



1. **What is Sophos?**
 - a. Sophos is encryption software that allows LVHN to encrypt the hard drive and/or all files being copied out to a USB storage device like a thumb drive
2. **What is encryption?**
 - a. Encryption is a process which is applied to data that alters it to make it humanly unreadable except by a device that has the secure solution to decode the encryption.
3. **Where is the Sophos Client being installed?**
 - a. The Sophos Client is being installed on all LVHN domain PCs
4. **Why is the Sophos Client being installed on my PC?**
 - a. LVHN is encrypting laptop hard drives and files being copied to USB storage devices to comply with HITECH Breach Notification Guidance and RFI (74 FR 19006). In the event of a data breach, i.e a stolen laptop or lost thumb drive, LVHN is not held liable.
 - b. The law states "Protected health information (PHI) is rendered unusable, unreadable, or indecipherable to unauthorized individuals only if one or more of the following applies:
 - i. (a) Electronic PHI has been encrypted as specified in the HIPAA Security Rule by "the use of an algorithmic process to transform data into a form in which there is a low probability of assigning meaning without use of a confidential process or key" and such confidential process or key that might enable decryption has not been breached
5. **What is the duration of the installation?**
 - a. The installation will last approximately 15 minutes.
6. **Is a reboot required?**
 - a. Yes, once the installation is complete a reboot must take place.
7. **Will my PC be usable during the installation?**
 - a. Yes, the PC will be usable during the installation but will require a reboot once complete.
8. **How will the USB Lockdown work?**
 - a. The policy will work as follows:
 - i. All USB Storage devices will be allowed (thumb drives, external hard drives, etc)
 - ii. All existing data on a USB storage device can be read
 - iii. Once any existing data on a USB storage device is modified it will be encrypted
 - iv. Any data copied from an LVH domain PC to a USB storage device will be encrypted

9. **What if I need to take a presentation outside of LVHN? Will I be able to use my thumb drive?**

- a. All files transferred from an LVHN device to any USB will still be readable when plugged into any LVHN device. If you have an LVHN device to take with you, you can certainly still access the files., or you can borrow a device from us
- b. If you don't have an LVHN device to take with you, you can send the file to our LVHN Secure File Transfer system. It acts very similar to email or products such as DropBox, and can send files up to 2GB in size. This ensures even the largest of presentations can be sent. You can send the file at any time, and access it before the presentation begins on any device. Directions for this system can be found [here](#)
- c. There will be times when the above processes won't accommodate your needs. In this case I/S can place an executable on the USB device which prevents the data being accessed unless opened with a password, which I/S will supply.

10. **Can I still plug in my personal thumb drive or device?**

- a. Yes, the Sophos client will not block any device from being plugged into an LVH domain PC
- b. CAUTION: Any data written onto a personal device will be encrypted
 - i. **USB Keyboards/Mouse** – Devices will work without issue.
 - ii. **iPhones/iPads** – Devices will still charge. However, files written to that device will be encrypted and may render the device unusable.
 - iii. **Cell Phones** – Devices will charge. However, files written to that device will be encrypted and may render the device unusable.
 - iv. **GPS Devices** – Files written to that device will be encrypted and may render the device unusable.
 - v. **MP3 players/Audio Devices** - Files written to that device will be encrypted and may render the device unusable.
- c. If there are any questions or concerns in regards to personal devices being connected to the LVHN network please contact IS Security at IS_SecAdministration@lvh.com or your department's IS analyst prior to connecting the device.

11. **How will I know if a file is encrypted?**

- a. On an LVH domain PC with the Sophos client installed all data written to a USB storage device will be encrypted
- b. If a file is encrypted you will see a small green key on the file when you view it through Windows Explorer
- c. If a file is not encrypted you will see a small grey key on the file when you view it through Windows Explorer