

# RSA<sup>®</sup>Conference2017

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POWER OF  
OPPORTUNITY

## Voice Privacy in the Enterprise: Are You Listening?

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@voiceprivacy

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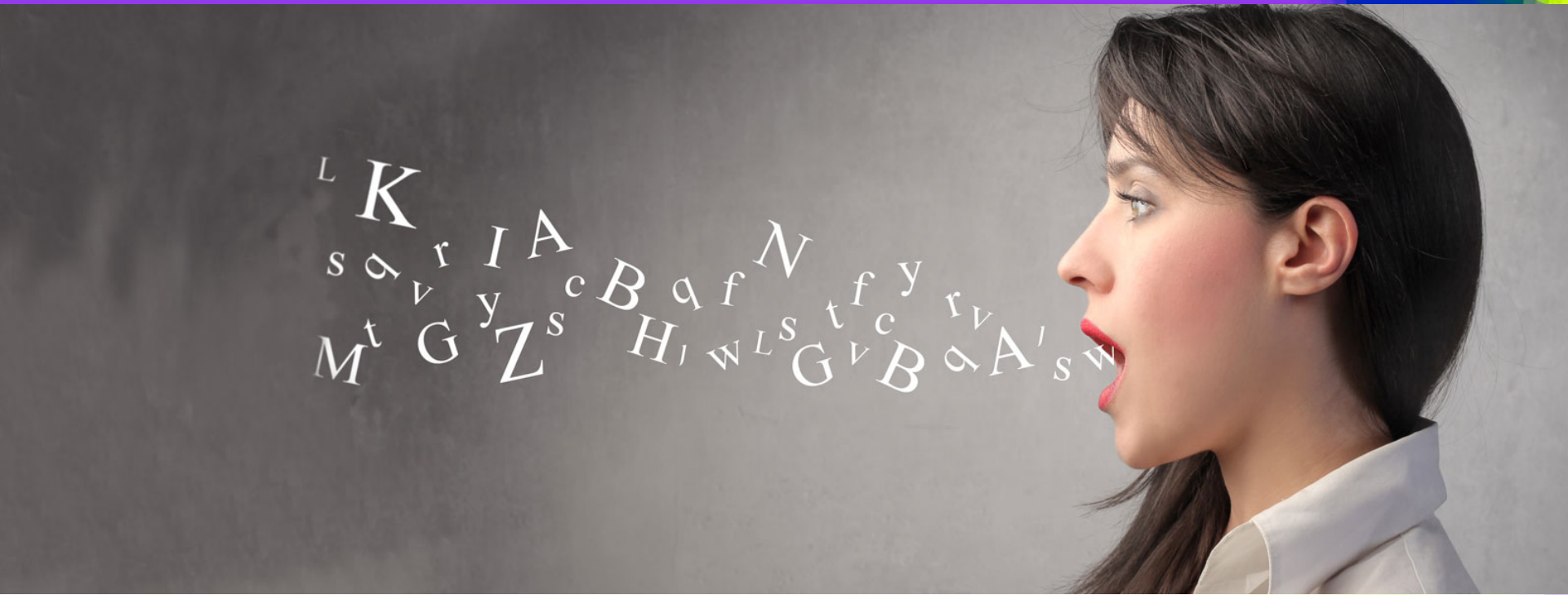
**Roland Cloutier**

SVP, CSO  
ADP

# Agenda

- Quick Primer
- Panel & Discussion
- Key Takeaways

# From the Keyboard to Our Voices



# Factoids

- Voice enabled technology is a subset of IoT
- 3 kinds of voice enabled tech – manually activated, speech activated, always on<sup>1</sup>
- According to Google, 20% of mobile searches are voice-activated
- Gartner estimates in 2016 there were 6.4 billion connected *devices*
- By comparison, in 2008 there were 1.6 billion connected *users* and *devices* outnumbered people for the first time that year

# The Future Is Already Here



# The Future Ages Quickly

- IoT may be growing faster than we can defend it
- 43% of businesses projected to adopt IoT in 2016<sup>1</sup>
- 451 Research says 71% of enterprises are capturing IoT data, but security & ROI concerns remain high<sup>2</sup>



<sup>1</sup>Gartner <http://www.businesswire.com/news/home/20160303005220/en/Gartner-Survey-Shows-43-Percent-Organizations-Plan>

<sup>2</sup> [https://451research.com/images/Marketing/press\\_releases/VotE-IoT-Q2-Org-Dynamics-PR\\_FINAL.pdf](https://451research.com/images/Marketing/press_releases/VotE-IoT-Q2-Org-Dynamics-PR_FINAL.pdf)

# Panel Discussion

- Are voice enabled IoT devices necessary in the workplace?
- Can enterprises enforce a distinction between essential & non-essential voice enabled devices?
- What security & privacy debt does voice enabled IoT bring? Amazon Echo subpoena
- Is there a business opportunity for voice enabled IoT? How do we get beyond the hype?

04CR-16-370-2

**SEARCH WARRANT RETURN**

**IN THE CIRCUIT COURT OF BENTON COUNTY, ARKANSAS**


I received the attached Search Warrant originally on the 4<sup>th</sup> day of December, 2015, and also obtained a Search Warrant Extension on January 29<sup>th</sup>, 2016, and have executed it as follows:

On the 4<sup>th</sup> day of December, I served a copy of the original search warrant on Amazon and then served the Search Warrant Extension on January 29<sup>th</sup>, 2016 due to Amazon not complying with our search warrant in its entirety. Amazon eventually complied with the search warrants on February 8<sup>th</sup>, 2016, but only supplied a portion of what was requested in both search warrants.


The following is an inventory of the property taken pursuant to the warrant:

**Account Holder Information for James Bates and Purchase History**

I swear that this inventory is a true and detailed account of all the property taken by me on the Search Warrant.

 513  
Det. Corporal Josh Woodhams  
Bentonville Police Department

Subscribed and sworn to and returned before me this 18<sup>th</sup> day of April, 2016

  
HONORABLE JUDGE  
Brad Harris

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CLERK, BENTON  
BENTON COUNTY, AR

04SN-16-162

# Key Takeaways

- Don't forget the *old* security & privacy best practices such as
  - Encrypt sensitive data including voice data
  - Don't collect more than you need on customers and employees
  - Update firmware & software, and understand the cost of complexity
  - Scrutinize & change default settings
  - Data replay attacks have moved on to voice
- The pace of change demands better team collaboration
  - Security, privacy, IT ops, technology risk and legal
  - Board level awareness and then their support
  - Shared business goals



# Key Takeaways

- Some find opportunity where there are problems – avoiding histrionics on your way to ROI
  - Know the difference between a fire drill and a real fire (e.g., voice to text translation & voice as a biometric)
  - Explore workplace efficiencies of voice vs. keyboard
  - Voice authentication & voice analysis might offer greater security & privacy in verticals such as banking and healthcare

# Apply

- Go to the Voice Privacy Alliance website to learn more [www.ewf-usa.com/voiceprivacy](http://www.ewf-usa.com/voiceprivacy)
- Practitioners – understand and inventory voice enabled devices & make a plan to manage and control what you have
- Developers – Download the developer innovation toolkit available at [www.ewf-usa.com/voiceprivacy](http://www.ewf-usa.com/voiceprivacy)
- Developers & practitioners – know the 3 kinds of voice enabled tech – manually activated, speech activated, always on
- Go back and connect with your business and technology partners; start the conversation and collaboration