



Wavecrest

## Best Practices for Cyfin

*Maximize your use of Cyfin with the benefits of collaboration among company stakeholders and a well-informed management team contributing to effective employee Web-use management.*

## Introduction

An organization's greatest vulnerability is its employees. Employees can waste considerable work time and network resources accessing various sites for personal reasons, introducing security risks to the company's network. These risks to business continue to be due to simple human error. Hackers targeting and compromising well-intentioned but possibly careless employees, and employees being "served" malware from trusted Web sites used daily can unintentionally open up a company's firewalls. You want to protect your network from inside the firewall, not only at the perimeter.

As Internet usage becomes increasingly integrated in all business processes, it is necessary for enterprises of all kinds to strengthen and improve the way in which they manage the use of this vital resource. To maximize the return on their Internet investment, all company stakeholders need to become considerably more involved in planning and controlling Internet usage.

Proper management of employee Web use requires that all company stakeholders be provided with the best possible information on the Web activity of their Internet users. Specifically, the right information needs to get to the right people in the right format. In addition, an employee Web-use management program designed and put in place to detect illegal activity could considerably reduce your liability.

This Best Practices document presents many reasons to maximize your use of Cyfin with the end result of effective employee Web-use management while getting the right information to the right people. It is critical that a product can clearly identify user clicks by employees, that is, human actions, defining the best possible information. We want to encourage you to use Cyfin proactively to realize its full potential and benefits.

## Benefits of using Cyfin proactively

### Collaboration

- Cyfin encourages collaboration and communication among executives, managers, HR personnel, IT personnel, and other departments to manage employee Web use effectively.
- Executives shape the overall company culture and set the direction on how the Internet will be used to benefit the organization in productivity and profitability. It is up to HR, managers, and IT to make sure their plan is executed given the pitfalls of untrained employees being the weakest link and the lack of understanding on how employees are using the Internet.
- HR can educate senior management on the importance of employee Web-use management, get their input, and keep them apprised of pertinent employee Web behavior.
- With HR, managers can identify training needs for employees on using the Web productively and safely, promoting security awareness.
- IT can share pertinent information with HR and managers when patterns of inappropriate Web use are discovered and also share information on the ever-changing types of attacks trending on the Web and ways to help employees avoid them.
- In cases of Internet misuse or abuse, HR and management can determine the appropriate action to take, and if necessary, managers can conduct follow-up audits on individual employees.

## **Productivity**

- Cyfin helps managers learn about individual employee behavior and observe trends in workforce productivity. Managers can easily obtain their own reports via their Internet browser without IT's help.
- Cyfin allows you to identify positive, desirable Web usage as well as negative trends and unacceptable use. By keeping track of employee Web activity, leaders will get to know their people better, give more effective direction, and motivate their workforce. They will also be able to keep projects on track and boost productivity.
- Cyfin allows you to correct mistakes before they turn into serious problems. It helps ensure that your employees are visiting acceptable Web sites.

## **Legal Liability**

- Cyfin complements your filtering solution ensuring you are getting full coverage. To find out whether you have inappropriate URLs that are not being blocked by your filtering solution, use Cyfin to check on the Web activity of those URLs.
- Cyfin helps managers curtail abusive surfing in the workplace that can lead to serious legal liability issues. It highlights workers who visit pornography and other highly objectionable sites, identifying these sites and measuring the time spent on the abusive activity.
- By monitoring compliance, Cyfin can be used to support and enforce the organization's Acceptable Use Policy (AUP) on a continuous basis, not only when an incident occurs.
- Cyfin facilitates your compliance with government and industry regulations such as CIPA and HIPAA.

## **Training**

- Management can use the information from Cyfin to counsel their employees. The goal is to ensure that Web access is used only for productive purposes that support the company's objectives.
- Based on Web activity, training and retraining on the proper use of network resources can be identified as the desired solution, beneficial, performance related, a return of value, or critical for compliance.
- With HR accumulating data and feedback from managers and IT, they can build the right types of training programs for all employees, such as broader-based training sessions covering the proper use of the Internet.

## **Network Security and Performance**

- Cyfin can flag anomalies that may indicate insider threats from internal employees who are being tricked into doing the wrong things, such as clicking links that lead to malicious sites, or carrying out intentional malicious actions.
- Cyfin aids in analyzing patterns of human behavior to detect inappropriate or excessive Internet use, address employee behavioral issues, and discover events that could lead to a data breach.
- IT personnel can use the information from Cyfin to analyze bandwidth consumption patterns. Their findings can be used for purposes of adjusting priorities, allocating resources, adding capacity, and so on.

## Summary

Collaboration among company stakeholders and a well-informed management team are two significant contributions that Cyfin can make to your business. The benefits an organization gains as a result of collaboration and communication among executives, managers, HR, and IT personnel to keep on top of the latest hacker exploits, address inappropriate employee Web use, educate employees on safe Internet usage, and more are of tremendous value.

Used proactively, Cyfin is a cost-savings tool that helps all kinds of organizations to reduce labor, legal, and bandwidth costs as well as costs related to data breaches and compromised computers due to human error or malicious acts. According to federal sentencing guidelines, if your company is accused of wrongdoing, having internal programs to detect and prevent illegal acts can significantly reduce fines. Without a program in place, fines and penalties can increase exponentially.

Maximize your use of Cyfin with the end result of effective employee Web-use visibility and management and realize its full potential in every aspect of your business.

## About Wavecrest Computing

Since 1996, Wavecrest Computing has provided business and government clients with reliable, accurate employee Web-access security, monitoring, and analytics solutions. IT specialists, HR professionals, and business managers trust Wavecrest's Cyfin and CyBlock products to manage employee Internet usage with today's distributed workforce in mind—monitoring VPN use, following roaming and remote users, managing and monitoring Web usage for hybrid work environments, comprehensive reporting on Microsoft 365 use, and more. Focused on our customer's needs—reducing liability risks, improving productivity, managing cloud services, saving bandwidth, and controlling costs.

Wavecrest has clients worldwide, including Canadian National Railway, Johns Hopkins, Goodyear, USPS Office of Inspector General, Chevron, Health Choice Network, and a growing list of enterprises and government agencies. For more information on our company, products, and partners, visit [www.wavecrest.net](http://www.wavecrest.net).



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