

# Welcome to the Columbus Tech-Security Conference

# Network Quality Assurance

## NQA Defined:

A repeatable management process (feedback loop) to align technology resources and use with corporate policies and objectives

- What's the NQA Process
  - Step 1: Define Policy (rules/expectations)
  - Step 2: Deploy Technology (controls/changes)
  - Step 3: Verify (controls effective/policy status)
  - Step 4: Repeat
- Why it is important?
  - Improve overall productivity and reduce costs
  - Demonstrate IT contribution to bottom line
  - Align IT operations with company objectives
  - Information about the information

# What is a network?

A system of interconnected computers

- Create, store and retrieve information
- Everything on the network is communications
- Communications on the network is everything

Ask yourself:

**DOES IT SUPPORT THE BUSINESS?**

**DOES IT ADD TO OR SUBTRACT FROM BOTTOM LINE?**

# What is Network Management?

## Network

System of interconnected  
computers

Communication

Technologies

Performance

Configuration

Scanning/Patching

## Management

Organization

Business Objectives

Policies

Procedures

Practices

***Process of managing a system of  
interconnected computers***

# What is Information Technology?

## Information

Communication of  
knowledge

Business Intelligence

## Technology

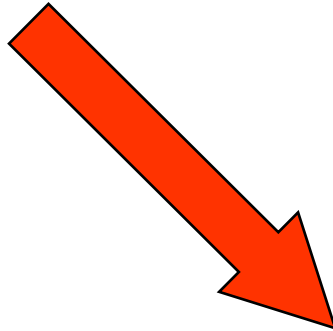
Accomplish tasks with  
technical processes

***Accomplishing task of communicating knowledge using  
technical processes***

# Traditional IT Management Model

## Network

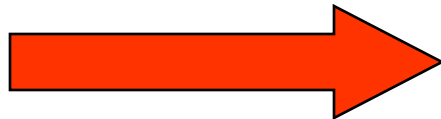
Service levels



## Information

Alarms

Logs



## Management

Policies (if they exist?)

Procedures



## Technology

Configuration

Performance, Uptime

Flaw/Patching



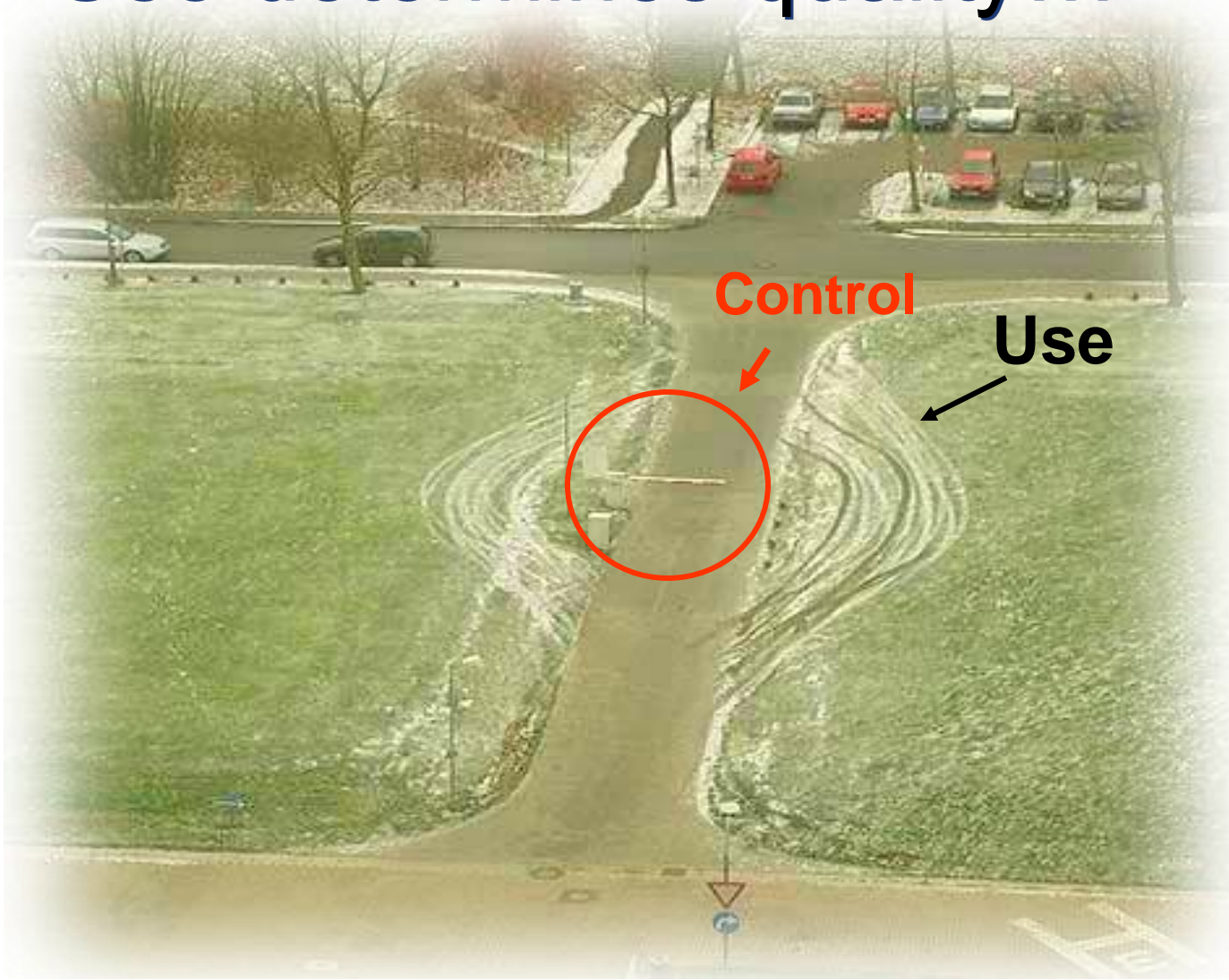
- **Examples:**

- NMS (Network Management System)
- IPS/IDS
- SEIM (Security Event Information Management)
- Anti-Virus
- Managed Services (Real-time alarms)

Threshold events, discrete, technology focused:

- Set and Regret Silos
- Don't deal with HOW technology is used, and don't present in a central, consistent format

# Use determines quality...



# It's all about the Technology Technology Technology

- Information is all about the technology
- Not on business intelligence and communications

# NQA Management Model

**Network**

**Management**



**Information**

**Technology**

Actionable Business  
Intelligence

# Why isn't it working?

## Re-active

- Too busy fighting fires to plan
- No documentation of fixes
- Focus on technology, not on the bottom line
- Inhibitor/Dependent on manual processes

## Pre-Active

- 100% Visibility – IT/Stakeholders
- Better planning
- Improved Communications
- Common data set
- Change Control Process
- Maximize Existing IT Investments
- Automation improves productivity, reduces cost

# We don't have the time to look at this!

How long does it take to:

Review IPS logs?

Review Firewall logs?

Review email system?

Review Web filter logs?

Review Host & Client logs?

Penetration test?

....align IT with business objectives?

30 minutes and one mouse click

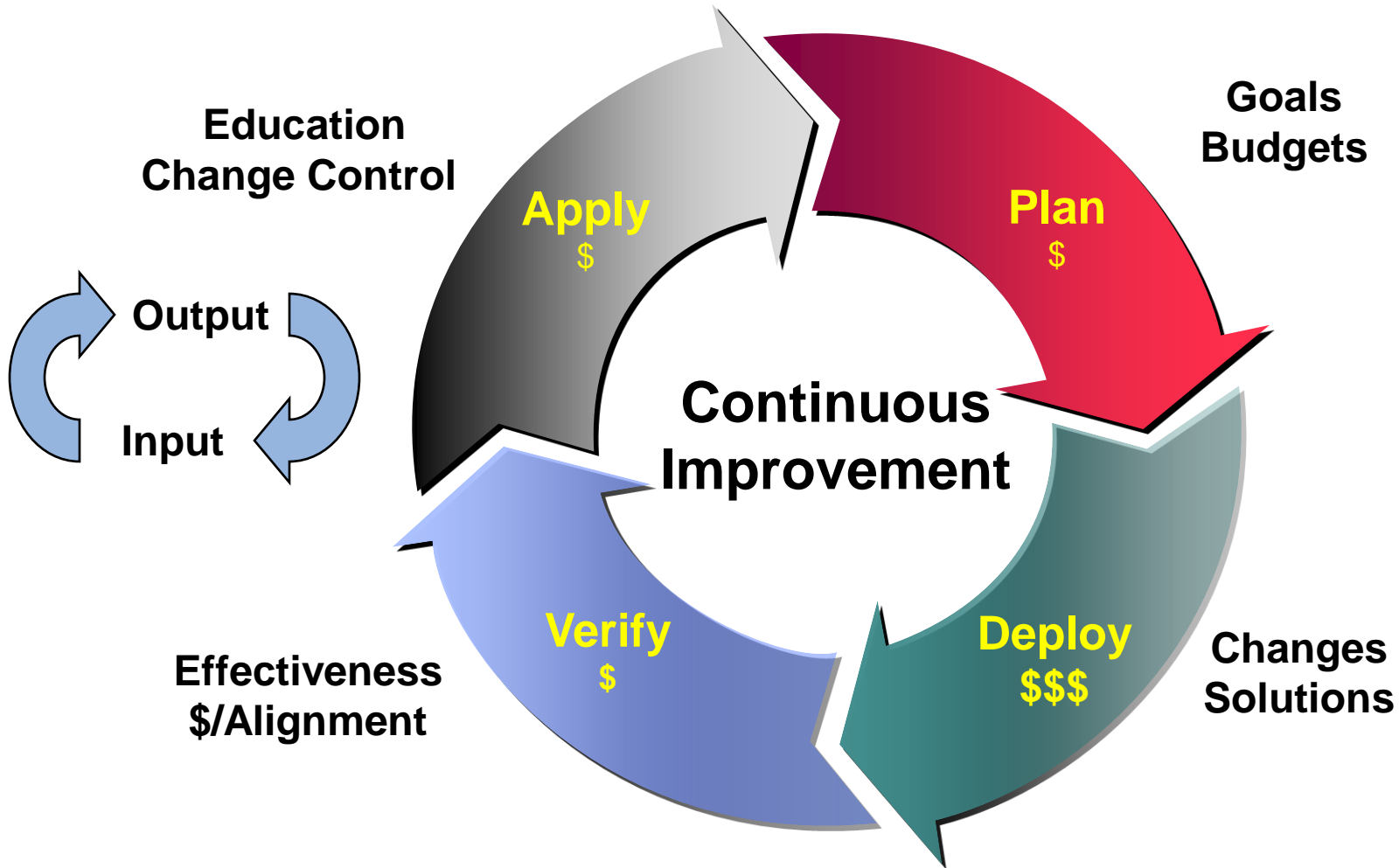
and you become the IT hero!

# Who Benefits

- Everyone
  - Executive Stakeholders
    - » Yes, CEO can manage network!
  - Finance
  - HR
  - IT
  - Compliance/Audit
  - Users
  - Stock Holders`



# Network Quality Assurance Process



# Web Sharing

sendthisfile.com

Corporate Policy: Not allowed (data leakage, bandwidth consumption)

Actual Findings: Blocked file attachments in e-mails are sent using other methods

# Web Use

Corporate Policy: Business use only

Actual Findings: Mostly entertainment related – non-productive use of company resources (streaming radio, face book, my space, blogging, shopping) 85%+ of bandwidth is web use

# Inappropriate Content

Company Policy: No offensive content

Actual Findings: Numerous types of offensive content which create hostile work environment

# File and Software Downloading

Corporate Policy: No unauthorized files

Actual Findings: Large files and  
unauthorized software

# Email

Corporate Policy: SMTP only

Actual Findings: On-line communications  
(POP3, web-based, etc.)

# Windows Updates

Corporate Policy: Change control used to centrally manage windows updates

Actual Findings: Many PCs not using WSUS for their updates

# Congruity Inspector Features

100% Visibility for IT & Executives

Automated Objective SLA Profiles

Improves Operations and Budgeting

Extends Tight/Reduced Budgets

Improves Productivity, Reduce Helpdesk Calls

Effortless Baseline & Compliance Reporting

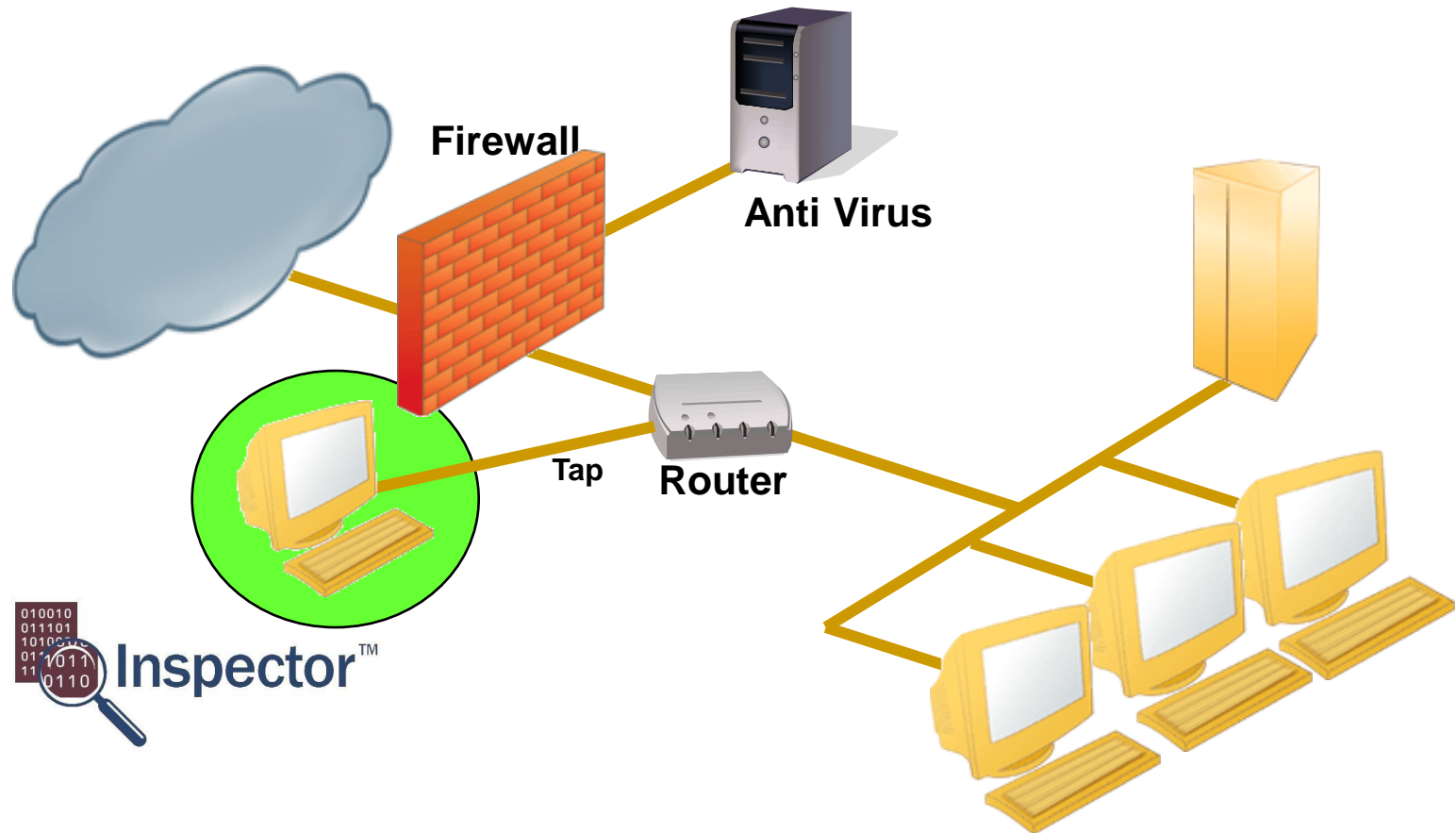
# System and Network Requirements

Single Windows XP, 2000, 2003 or NT PC  
connected to a monitoring port on the Internet  
Gateway switch/router inside firewall

30 minutes to install, configure and begin  
baseline

1 hour at end of 7 day baseline to review data

# Easy, Passive Network Integration



# Console and Reports

# Case Study

Small regional bank attended Data Connectors show in San Diego on August, 27<sup>th</sup>, 2008

Prospect signed up for complementary NQA assessment at that show

Installed Congruity Inspector on Tuesday, September 2nd

By 8:00 AM, Wednesday, September 3<sup>rd</sup>, the prospect realized that 35% of his bandwidth was being consumed by Internet Streaming Radio

More data was uncovered during the 7 days of data collection leading to a purchase of Congruity Inspector for their 250 endpoints on Monday, September 15<sup>th</sup>

Since then, the first week of every month, an NQA Assessment is run for 7 days using Congruity Inspector and any issues exposed during that assessment are dealt with during the remainder of the month

# Summary

Best practices (NIST, ISO, ITIL)

Aligns I/T with business objectives

Repeatable management/reporting process

Most affordable/cost effective on the market

Maximizes I/T resources/improves productivity

Be a hero!

# Congruity Inspector Pricing™

Up to 50 Endpoints	\$1,495
Up to 100 Endpoints	\$1,995
Up to 250 Endpoints	\$2,995
Up to 500 Endpoints	\$3,995
Up to 750 Endpoints	\$4,995
Up to 1000 Endpoints	\$5,995
Up to 2000 Endpoints	\$6,995
Up to 3000 Endpoints	\$7,995
Up to 4000 Endpoints	\$8,995
Up to 5000 Endpoints	\$9,995



## DataConnectors Show Special Offer Number 1

- We will provide a free Network Quality Assessment
- Includes free use of the Congruity Inspector™ solution for a 1 week operational profile (software & license activation key)
  - 1 Gb memory stick with Congruity Inspector evaluation software
  - 30 minutes for Installation & Set-up assistance
  - One hour on-line engineering review of results
  - Customer keeps archive, compliance reports & software
- Interested parties must schedule the install today for next week on their internal network & review findings after the one week data collection to be eligible for the free Network Quality Assurance Assessment
- Up to a \$10,000+ dollar value depending on the number of endpoints

# Endpoint Security Management

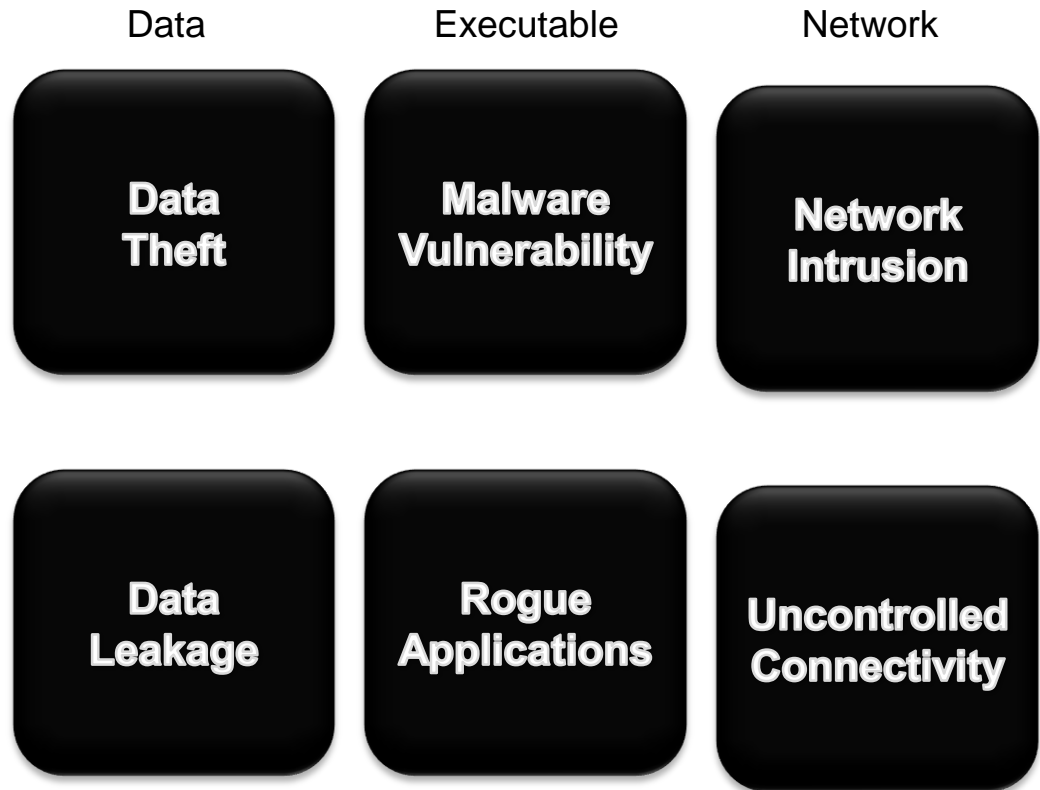


*SkyRecon*<sup>®</sup>  
Intelligent *Client* Security

**STORMSHIELD**<sup>®</sup>  
**SECURITY SUITE**

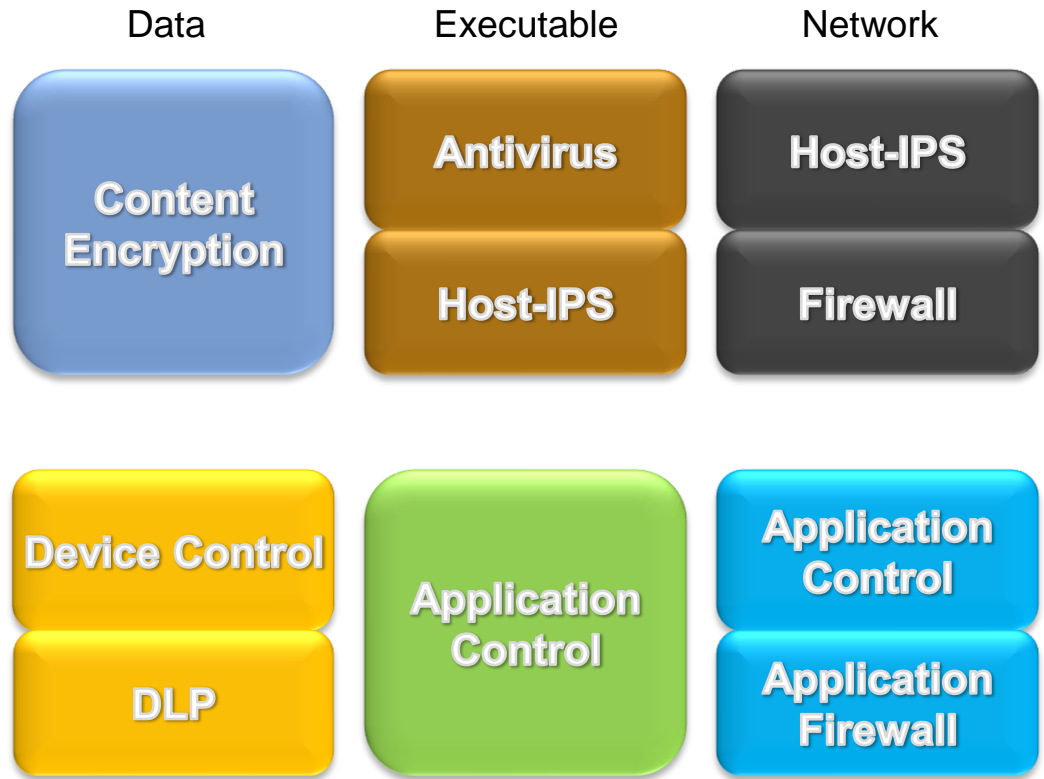
## All-in-one 7Mb Endpoint Agent

# Categorical Endpoint Risks



# Typical Vendor Response

- MULTIPLE AGENTS**  
 deployment & management nightmare, unacceptable resource requirements
- DISJOINTED FEATURES**  
 technologies work in silos, system and data still exposed to threats
- INCOMPLETE POLICIES**  
 difficult to achieve internal policy, let alone prove regulatory compliance



# Key Security Requirements

- Single, lightweight agent
- Protection layers work together
- Dynamic policy enforcement
- Centralized, role-based console

Data



Executable



Network



Enterprise-level reporting

Regulatory/compliance

# SkyRecon StormShield Features



- Host-IPS and Firewall
- Application Control
- Network Access Control
- Wireless Security
- Device Control
- Content Encryption
- Anti-virus Anti-spyware

### System Protection

- Behavioral Security
- Intrusion Prevention
- Stateful Firewall
- Application Control
- Wireless Security

### Data Protection

- Device Control
- File Access Control
- Content Encryption
- Device Encryption
- Keylogging Prevention

### Enforceable Policy

- Integrated Management
- Dynamic Policies
- NAC Policies
- Monitoring & Reporting
- Compliance Auditing

# SkyRecon StormShield Benefits



## Business Operations

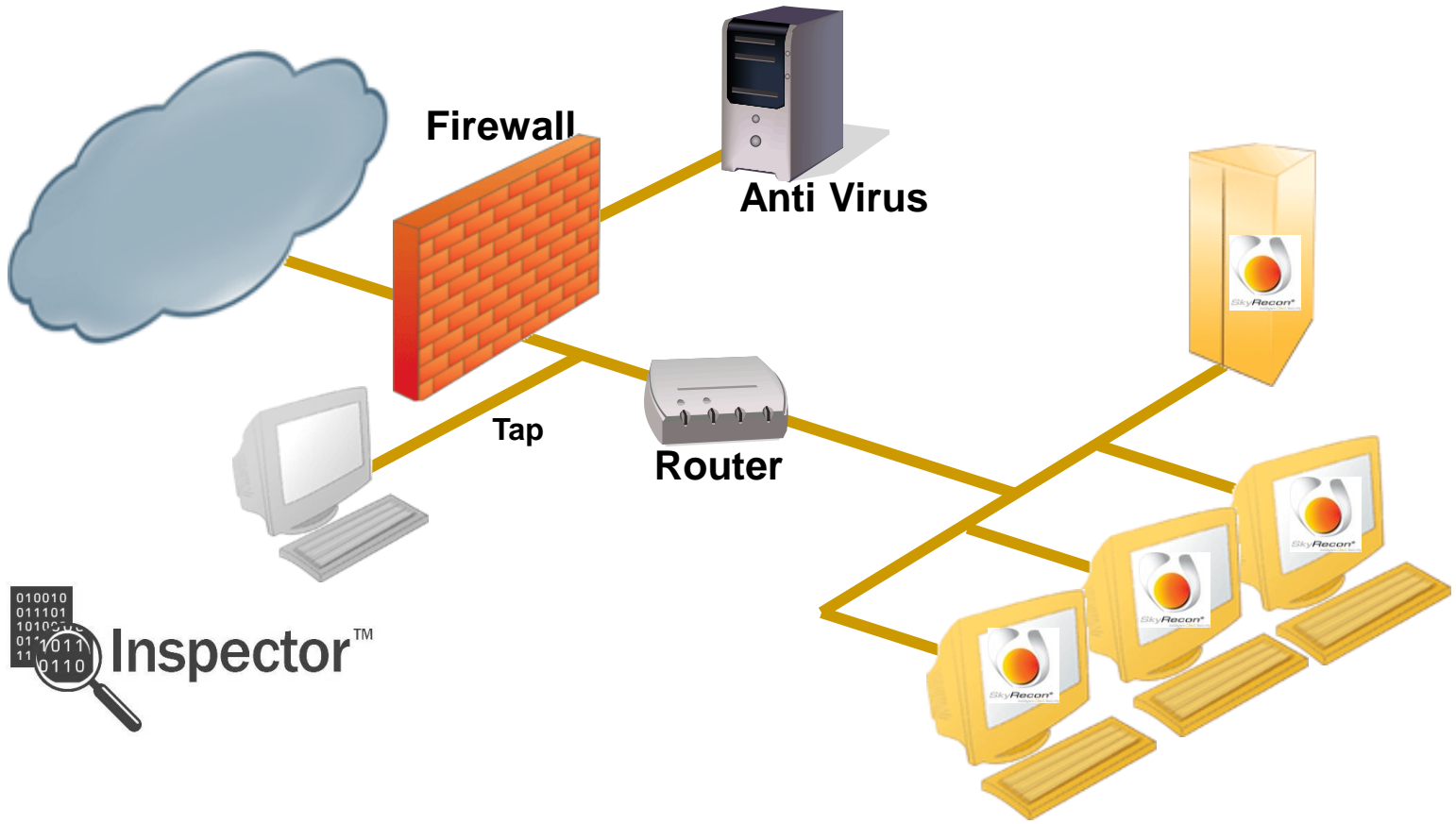
- 24 x 7 availability
- Asset protection
- Regulatory requirements
- Enables new applications
- Brand protection

## IT Operations

- Eliminate panic-patching
- Single endpoint solution: vendor, product, support
- Integration with IT infrastructure (NMS, AD/GPO, SSL/VPN)

## Security Operations

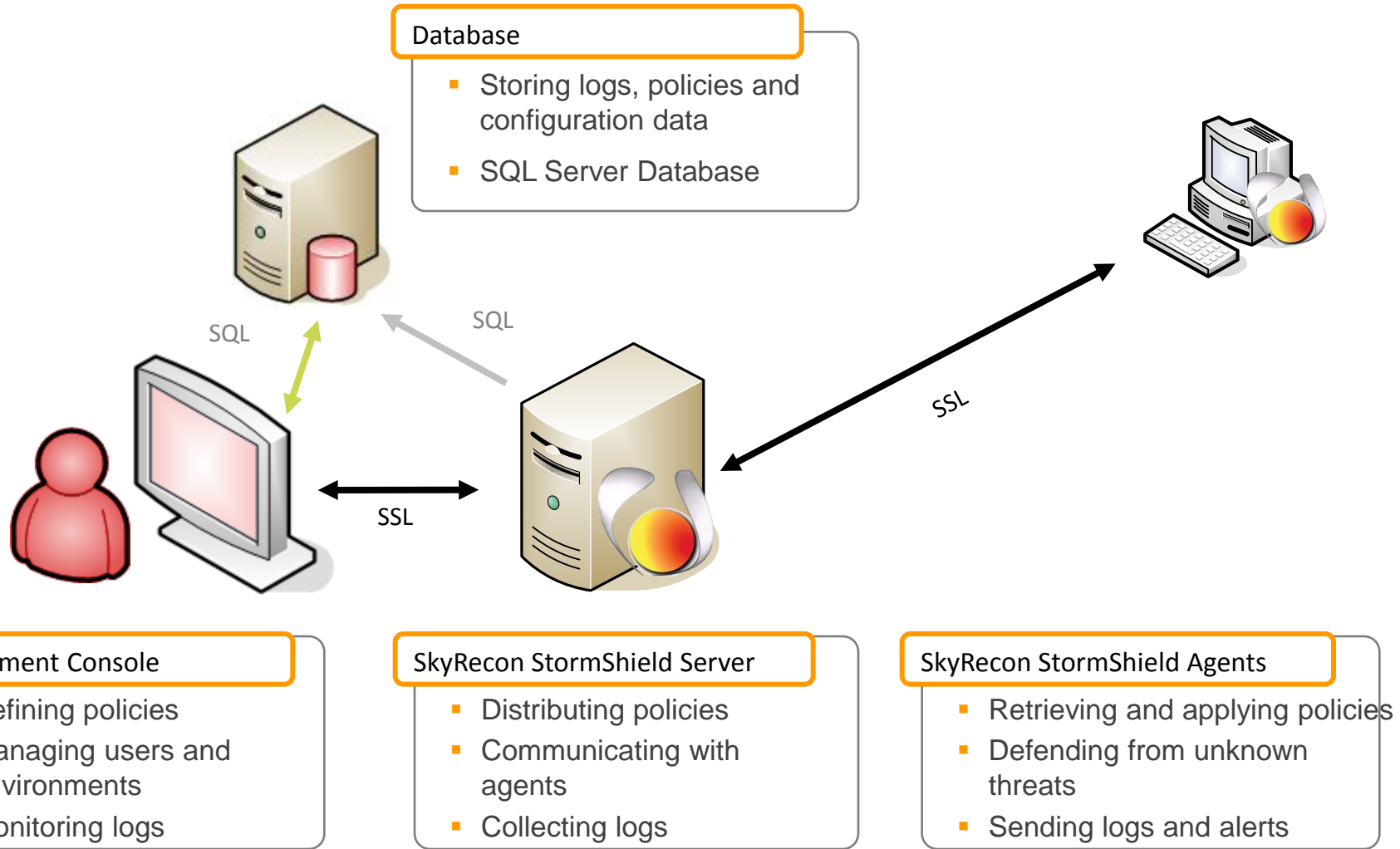
- Integrated system and data protection
- Centralized management, auditing, reporting
- SIEM integration



# STORMSHIELD<sup>®</sup>

SECURITY SUITE

# SkyRecon StormShield Components



## **STORMSHIELD**<sup>®</sup> SECURITY SUITE

### DataConnectors Show Special NQA Offer Number 2

- We will provide a free 30 day evaluation of SkyRecon StormShield
- Includes free use of StormShield in your evaluation or production environment for up to 30 days
- This offer includes:
  - 1 Gb Memory Stick with SkyRecon StormShield evaluation software
  - Remote Installation & Set-up assistance
  - One hour of on-line engineering review of results
  - Interested parties must schedule the install today

For more information on



or



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