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The International Councilor

President's Message

BY Brian D. King, CII, CFE

With the onset of spring on the horizon for the members in this hemisphere, it brings a renewed vigor as we shed our winter doldrums. As I reflect on this, it makes me more aware of the true international nature of this great association where we have members in places like India and Africa who do not feel the effects of the four seasons the same as many of us do in other continents like North America and Europe.



As we move forward in the year, our CII Board will start its electronic mid-term meeting to review various processes for the remainder of this year including the proposed by-law changes that were discussed and approved to move forward with in Boston. We hope to have those changes published and available on the website shortly. I want to thank Laurence Brown in particular for his help with the by-laws.

Finally, I have heard from our Second Vice President, Eddie Sigrist, that plans for the 2012 AGM in South Africa are shaping up fine. I encourage you to register immediately by going to the CII website at www.cii2.org.

Please note that this is being held on a Game Preserve and the registration and combinations can all be done at once through this registration process. Details and tips for travel arrangements are also included in the section pertaining to the 2012 AGM.

Best regards and good wishes from the
Office of the President,
Brian D. King, CII, CFE ☐

Editor's Message >

Starting this month: *Better Know a Member!*
Our membership base is a wealth of information and experience. In our new section, we'll learn more about a CII member, his/her background, skills, and passions. This month, we meet Ruth Hoffmann-Sales (*see page 6*), a distinguished member of our organization, who, along with her late husband Gerd, made incredible contributions to our industry in relation to white collar crime and fraud prevention. If you'd like to nominate a member to feature in our next issue's *Better Know a Member*, just contact us! E-mail editor@cii.2.org ☐

Computing in the Cloud for the Investigator — A Risk vs. Benefit Analysis

BY Lois Colley

Even an optimal information technology platform has pitfalls. In-office servers are subject to Mother Nature's whims, such as power outages, in which we rely on backup batteries and backup servers. A physical server or laptop can always be stolen, or incapacitated by one precariously placed cup of coffee. For some small business owners, the expenditures of maintaining an in-house server and virtual private network by an IT professional can be astronomical, and the time drain encountered by managing these systems can be devastating to your bottom line.

Enter cloud computing. Each time a server crashes, a VPN requires resetting, or a laptop goes rogue, we pause to consider: Couldn't I just send it all to the cloud, and have access from anywhere, and not be subject to the ups and downs of physical information maintenance?

But in our information-sensitive industry, what securities are offered in a technology model with such broad access? Will it actually save money or time? The information will be housed somewhere, but where? These questions and more are essential to the understanding of whether private investigators stand to benefit from advances in cloud technology.

Benefits

Cloud computing can be beneficial at every level. Whether

backing up individual files, whole computer systems, or entire servers with multiple tenants (users), cloud technology can be deployed quickly and easily. Some providers offer free services (i.e., dropbox.com), while others charge a nominal rate, and still others offer plans tailored to businesses. Some cloud service providers are even integrated with applications which allow users to access data from smart-phones.

Cloud computing offers what IT professionals term "Rapid Elasticity," meaning that your storage needs are met instantaneously. In the old data storage model, one may outgrow the storage capabilities of a physical server, and need to purchase the next size up, and subsequently transfer all information. In the cloud model, your storage needs can be increased with the click of a button, often even without need for interaction with any customer service representatives.

Cloud technology offers "Measured Service," meaning that you can obtain information regarding who accessed your data and when. With this information, you can easily monitor, control and access reports of your activities on the cloud. This transparency of activity as viewable by the business owner is an added safeguard for business owners who are unsure about shifting data into the cloud. In addi-

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Read the fine print, and do your due diligence regarding any cloud service provider to determine the financial security of the company, the locations and fire safety of their storage facilities, among other factors.

tion to helping you make sure that all parties accessing your information are authorized to do so, it may reveal to you valuable information about employee loyalties (i.e. that a certain employee was accessing trade secret documents).

Security

In our industry, information protection is paramount. That's why any cost savings you find when transferring data to the cloud needs to be reinvested into the security controls of your cloud environment. Read the fine print, and do your due diligence regarding any cloud service provider to determine the financial security of the company, the locations and fire safety of their storage facilities, among other factors. Also, the degree of encryption is essential to the privatization of your information.

Some providers, such as the EU based TeamDrive, disclose the location of their storage facilities throughout Europe to users, and even allow users to pay extra to choose the specific storage locations of their data. Others providers, such as Carbonite and Mozy, offer less peace of mind regarding the location of their data, with a tendency to use phrases like "your data is secure in servers all over the world." Some of these locations may be less safe than others due to economic and political factors, while some of these locations may allow your data to be legally monitored by government entities, despite what your service agreement with your provider decrees. Although TeamDrive declares that at no point will your files be accessed by anyone in their employ (each document has a key, of which only the document's owner/author is in control), Carbonite's fine print is different: "A limited number of Carbonite employees are able to access backed up files in order to assist with data recovery if needed."

In shifting data to the cloud, be sure that the provider's settings are in alignment with any national or regional protection laws. For instance, in the Asia Pacific region, certain measures are incumbent upon the data

controller in controlling the personal data from loss, misuse or alteration based on the OECD and APEC guidelines (Organization for Economic Cooperation and Development and Asia Pacific Economic Cooperation, respectively). Cloud users in the United States will be subject security measures and data privacy provisions as outlined in the Gramm-Leach-Bliley Act and the HIPPA (Health Insurance Portability and Accountability Act). Users in the U.S. and elsewhere will also need to ascertain information about whether their chosen cloud provider can comply with legal Discovery demands, as well as auditing issues.



Data encryption offerings will vary from provider to provider. The industry standard seems to currently be at 128 bit data encryption, while some providers, such as TeamDrive offering enhanced security at 256 bit data encryption. Some providers automatically disqualify themselves from doing business with information sensitive industries like ours, because they don't offer information outright about their

security, or they provide only a murky overview of their security features. A service provider worthy of your trust will not only clearly outline—but be boastful—of their security measures.

Most importantly, even the highest quality cloud model will have gaps in which the consumer must be responsible for the security of their information. The customer's own firewall and encryption settings, therefore, become a large and looming issue. The computer, software, and internet browsers you choose in which to utilize cloud technology are big factors in the security of your data interactions.

Pricing

The plan structures of cloud computing vary greatly from one provider to another, dependent on what services you need. Some bundle server backup with single user data storage, while some separate these line items. Some offer continuous and automatic backup, while others backup data piece by

Cloud computing *continued from page 3*

piece upon your command. TeamDrive offers automatic unlimited data storage and automatic backup for about \$70/ year per user, while Mozy charges per desktop license (\$3.95 USD /month) plus data charges (\$0.50 USD/ GB). Carbonite offers a flat rate of \$229/ year with an automatic backup of 250 GB. You can get additional storage, plus back up your server, for a total of \$600 USD/ year. Sugarsync offers a plan specifically targeted at small businesses, in which you receive 100 GB storage with three users for \$300 USD/ year, or \$30 USD/ month. While these prices pale in comparison to the maintenance charges associated with having an IT professional manage your in-house physical data storage, again, it is advisable to reinvest any cost savings into enhancing the security of your existing platforms and equipment.

For more information:

An excellent risk versus benefit analysis of cloud computing can be found at the Cloud Security Alliance.

www.cloudsecurityalliance.com

www.box.com

www.carbonite.com

www.dropbox.com

www.mozy.com

www.skydrive.com

www.sugarsync.com

www.TeamDrive.com



Reflections on the February's Indian CII Meeting: A Fine Blend of Culture, Cuisine and Hospitality

BY Alan Marr

Having already spent 25 days in India, Vicki and I arrived at Delhi Sadarjung Rail Station at 6:30 in the morning to be warmly greeted by Pawan and Bunty. We were then driven to their lovely home for a relaxing cup of tea and a rest before joining the CII Regional Meeting in New Delhi.

Our hosts Pawan, Ajit, Sachit and other Indian members packed a lot into the programme. We started off at Geoffrey's in Saket, a bar/ restaurant in a shopping mall. Vicki and I represented the U.K, but we had members from



Nepal, Australia, USA, Philippines, Israel, Singapore, China and Hong Kong. Regular attendees were Ponno Kalastree, Jeff Williams, Jacob Lapid and Aaron Sivan. The food and drink flowed freely under Sachit's watchful eye.



On Saturday morning we had a range of very good speakers giving an international perspective on intellectual crime and Asian crime trends. After lunch we went to Akshardhan, a beautiful Mandir (Temple). The experience was

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A recent study by Kikscore, found that “the fear of being defrauded or being a victim of an online scam has led more than 90% of online consumers not to complete a transaction online.” The study also found “more than 85% of website visitors and people who conduct local searches said they would be more willing to hire service providers who have trust seals on their websites.”





worthy of Disney in Orlando. It was set in 60 acres of lush lawns and gardens. It had only opened in 2005 and we were led into caves depicting 10,000 years of Indian culture where we saw audio animatronics figures presenting the life of Bhagaran Swami Aragon and his philosophy of life. The temple was built in his honour.

The splendour of the temple and surroundings was breathtaking. We moved on to dinner at “Delhi O Delhi” for another taste of India.

On Sunday we visited Qutab Minar, a UNESCO world heritage site. This 238 foot tower, built in 1192 of red and buff sandstone, is a fine example of Indo-Islamic Afghan architecture.



Then under Ajit’s supervision we went on to the “Kingdom of Dreams,” a truly Bollywood setting with regional state restaurants and shops where we had lunch before entering the theatre where we saw a spectacular Bollywood show “Zangoora – The Gypsy Prince.” The show

was outstanding as a musical with song and dance, together with technical wizardry, by very talented and energetic performers. How they managed two shows a day, I do not know.

In the evening we went to “The Great Kebab Factory” for another fine meal – I don’t think I have ever eaten so much meat cooked in different ways.

I suppose my overall impression of our meeting is that it was full of energy (which I needed just to keep up) and a great passion for Indian culture, cuisine and hospitality. Vicki and I would, on behalf of all of the attendees, like to thank Pawan, Sachit, Ajit and our Indian members for a very informative and fun meeting – well done indeed! 📍



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... under Ajit’s supervision we went on to the “Kingdom of Dreams,” a truly Bollywood setting...

Meet Ruth Hoffmann-Sales

Ruth Hoffmann-Sales was born and educated in England. She is the holder of the London University Diploma in Criminology for which she produced a paper on ‘Drink Problems in a Group of Young Offenders’ and was a prize-winning student. She is also trained as a Statement Analyst.

Her studies and interest in human behaviour led her into work in different fields in criminal and deviant behaviour. She spent 20 years in the Prison Service of England and Wales, for which she underwent management training, and she also spent time working in drug addiction and alcoholism.


Ruth began working in the investigation sector in 1985 after her marriage to Gerd H. Hoffmann Senior, founder of Hoffmann Investigations Limited in Amsterdam, The Netherlands. At this time Ruth was living and working in England and Gerd in The Netherlands. Gerd said that he wanted to expand his business but it was not the time to open a branch in the UK. He asked Ruth to move to The Netherlands and to work in his company as this would help him in his expansion ambitions. Ruth said that she would live in the Netherlands but would only work in the company if she could carve out a role for herself and not be there simply because she was “the boss’s wife.” Gerd also promised that, as Ruth would have to spend his working years with him in the Netherlands, after his retirement they would move to her country.

Ruth worked part-time in Gerd’s office. She also worked at home from where, continuing her interest in various aspects of criminology, she was involved in writing and editing for Gerd’s promotional work, his writing and lecturing. In particular she edited a chapter on ‘Fraud Prevention in International Business’ for McMillan’s Handbook of International Trade published in 1988;

produced Gerd’s lecture ‘Internal White Collar Crime’ which he presented at the international seminar staged by the Police Science Society of China in Beijing in 1993; and a lecture he presented on ‘White Collar Crime Within the European Community’ in 1996. The latter involved Ruth in trawling many European Commission sources, most of which were located in Finland. She also accompanied him on, amongst others, a Security Survey and training session for a major international airline, and investigations where her knowledge and English language would be useful to him, although Gerd spoke good English and several other languages and was a renowned expert in his subject.

After Gerd’s retirement they moved to Alderney, one of the smaller British Channel Islands. Ruth set up her own business in Alderney and the company had clients throughout the world. Sadly, Gerd died in February 2006. Ruth continued working until May 2011.

Ruth was for seven years a member of the Board of Governors of the Institute of Professional Investigators (U.K.) which is a professional investigators training institute. On her retirement from the Board she was awarded Life Membership. She was also a member of the Board of Directors of INTELLINET (U.S.A.) until her retirement from business but remains on the Board of Directors (Emeritus); and she remains on the editorial board of the Council of International Investigators (U.S.A).

Ruth has been a regular attendee at meetings and seminars over the years and intends to continue to attend. Ruth explains, “I want to remain in touch with valued colleagues and keep up-to-date. Being retired does not mean isolation and loss of interest. Well, it does not mean isolation and loss of interest for me!” 

Farewell to a Friend: Fond Memories of Zena

BY Ponno Kalastree



Zena, center, with Malcom Thomson and Peterson

It is sad that our profession has lost a prominent investigator in the passing of Zena Scott Archer. Zena was a former member of CII, who was active in the 1980s and 1990s and perhaps many new members may not have had the opportunity to know her. Some of the older members will remember her as a respectable, distinguished and well-groomed investigator who was dynamic and determined to make a difference of our investigations profession.

It was Zena who coaxed me into joining CII, which in turn spurred me on to develop my passion in investigative work. Zena also encouraged me to take on an active role in the CII leadership. Zena believed in recognizing outstanding contributions to our industry, and thus the CII award of the Keith Rogers Memorial plaque came into existence, after she convinced the ABI to present the award to a CII member. Today, annually the Keith Rogers Memorial plaque is presented to a member who has made outstanding contributions to our industry.

Over the years, Zena and I developed a strong friendship. Although we were many miles apart, she always remembered to send greeting cards and small tokens of appreciation. I valued our friendship and trust well beyond the significance of mere business dealings.



The Zena Scott-Archer award

Zena was what some may call “old school” – but she was a true leader admired by all.

Zena was laid to rest on Monday 14th November 2011, at the Lancaster Crematorium in Sedburgh, Cumbria. May her soul rest in peace.

Across the miles from Asia,
Ponno Kalastree ☐

Remembering Zena Scott-Archer

BY Eric Shelmerdine, as published in *ABI News*

Many articles have been written about Zena, Scott-Archer – many expressions of how she was affectionately described, “our own Miss Marples” probably being the most popular; but if we were to try to count how many colleagues are able to re-tell stories of the special experiences they have shared with Zena, then that would be an impossible task. How many have sat around a dinner table, when Zena has kept us spellbound with accounts of her lively and amusing stories and exciting travels. If I were to reproduce all the e-mailed dedications received from all corners of the globe since the sad news spread, they would probably fill the entire pages of this journal. Those of you who have been privileged to have known the charismatic Zena Scott-Archer, I know will never ever forget her.

I have personally penned a couple of articles about Zena for this very Journal. Others have done the same, only last month a dedication to Zena took pride of place

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Remembering Zena Scott-Archer *continued from page 7*

in the new W.A.D. newsletter “WAD Beyond Global” by Richard Jacques Turner. Many of you reading this tribute will therefore already be familiar with the amazing achievements by a lady who lived in what I suppose was, and still is, considered “a man’s world.” Reaching the top in any profession is no mean feat, but for a woman to be elected as President of the Association of British Investigators and of the World Association of Detectives, and the ambassadorial role she played for these organisations is unparalleled.



Zena in the TV series The Crime Squad

Zena’s amazing public life in our profession is therefore well documented, appearing on TV shows, giving many radio interviews, the ABI Zena Scott-Archer Investigator of the Year Award etc. I therefore thought I would try to bring a more personal side of her life to the fore, and for that purpose I asked Zena’s only sister Marion if she would share with us a brief glimpse of the Zena perhaps we didn’t know, but before I did so, I searched out Zena’s ABI file to see if there was any indication at all which may reveal her private life. This only endorsed what Marion told me

later, that Zena kept her business and private life completely separate. However from the file I discovered that Zena applied for membership of the British Detective Association (later to become the Association of British Investigators) on December 4, 1952.

I had to smile when I read Zena’s hand written answers to the following printed questions on the then application form.

Question 5: “Description of Work Undertaken “

Answer: “nothing honest barred”

Question 6: “Districts Covered”

Answer: “anywhere”

I hope the many friends and colleagues of Zena throughout the world will share my own feeling that the poem below befits this very special lady and how she would want us all to remember her. ☺

Marion writes below:

Our parents always commented that from an early age, Zena had an infinite capacity for sleep. As a child our parents would take her to a party, pop her onto the hosts bed where she would instantly fall asleep. At the end of the party our father would carry her down the road, onto a bus, then at the end of the journey pop her into her own bed, having not stirred once.

Later on walking holidays with her husband Dave, if she vanished from view, he knew he would find her curled up behind a gorse bush enjoying a little nap. She had even been known to fall asleep in the dentist’s chair whilst having her teeth drilled.

Her talents included dress making, sketching, painting, cooking, upholstery and embroidery, plus an insatiable passion for cross-words. On one occasion when attending night classes to improve her French, she dressed as a down at heel flower delivery lady in a scruffy raincoat, headscarf and shabby shoes. Entering the classroom she presented the bunch of flowers to the tutor, then sat down amongst the other students, impassively returning their surprised stares. They only recognised her when she laughed, bearing out her opinion that it is the laugh and the walk that gives you away when attempting disguise. There is no doubt about it, “Don’t walk on the grass” never did apply to Zena.

Do not stand by my grave and weep

I am not there, I do not sleep

I am a thousand winds that blow

I am the diamond glints of snow

I am the sun on ripened grain

I am the gentle autumn rain

When you awake in the morning hush

I am the swift uplifting rush

Of quiet birds in circled light

I am the star that shines at night

So do not stand at my grave and cry

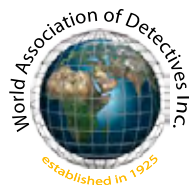
I am not there, I did not die.

(Anon)

Ponno Kalastree Receives World Association of Detectives Award

We are pleased to announce that CII's own Ponno Kalastree was recently named the recipient of WAD's (World Association of Detectives) Neal Holmes, Sr. Memorial Security Professional of the Year Award. According to WAD, "This award honors members in the Security field who have demonstrated excellence, leadership and business acumen in their business and in the security profession."

As former CII President (2001–2002), Kalastree has been the recipient of other significant awards,



including CII's Malcom Thomson Award, CII's International Investigator of the Year, Security Association of Singapore's Merlion Investigator Award, and the Security Association of Singapore's Meritorious Award.

We extend our congratulations to Ponno and our gratitude for continuing to be a leader in our ever-evolving industry. ☐

Just ONE CLUE

In January's issue, we asked you to identify a CII member by his baby photo. Despite several responses, this baby has not been identified! *Better luck next time, detectives!* Responses must be submitted with your own baby photo in order to be accepted. ☐



Regional News > The Regional Spring Meeting in Geneva Switzerland is upcoming May 25 through May 27 2012.

View of Geneva to the south. Mont Salève (in France) dominates the foreground, with the white summit of Mont Blanc just visible behind it and 70 km away to the southeast. To the left of Mont Blanc is the point of Le Môle. (photo: Wikipedia Commons)

Dear colleagues, dear friends,

We are pleased to invite you to join our yearly meeting which, this year, will take place in Vevey, Switzerland. The meeting will start on Friday, 25 May and will finish on Sunday, 27 May 2012 (or later for those of you who would like extend their stay in our beautiful country).

On your arrival at Geneva or Zurich airport, you will find several trains which will take you to Vevey, small town by Lake Lemman, also called "Lake of Geneva" by tourists or Geneva inhabitants. Direct trains from Geneva

airport (Cointrin station) will take you to Vevey in 1 hour (85 km) while from Zurich (250km) the journey lasts 3 hours with a train change in Lausanne.

On Friday, 25th May, we will gather on the market place (Grande Place du Marché) and will have dinner in a nearby restaurant.

For any further information, please contact us by phone or by e-mail:

Pascal Mignot +41 79 616 91 06 (pascal.mignot@bluewin.ch)

Irène Maldini +41 79 948 32 99 (irene.maldini@bluewin.ch) ☐

AGM News › AGM in South Africa

Dear CII Colleagues,

The bookings for our 2012 South African adventure are coming in. Be sure to check the website to see who of your friends and colleagues have signed up. A South African Safari experience will make an unforgettable gift for you, your partner, your family...



We are pleased to announce that we have secured our first speaker for the conference, Ian Thomas. Ian is a sought after speaker in South Africa and has been invited to many countries to tell his inspiring story. He draws on his knowledge of and direct experience with wild animals to provide new insights into owning and managing a business, particularly in difficult times.

Here is some background on Ian:

While working as a guide at Londolozi, a game lodge in South Africa, Ian and his tracker Phineas faced a life threatening situation wherein they were tasked with tracking an extremely aggressive lion on a daily basis. Initially, they were in crisis mode, but then made some crucial decisions that were rapidly implemented.

This changed everything and Ian, Phineas, and the lodge went from strength to strength.

Ian has a business degree and believes that within this story there are many powerful lessons that businesses caught in the current financial crisis could learn and thrive on. His experiences have resulted in a presentation that is content driven, but also contains humor, stunning photographs, threatening growls, and a story telling style that is so physical that he is forced to warm up before he starts.

I am sure that his spellbinding account of life in the bush will inspire many new ideas in us about how we can ensure the success of our businesses in these interesting times, and I expect some good laughs along the way. You can also visit Ian's website at <http://www.ianthomas.net/> to find out more.

In January, we will be filling in more of the detail of the conference, and we will keep you updated on what you can look forward to. In the meantime, if you have any questions about the conference, or South Africa, or you need some advice on planning your trip, please contact me. Jené and I will do our best to assist or forward you to someone else who can help.

Eddy and Jené Sigrist

Aristeed B.V.

Land line: +31 35 603 5363

Mobile: +31 61 4252 166 ☐