

STACS Program Description

Introduction to STACS

The Standing Trustee Alliance for Computer Security (STACS) is a program offering of the National Association for Standing Trustees (NACTT). STACS helps Chapter 13 Trustees improve the security of their computer systems to reduce their risk of security-related problems.

The STACS program is designed to work with the Trustee offices to implement an ongoing security process to manage perpetual changes in technology, operations and personnel that impact an office's security status over time. STACS assesses each office's computer security posture, identifies practical improvements, develops guidance on implementing appropriate solutions and provides continuous reassessment to monitor the office's security posture.

Most Chapter 13 offices are now connected to the Internet. They communicate electronically with courts, attorneys, creditors, banks, debtors and others. This connectivity increases the risk of computer security problems that could impair the operation of the office. STACS helps the Chapter 13 offices understand computer security risks and take effective steps to reduce them.

The STACS program offers a portfolio of services to participating offices for a fixed annual fee. The program will enter its fifth year on October 1, 2007. Later this summer, offices can enroll/reenroll for the year. Over half of eligible offices are participating in the current year.

The STACS program is structured to leverage the purchasing power of the NACTT so that participating offices can obtain a range of services at a competitive cost. The annual fee for the program is based on the number of participating offices and cost per office declines as enrollment increases.

How Does the Program Work?

STACS relies on more than a dozen different features to achieve its overall goal of improved IT

security. Services are delivered to participating offices in three primary ways:

- The Internet is used by participating offices to reach the dedicated, secure STACS web site. Several features are provided through the site, including an assessment to identify potential technology risks within the office, a library of security training and support documents to educate and assist staff, and secure access to a variety of reports that provide practical guidance and specific recommendations to enhance office security. The STACS program also uses the Internet to regularly test the security defenses of participating offices.
- The support center receives inbound calls from participating offices to handle a wide range of security-related issues. The support center also calls offices to discuss security issues that have been uncovered by the STACS team.
- Onsite visits are a key part of the program. STACS security specialists visit every office at least once every third year of the program. The onsite assessments give offices a clear picture of their security posture.

What are the Benefits of STACS?

The program can help the trustee understand whether his or her computer systems are secure. It can help improve the security of the office by making specific recommendations for technical changes and by training office personnel to improve their security practices. In the event of a security problem, the STACS program can help the office respond quickly and effectively.

The goal of the program is to reduce the risks associated with computer security problems. STACS focuses on two primary areas: behavior and technology. Good security depends on people following good practices on a day-to-day basis. STACS helps everyone in the office learn the good practices and avoid the bad ones. STACS offers model policies that an office can use to help

shape behavior. Periodic newsletter articles and courses provide current information about computer security.

STACS also helps address the technical aspects of security. Our web-based and onsite assessments help identify technical improvements that can bolster security. The Internet connections of

participating offices are scanned every few weeks to look for new vulnerabilities and open paths into the office network. Information about technical software flaws and available fixes is automatically sent to interested offices every day.

This document provides an overview of the basic STACS program services. The authoritative description of these services, including limits on quantities, is contained in the master contract.