environmental Responsibility

Once the documents have been destroyed, care should be given to the final disposition. It is important to make sure the shredded documents are recycled, rather than being simply thrown in the trash where anyone could access. The recycling process maintains confidentiality of your material as it fully destroys the remains. The shredded documents are securely shipped to a paper mill where the ink is extracted and the remains are turned back into paper pulp. That paper pulp is then used to create recycled paper products such as toilet paper, paper towels, tissue paper, napkins, and much more. Ultimately, this allows for numerous environmental benefits. Not only are trees being saved, but the process allows for water, energy, and landfill space all to be conserved. Needless to say, this is a major contributing factor to any company's sustainability efforts and "kills two birds with one stone" by protecting your confidential information while also protecting the environment. The impact of your efforts can be quantified through Environmental Reports issued by the provider. These reports document your company's sustainability efforts by taking the total weight of the documents shredded, over a period of time, and calculating the direct environmental benefits as a result of the recycling process. Details can include how many trees saved, how many gallons of water preserved, the amount of energy conserved, and other environmental benefits resulting from your choice to recycle. This data can improve your company's image and help to attract new customers and employees alike.

Certification

Entrusting a company to destroy confidential records can be nerve racking. Choosing a provider that is AAA certified, through the national trade association NAID, National Association for Information Destruction, ensures that your documents are being handled in a proper and secure manner throughout the destruction process. NAID certified companies are subject to unannounced audits throughout the year. This means that a NAID officer can show up unannounced to a vendor's shredding facility at anytime to ensure certification requirements are being met. NAID officers will also follow vendor vehicles to make sure all security procedures are being met outside the facility. Needless to say, utilizing a AAA NAID certified provider is the safest bet for minimizing company risk, and ensuring confidential records are destroyed and disposed of properly. Due diligence is made easier with a certified company and is a must when seeking out these services.

Secure Document Destruction

Our Recommendations

- Hire a AAA NAID certified service provider to handle your document destruction “shredding” needs.
- Do not let your obsolete confidential information pile up, it could cause unnecessary data breaches.
- At a minimum, schedule an annual purge- shredding service date to securely destroy old documents that are past their retention date.
- Have a “shred-all” policy at your business to ensure 100% of your confidential documents are being securely destroyed and properly recycled.



Secure Document Destruction

Questions & Answers

Q: How do I make sure that my confidential documents don't get into the wrong hands?

A: Every company should educate employees of the dangers of mismanaging documents. A "shred-all" policy should be implemented for all paper documents. Choose a provider that is AAA NAID certified for regularly scheduled container service. Certificates of destruction should be offered to you, and filed away documenting your company's due diligence.

Q: Are office shredders a viable solution? Wouldn't that be more cost effective and minimize risk?

A: In theory, this sounds like a good idea, but in reality it can be quite a project to find the right personnel that has the time and has the authorization to view and handle the documents to carry out this task. These personnel must be feeding the documents into the shredder, a time consuming process that takes them away from their primary duties. Additionally, office shredders frequently break down leaving un-shredded material exposed. The more cost effective and compliant solution is to implement container service and a "shred-all" policy. This way the employee does not have to determine what is confidential, and can simply dispose of all documents further minimizing any risk. Not to mention, this way you have a greater control of the costs.

Q: What happens to my shredded paper?

A: The shredded documents are 100 % recycled, and become tomorrow's paper products! The process entails the ink being extracted and resulting in the generations of paper pulp. This pulp is then used to create various products such as paper towels, napkins, tissue paper, and more.

Q: How do I decide what documents should be shredded, and what should go in the blue recycling container under my desk?

A: The best answer is to ditch the blue bins and implement a "shred-all" policy in which all documents are shredded and 100% recycled. This takes the stress off of your employees and eliminates the need for a decision.



Records Storage & Management

Records Storage & Management



Business documents must be held for various durations of time. Rather than storing them internally or at a public storage unit/locker, your most cost effective, secure, and efficient method of storing records is to hire a professional records storage company.

Records storage companies also provide management of your confidential records, so when you need a box or file, it is delivered to you. There is no need to spend your time or resources searching for them.



The simple fact that consumption of business paper has continued to increase annually through last year indicates a strong possibility that inactive records storage will continue to increase or at least remain stable for a minimum of 10 years.



Records Storage & Management

Retention and Storage

All businesses generate documents which need to be kept for a specified amount of time. Retention periods for documents vary from business to business, by industry, and by document type. It is important to determine how long each of these different types of business records must be kept.

The records which need to be retained at your business are usually placed in boxes or filing cabinets. Oftentimes, companies will house these records internally, filling up closets, hallways and basements with boxes. While it may seem convenient, this process takes up costly real estate, makes it difficult to find what you are looking for, also it is important to note, this leaves records exposed to unauthorized access.

Utilizing a records storage and management service will keep your business organized, secure, and compliant with retention requirements. It can also reduce costs by saving hours of time searching for misplaced records or having authorized employees travel to your off-site storage areas to retrieve and deliver your boxes/ records.

Naming Conventions

Naming conventions keep your records organized, and allow you to quickly identify and access them. Make sure when you are creating an internal convention system that your entire team is on board with using the same protocols. Keep it simple and easy to follow; always use the same abbreviations, periods, dashes, commas, etc. Your provider can assist you with guidelines to follow.

Barcoding

Boxes are identified and tracked by a unique barcode that is placed on the exterior of the box. An inventory of boxes is then provided to the customer. The inventory lists every box in storage with descriptions and details of the contents, along with the corresponding barcode number. This key element in the chain of custody allows the customer and client to be aware of the location of their confidential records.

Records Storage & Management

Accessibility

The boxes are housed in the records storage facility throughout the duration of the retention. Should you need to access a box or file while being stored, it is just a phone call (or email) away. It will be delivered to you, and when you are finished with it, it will be retrieved and put back into storage.

There are several options as to how the records can be accessed. Options often include, but are not limited to:

- Delivery of boxes or files
- Pick up of boxes or files
- Document imaging (scanning)
- Via email
- U.S. mail or delivery service (FedEx, etc.)
- Fax
- Viewing rooms at providers facility

It is typical that providers' standard delivery is next day, while there are usually same day and rush deliveries available when there is an urgent need for records to be viewed.

End of Retention

Retention schedules can be generated so that you are aware just how long the records need to be kept. Once records reach their retention dates, they are no longer necessary for your company, and they should be destroyed. The provider will offer a secure destruction solution. Refer to the document destruction segment of this guidebook for further details.

Records Storage & Management

Responsiveness

It is important that the storage provider can meet the specific requirements of your business in a timely and professional manner. Records storage personnel should be responsive and transparent at all times regarding your stored documents. You need to know their communication “style” and procedures in processing your work requests to make sure it is a good fit for your company. Is there a local presence or is it a call center outside your area? Who are their customers? Small to mid-size companies or large national corporations? It makes a difference in how you may be treated, and it is advisable to ask the provider about their procedures.

Facility

The physical facility should be a secure building with limited access, and checkpoints for security purposes. Those granted access should have gone through a pre-employment background check, and should be subject to random drug tests. The facility should be under constant 24/7 surveillance, and have a security alarm system. A fire suppression system and disaster recovery protocol are also vital.

Records Storage & Management

Our Recommendations

- Make sure to use conventions for naming, labeling, and organizing boxes and files.
- Work with a provider to move boxes out of unsecure public storage facilities/office closets/basements and store them with a dedicated records management company.
- Make sure that you are familiar with the records storage provider's communication "style" and responsiveness to ensure it's a good fit for your company.



Records Storage & Management

Questions & Answers

Q: I have boxes of business records in my office closet and I also have a self-storage unit about 3 miles from our office. If I decide to use a professional service for my document storage, how do I get started?

A: A professional records storage company representative will most likely come out to meet with you, view your boxes, and discuss the logistics for your project. They will also be looking at how the boxes are organized and make suggestions to ensure that going forward it will be easy for you to access the correct records whenever you need them.

Q: I am a small business owner and I only have about 20 boxes stored in the basement of my home. Is my business too small for a professional records storage company? Also, would they collect the boxes in the basement? They are too heavy for me to lift up the stairs.

A: There is no business too small to utilize records storage services. A basement is not a good place to store paper documents, as it is difficult to retrieve them. There is also always a concern of water damage due to broken pipes or heavy rains. In addition, it does not provide a confidential environment as most likely numerous people may have access to them. Let the records storage company know what you need and they will provide a professional team to collect the boxes for you!

Q: What if I need to access just certain documents inside the box and don't want the whole box delivered to me? (We have a very small office and don't have room to store boxes once they are delivered)

A: Specific documents filed within the box can be delivered without having to send the entire box. The requested documents will be given barcodes so that the whereabouts are tracked to complete the chain of custody. When files are returned to storage, they will be placed in their original box.

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Imaging/ Scanning

Imaging/Scanning



Document imaging/scanning is the simple process of creating electronic copies of physical documents and records. This allows the records to be accessed remotely and by multiple users simultaneously. The storage and indexing methods of the electronic files, the quality and format of the images, as well as the ability to search the content can all be customized to fit the customer's needs.

“

Technologies such as document capture, pattern recognition and knowledge management are widely used to automate the digitization of documents.

”

Imaging/Scanning

Ease of Access

To clarify, the words **imaging and scanning** are used interchangeably

Document imaging/scanning is the process of digitizing paper documents into electronic images for electronic storage and access. When documents need to be accessed constantly, and must be viewed by multiple employees, often at multiple locations and through multiple devices, the most convenient and effective process is to have these documents imaged/scanned. Begin by meeting with your team to decide what makes sense to image. Most companies scan specific departmental documents that are frequently and repeatedly used/viewed by multiple employees.

Prep Work

Before paper documents are scanned, they must be “prepped” by removing staples, post it notes, paperclips, and any other items attached that could interfere with image capture by the scanning equipment. This step can be completed by your team or by the provider. They will walk you through the specific steps required for your project and consult on the best options.

OCR

OCR stands for **optical character recognition**. This feature typically comes at an additional cost, but provides usability and searching benefits in return. OCR allows the characters to be recognized by the scanner and media baring device. This will allow the customer to search his or her database of scanned documents for a particular word or sequence of words or numbers. For example, if a customer wanted to search for anytime “John Smith” comes up in the database, they would simply need to type that into the search bar and the OCR would allow for all documents containing the words “John Smith” to be pulled.

Imaging/Scanning

DPI

Once the prep work is done, all files are organized/indexed, and OCR is decided upon, the next step is to determine the DPI or **dots per inch**. Depending on the quality of image needed, a client might require a higher DPI. The higher the DPI, the better quality image received per scanned item. For simple text documents, 200 DPI will suffice and is the most cost effective option. If OCR is needed, 300 DPI may be the required minimum, at a greater expense. When scanning documents that hold images, graphics, or graphs, consult with the scanning company as to which level of DPI would suit best. Your provider can do test scans to determine the optimum DPI needed.

Quality Control

After the documents are scanned, the imaged files are reviewed to ensure the clarity and integrity of the scan. This is called the quality control segment and is very important because the files must be completely legible with nothing obscuring the images. It also assures that all documents are accounted for.

Storage of Scanned Documents

Once quality is assured, the scanned files are then transferred into a storage media for the client. Images can be stored on a CD/DVD, USB device, external hard drive, cloud storage system, or any other information-bearing storage device of the clients preference. Always have a backup of your images so that they can be retrieved in the event of an emergency. Finally, the decision of what to do with the actual paper documents must be considered. These documents should either be destroyed by a AAA NAID certified document destruction company or securely stored by a records storage company (*please review sections 2 and 3 of this document regarding document destruction and records storage*).

Imaging/Scanning

Our Recommendations

- Begin by analyzing what types of records you access most frequently and how often you need to refer to them.
- Consult with a professional provider to discuss the details of the project, and to set expectations on the timeline and cost.
- When the imaging project is completed, be sure to properly protect the original files by professionally storing or securely shredding.



Imaging/Scanning

Questions & Answers

Q: How much does imaging/scanning cost, and how difficult is implementation?

A: The cost will depend on the size and scope of the project; from the number of files, to how they need to be organized, the quality of image needed, image type, and much more. Any imaging professional will work with you to optimize these factors for ease of use and cost control.

Q: What should I be looking for when I am researching a service provider?

A: When researching the provider and make sure they have the proper equipment for your scanning needs and can complete the project within your required time frame. You should also ask for a list of references that pertain to your type of business.

Q: What should I do with my paper documents after they are scanned?

A: You should make sure all scanned items are of good quality and fully legible. Depending on your specific records retention policy, the physical documents can either be stored as a backup by a records storage company, or the documents can be destroyed by a AAA NAID certified company.



Electronics Recycling

Electronics Recycling



With devices being upgraded and replaced constantly, odds are there is electronic equipment cluttering your workplace. Countless devices contain *highly confidential information*, and many are deemed hazardous to the environment if not recycled properly. Additionally, new privacy laws continue to increase fines and penalties that business in all industries are subject to. Hard drives containing confidential information should be destroyed prior to recycling. A professional electronics recycling provider will discuss the various options available to you, and they can offer certificates of secure recycling for your records as well.

“ The consequences of data security breaches, environmental liability, and civil and criminal penalties resulting from lack of due diligence throughout the entire recycling chain can do significant harm to your brand, reputation and bottom line. ”

Electronics Recycling

Be Environmentally Responsible

With a little extra thought, it is easy and environmentally responsible to properly recycle electronic devices. Computers, monitors, and other devices contain dangerous chemicals, including mercury. These chemicals have an extremely harmful environmental impact when not disposed of properly. Because of this, in many states it is even illegal to place electronics in landfills. Fines and penalties can be issued for improper disposal, and your reputation in your business community and your brand may be adversely effected.

Hard Drive Destruction

All computer hard drives contain sensitive business and personal information. The best practice is to keep a written asset list of all electric devices within your company, along with schedules of when devices will be retired. It is important to remember that there is confidential information hidden inside computers, printers, copiers, and other electronic devices that needs to be securely destroyed before being recycled.

** IMPORTANT: If hard drives or other information-bearing devices are not securely destroyed prior to recycling, you are at risk for a data breach.*

Choosing a provider that is AAA NAID certified for hard drive destruction assures you that your electronic information has been properly destroyed and recycled. Certificates of destruction are available for your records.

Electronics Recycling

Our Recommendations

- Develop an asset schedule for different types of electronic devices.
- Be environmentally responsible when recycling your electronic devices.
- Choose a provider that is AAA NAID certified for hard drive destruction.



Electronics Recycling

Questions & Answers

Q: What is the difference between taking my old computers and devices to a recycling event that is advertised in my local paper or scheduling service with a service provider?

A: Community recycling events can be a good outlet for electronics that do not store any personal data or confidential information. *For anything that contains a hard drive or otherwise stores data, you it is critical that the data is eradicated.* Working with a certified provider is the best option to protect your information.

Q: Will I get documentation from the service provider that my computer has been properly destroyed and recycled?

A: A professional service provider will provide this documentation for your records. Make sure to ask for this at the time you schedule your service.

Q: Where is the confidential information stored on electronics?

A: All data is stored on the hard drive of computers. However, there are other data-bearing media devices like, CD's, thumb drives, flash drives, USBs, floppy disks, external hard drives, and much more that can contain confidential information. Consult your provider before disposing of any electronic devices.



Product Destruction

Product Destruction



When various company products are rendered useless, defective, or obsolete, oftentimes they must be destroyed prior to disposal. This destruction is done to avoid having the products end up on the second hand market or otherwise going back into circulation. Outdated marketing materials with your company's logo should also be destroyed and disposed of properly to help protect your brand's image.

“The potential liability associated with an off-spec or out of date product ending up in the wrong hands needs to be factored into the disposal cost equation.”

- Citadelim.com

Product Destruction

Brand Protection

Businesses often have “off-spec” or defective products, old products that are rendered obsolete, or even old marketing materials that simply have the company brand name or logo on them. *Proper destruction and recycling of these products helps minimize risk to your brand.* Product destruction protects the organization’s brand from being tarnished, and also helps sustain the value of future products by ensuring that the older versions do not end up being re-distributed. Routinely review your obsolete business products and have them securely destroyed on a set schedule. Many companies purge their products annually or at the end of projects or events.

Document destruction providers often have a specialized shredder specifically designed for the destruction of products (as opposed to paper documents). It is designed to shred anything that is not paper. This final disposition of your shredded products is another important aspect of product destruction decision. Every effort should be made to find an outlet to recycle the shredded remnants and avoid landfilling the remains.

Product Destruction

Our Recommendations

- Analyze your waste stream to be sure that nothing deemed proprietary, confidential, or sensitive is being thrown away in whole form.
- Work with a provider to set up routine destruction of obsolete items that could put your business at risk if they wound up in the wrong hands.



Product Destruction

Questions & Answers

Q: I have a couple of boxes of various old marketing items/products from when we changed our logo, do I need to sort them into separate boxes?

A: There is no need to separate or sort the material. This can be done at the provider's facility. Note: batteries can cause fires! All batteries inside products must be removed prior to destruction. Please let the provider know when products have batteries and either you or the provider can remove them.

Q: Our Company has several boxes of old uniforms with our logo, and old ID badges that we have been storing because we don't want to throw them in the dumpster. Can these be shredded?

A : Yes, your service provider has specific shredders that are built to destroy such items. Virtually any product, no matter the material, can be destroyed. Make sure to discuss the materials you need to destroy with your provider.

Q: My business is going through a merger and we will have a lot of marketing items like mugs, umbrellas, baseball caps, and much more that we will need to destroy. What should I do?

A: Marketing products that have your brand name on them can and should be destroyed by a certified product destruction company to protect your brand. Contact a provider and they will walk you through the destruction process.

Q: What is done with the products after they are destroyed?

A: Many professional service providers can recycle destroyed products; there are many variables that would determine this, so your provider will often send out samples to recyclers to inquire the probabilities of recycling. It is always a good thing when post-destruction items can be recycled!

A Message from the Owners

From cradle to grave, no matter how your information is held (paper documents, electronic devices, marketing items...) it is necessary to make sure that all of it is safe and secure.

KEEP IT SIMPLE. We've learned from experience that when you take time to implement an *information security program* that is simple and easy for employees to use, you can immediately reduce errors and minimize risk.

Following the **six strategies** outlined in this guidebook, along with our recommendations, will help you structure a simple information security and management program.

We believe the **first step** to your plan is to choose the appropriate service provider that fits your needs. The right provider will become your partner and advocate in implementing a comprehensive program that is built for the size of your business and budget.

DON'T SETTLE FOR LESS, DETAILS MATTER, ASK QUESTIONS! It's your money and your business. Ask yourself... Can the provider meet your unique requirements? Are they listening to you? Are they keeping up with changes to regulations and legislation? Time is money, are you getting your money's worth? Is pricing fair, can they accommodate your budget? Is your provider truly dedicated to personalized customer service? Are they committed to the environment and helping you achieve your sustainability goals?

Take the time to evaluate your options and consider the parts of the service that matter most to you, and work with a provider that shares your values. Taking these steps will ensure success for you and your team.



Team Citadel at your Service

Locally owned and operated since 1985, **Citadel Information Management** has set ourselves apart by *partnering with our customers*, listening to their needs, and following through as promised. We take pride in our *team philosophy*, as we believe this improves the quality of communication and personalized service our customers are looking for.

Most of our customers are small and mid-size companies (*many with multiple locations*), but no matter the size of your business, we would be happy to be your advocate and partner. Please feel free to contact us at any time to assist you with your information security, discuss your needs, answer your questions, or to talk about your budget and provide you with service options and quotes.

Visit our website at Citadelim.com or give us a call 866-798-7400.

Co-Owners,
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