



# Commonwealth Information Security Officers Advisory Group (ISOAG) Meeting

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December 9, 2009

# December





# ISOAG December 2009 Agenda

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|------|--|---------------------|
| I.   | Welcome & Opening Remarks                            | John Green, VITA    |
| II.  | Defense Criminal Investigative Service Cyber Program | John Simbulan, DCIS |
| III. | Metadata: How to Leak Data Without Even Trying       | Ed Miller, DOA      |
| IV.  | Enterprise Server Lifecycle Process                  | Eric Taylor, NG     |
| V.   | Partnership Update                                   | Don Kendrick, VITA  |
| VI.  | Upcoming Events and Other Business                   | John Green, VITA    |



# Introducing

## Program Security Officer

Craig Drain

Northrop Grumman

[Craig.Drain@ngc.com](mailto:Craig.Drain@ngc.com)



# Defense Criminal Investigative Service

Guest Speaker

John Simbulan, SA  
OIG DoD, DCIS





- All Slides Intentionally Omitted

# Metadata: How to Leak Data Without Even Trying

*Ed Miller*

*Virginia Department of Accounts*



Virginia Department of Accounts

Financial Accountability. Reporting Excellence.

## Chronology of Data Breaches

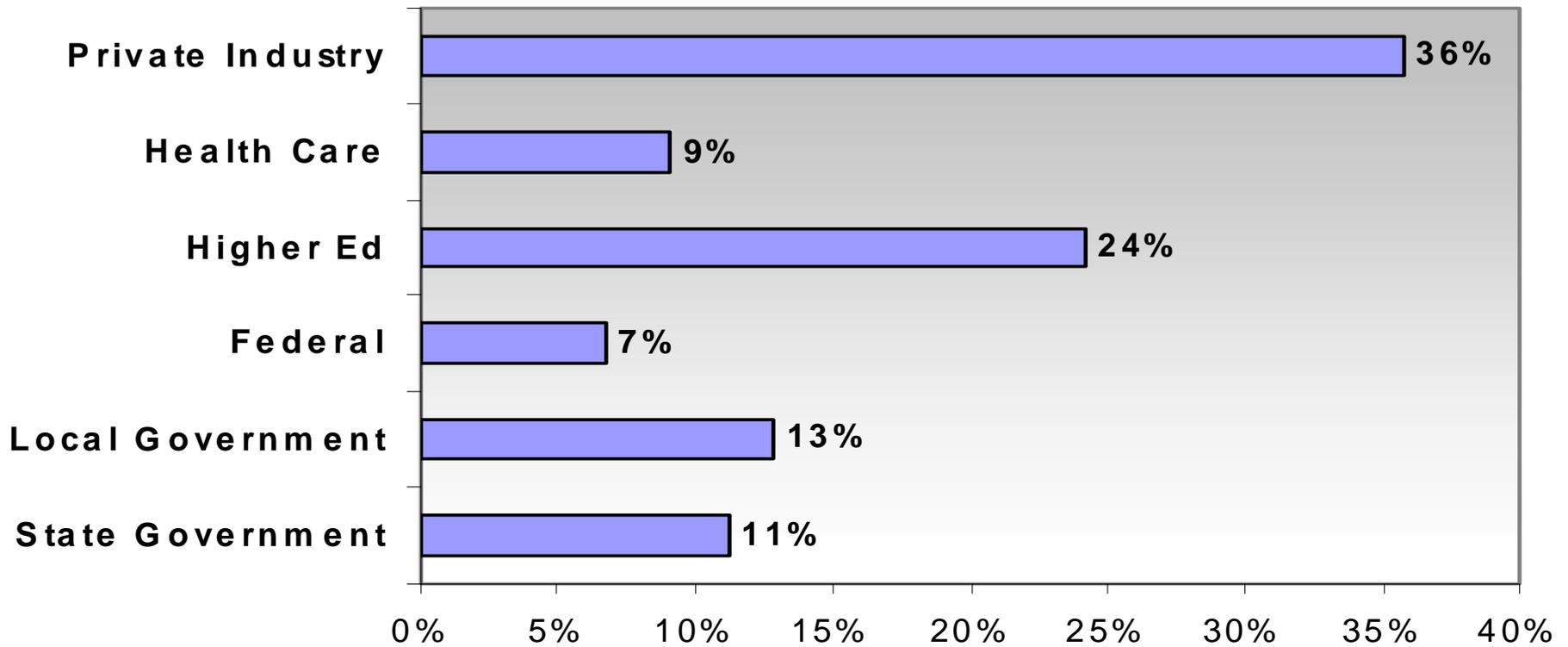
Go to Breaches for 2005, 2006, 2007, 2008 or 2009

[www.privacyrights.org](http://www.privacyrights.org)

DATE MADE PUBLIC	NAME(Location)	TYPE OF BREACH	NUMBER OF RECORDS
<b>2005</b>			
Jan. 10, 2005	George Mason University (Fairfax, VA)	Names, photos, and Social Security numbers of 32,000 students and staff were compromised because of a hacker attack on the university's main ID server.	32,000
Jan. 18, 2005	Univ. of CA, San Diego (San Diego, CA)	A hacker breached the security of two University computers that stored the Social Security numbers and names of students and alumni of UCSD Extension.	3,500
Jan. 22, 2005	University of Northern Colorado (Greeley, CO)	A hard drive was apparently stolen. It contained information on current and former University employees and their beneficiaries -- name, date of birth, SSN, address, bank account and routing number..	30,000
Feb. 12, 2005	Science Applications International Corp. (SAIC) (San Diego, CA)	On Jan. 25 thieves broke into a SAIC facility and stole computers containing names, SSNs, and other personal information of past and	45,000 employees

# Industry Analysis

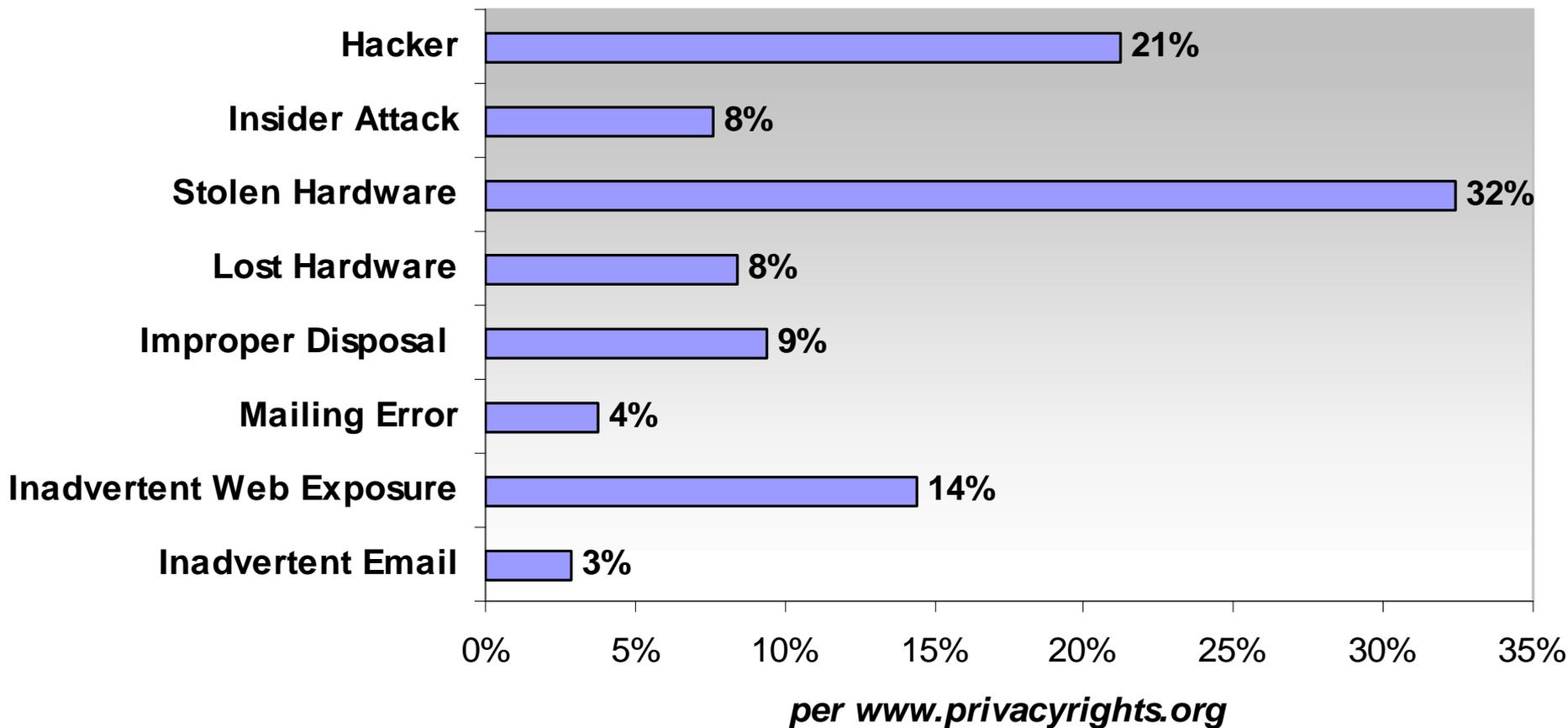
**# of Reported Data Breaches  
by Industry 2005-2009**



*per [www.privacyrights.org](http://www.privacyrights.org)*

# Types of Data Breaches

**Reported Data Breaches by Type 2005-2009**



# Inadvertent EMAIL Leaks

<p><b>January 2009</b></p>	<p><b>Missouri State University</b></p>	<p><b>Personal information, including Social Security numbers for 565 foreign students at MSU was leaked when a university office sent an e-mail message soliciting their help with language tutoring. The email message had a spreadsheet attachment that contained names and Social Security numbers for international students.</b></p>
<p><b>March 2008</b></p>	<p><b>Binghamton University</b></p>	<p><b>A university employee mistakenly sent an e-mail attachment containing the names, grade point averages and Social Security numbers accounting students to another group of School of Management students.</b></p>
<p><b>Oct 2009</b></p>	<p><b>Baptist Hospital East</b></p>	<p><b>This Kentucky hospital accidentally released employee social security numbers. 350 names of hospital employees appear on a list that was circulated in an e-mail and so did their Social Security numbers.</b></p>



## Inadvertent EMAIL Leaks

<p><b>August 2009</b></p>	<p><b>National Finance Center</b></p>	<p>An employee with the National Finance Center mistakenly sent an Excel spreadsheet containing employees' personal information to a co-worker via e-mail in an unencrypted form. The names and Social Security numbers of at least 27,000 Commerce Department employees were exposed.</p>
<p><b>Sept 2008</b></p>	<p><b>Blue Cross Blue Shield</b></p>	<p>A document containing personal data was accidentally attached to a general e-mail being sent out to brokers notifying them of a software upgrade. Information such as Social Security numbers, phone numbers and addresses were exposed.</p>
<p><b>June 2008</b></p>	<p><b>California Dept of Consumer Affairs</b></p>	<p>A Microsoft Word document was emailed outside of the department. The document contained the names, salaries, SSN and titles of 5000 people.</p>

# Inadvertent EMAIL Leaks

<p><b>December 2008</b></p>	<p><b>New Hampshire Dept. of Health and Human Services</b></p>	<p><b>NH Health and Human Services mistakenly released the Social Security numbers and other personal information of Medicare Part D recipients. The information was mistakenly attached to a e-mail to health care organizations including nursing homes.</b></p>
<p><b>December 2007</b></p>	<p><b>Cameron County</b></p>	<p><b>An employee released an e-mail with an attached list of all county officials and employees. It reportedly contained names, Social Security numbers, and salaries.</b></p>
<p><b>July 2009</b></p>	<p><b>Hampton Redevelopment and Housing Authority</b></p>	<p><b>The Social Security numbers and other personal information of nearly 900 people who were banned from public housing in Hampton were accidentally given to a resident who requested the information. A housing authority employee attached a spreadsheet but forgot to exclude the personal information.</b></p>

# Inadvertent EMAIL Leaks

<p><b>October 2006</b></p>	<p><b>Republican National Committee</b></p>	<p><b>The Republican National Committee (RNC) inadvertently emailed a list of donors' names, SSNs and races to a New York Sun reporter.</b></p>
<p><b>September 2008</b></p>	<p><b>Ivy Tech Community College</b></p>	<p><b>An employee of the college sent a file that consisted of students enrolled in the spring 2008 semester for distance education courses. The employee intended to send the file to a single employee of the college. Instead, the email was accidentally sent to a list of all Indianapolis region employees.</b></p>
<p><b>May 2008</b></p>	<p><b>Princeton Tower Club</b></p>	<p><b>Tower Club is taking steps to protect 103 of its alumni after a spreadsheet listing their names and Social Security numbers was e-mailed to current club members. The document was attached to an apparently unrelated e-mail that informed current members about a club event.</b></p>

# Inadvertent WEBSITE Leaks

<p><b>July 2008</b></p>	<p><b>Ohio University</b></p>	<p>A clerical error led to the online posting of the names and Social Security numbers of people who spoke at Ohio University's Centers for Osteopathic Research and Education. A spreadsheet that contained the information was discovered when a nurse found the information last week while conducting online research. In addition to names and Social Security numbers, the spreadsheet included contact numbers, addresses, their speaking topics and federal employer identification numbers.</p>
<p><b>December 2008</b></p>	<p><b>Cal Poly Pomona</b></p>	<p>A student accessed an Excel file containing his personal information and others while on the Internet. The information includes names, addresses, phone numbers and Social Security numbers.</p>
<p><b>June 2008</b></p>	<p><b>Govt Accounting Office (GAO)</b></p>	<p>Data from audit reports on Defense Department travel vouchers were inadvertently posted online and included some service members' names, Social Security numbers and addresses.</p>

# Inadvertent WEBSITE Leaks

<p><b>November 2008</b></p>	<p><b>Sinclair Community College</b></p>	<p>The names and Social Security numbers of almost 1,000 employees were inadvertently left open to public view on the Internet for about a year. A spreadsheet with information on people who worked at the school in 2000 and 2001 was placed in a computer folder by an employee. The employee didn't realize the folder could be viewed on the Internet.</p>
<p><b>November 2007</b></p>	<p><b>Montana State University</b></p>	<p>An Excel spreadsheet with the names and Social Security numbers of 42 people, most of them hired in the summer of 2006, was publicly accessible on MSU's Web site for an undetermined period of time.</p>
<p><b>March 2005</b></p>	<p><b>Kaiser Permanent</b></p>	<p>Kaiser Permanente included private patient information on systems diagrams posted on the Web.</p>

# Inadvertent WEBSITE Leaks

<p><b>June 2007</b></p>	<p><b>American Airlines</b></p>	<p><b>Personal information including Social Security numbers of pilots and other employees at American Airlines, including the chief executive, was exposed on a company Web site.</b></p>
<p><b>February 2006</b></p>	<p><b>Honeywell</b></p>	<p><b>Exposed online. Personal information of current and former employees including Social Security numbers and bank account information posted on an Internet Web site.</b></p>
<p><b>March 2009</b></p>	<p><b>Comcast</b></p>	<p><b>A list of over 8,000 Comcast user name and passwords were available to the public via Scribd for two months. Scribd is an online file sharing site. It is believed that a Comcast employee needed to share information with another Comcast employee at another office location and used Scribd as the mechanism to share the file. The employee subsequently forgot to remove the file after it was used.</b></p>

# Inadvertent WEBSITE Leaks

<p><b>January 2007</b></p>	<p><b>Indiana Department of Transportation</b></p>	<p>The names and SSNs of INDOT employees were inadvertently posted on an internal network computer drive sometime between Sept. 6 and Dec. 4, 2006.</p>
<p><b>May 2007</b></p>	<p><b>Indiana Department of Administration</b></p>	<p>An employee uploaded a list of certified women and minority business enterprises to the department's Web site and inadvertently included their tax identification numbers, which for some businesses and sole proprietorships is the owner's Social Security number.</p>
<p><b>June 2007</b></p>	<p><b>Lynchburg, Va</b></p>	<p>Personal information of Lynchburg city employees and retirees was accidentally posted on the city's website. Included in that information were employees' prescription medications.</p>

# Inadvertent WEBSITE Leaks

<p><b>October 2006</b></p>	<p><b>Cumberland County, PA</b></p>	<p><b>Cumberland County (PA) officials removed salary board meeting minutes from their Web site because they contained the SSNs of 1,200 county employees. The information was included in minutes from meetings.</b></p>
<p><b>Feb 2007</b></p>	<p><b>Clarksville-Montgomery County middle and high schools</b></p>	<p><b>Staff and faculty Social Security numbers were used as the file names of JPEG photos that were taken for yearbook pictures and placed on school system's Web site.</b></p>
<p><b>Feb 2007</b></p>	<p><b>Connecticut Office of the Comptroller</b></p>	<p><b>Personal information of state employees including names and Social Security numbers was inadvertently posted on the Internet in a spreadsheet of vendors used by the state.</b></p>



- **QUESTION:**

**Not that its wrong, but do any Virginia agencies have WORD or EXCEL documents posted on their websites?**

- **ANSWER:**

**Oh yes**



site:\*.virginia.gov filetype:doc

Search

Advanced Search

Web Show options...

Results 1 - 10 of about 15,100 from \*.virginia.gov for filetype:doc.

State Application 7.0 Format

File Format: Microsoft Word - View as HTML
DHRM Form 10-012 (Rev. 9/03). Please print in ink (preferably black) or use typewriter.
Number of attachments. Position number. Commonwealth of Virginia ...
jobs.virginia.gov/state6.doc - Similar
by AEO Employer - Related articles - All 4771 versions

Request For Information

File Format: Microsoft Word - View as HTML
Request For Information. "RFI". Date: August 12, 2008. Title: VA STAR: Virginia Student
Training and Refurbishment Program. Issuing/Using Entity: Department ...
www.technology.virginia.gov/VA\_STAR\_Prog\_RFI\_Final081208.doc - Similar

INFORMATION NETWORK SERVICES AGREEMENT

File Format: Microsoft Word - View as HTML
VIRGINIA INFORMATION PROVIDERS NETWORK. INFORMATION NETWORK SERVICES
AGREEMENT. BETWEEN. THE VIRGINIA INFORMATION PROVIDERS NETWORK ...
www.virginia.gov/minutes/DHP.doc - Similar
by A ATTACHMENT - Cited by 1 - Related articles - All 488 versions

INFORMATION NETWORK SERVICES AGREEMENT

File Format: Microsoft Word - View as HTML
INFORMATION NETWORK SERVICES AGREEMENT. between the VIRGINIA
INFORMATION PROVIDERS NETWORK. and the VIRGINIA TOURISM CORPORATION. --
DRAFT -- ...
www.virginia.gov/minutes/Phaselenhancementsagreement05\_08\_01.doc

DRAFT

File Format: Microsoft Word - View as HTML
DRAFT DRAFT DRAFT DRAFT DRAFT DRAFT The Virginia Criminal Sentencing Commission

Google  Search [Advanced Search](#)

[+ Show options...](#) Results 1 - 10 of about 21,300 from \*.state.va.us for filetype:doc. (0.14 seconds)

[Report](#)  
Format: Microsoft Word - [View as HTML](#)  
John F. Childress, Ph.D. RACSB. P.O. Box 277. Spotsylvania, VA 22553. (540) 582  
childress@racsb.state.va.us. Internship Program ...  
[sb.state.va.us/2006internpacket.doc](#) - [Similar](#)

[State Application 7.0 Format](#)  
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of attachments. Position number. Commonwealth of Virginia ...  
[e.va.us/state6.doc](#) - [Similar](#)  
Employer - [Related articles](#) - [All 4771 versions](#)

[January 24, 1997](#)  
Format: Microsoft Word - [View as HTML](#)  
HANNOCK REGIONAL JAIL AUTHORITY. \$39790000 Series 1998 Regional Jail  
Revenue Bonds. \$32190000 Series 2006A Regional Jail Facility Revenue ...  
[state.va.us/rfjsuccessortrustee.doc](#) - [Similar](#)

[State Application for DCJS P-14](#)  
Format: Microsoft Word - [View as HTML](#)  
HANNOCK REGIONAL JAIL. An Equal Opportunity Employer. Application for  
ment. Type or print all required information. Send completed application to ...  
[state.va.us/jailjobapp.doc](#) - [Similar](#)

[Commonwealth of Virginia](#)  
Format: Microsoft Word - [View as HTML](#)  
al Choice. Certificate of Group Health Plan Coverage. Date of This Certificate: Name of  
ant: Name of Health Care Plan: ...  
[lncalchoice.state.va.us/HIPAA.Certification.doc](#) - [Similar](#)

Google  Search [Advanced Search](#)

Show options... Results 1 - 10 of about 2,290 from \*.virginia.gov for filetype:xls. (0.05 seconds)

[Nutrition Standards Assessment Tool - Virginia Department of Education](#)  
Format: Microsoft Excel - [View as HTML](#)  
D, E, F, G, H, I, J, K, L, M, N. 1, Product, Servings per container, Weight in grams, ...  
Meets standard. CALORIES, Sugar grams, % Sugar by ...  
[virginia.gov/nutrition\\_standards\\_assessment\\_tool.xls](#) - [Similar](#)

[Taxable Salary Spreadsheet \(XCEL\) \(download and use on ...](#)  
Format: Microsoft Excel - [View as HTML](#)  
5, Enter Here, Enter Here, Enter Here, Enter Here, Enter Here, Formula, Formula. 6,  
d Position #, Employee Name, Comp Bd Monthly Salary ...  
[virginia.gov/Taxable\\_Salary.xls](#) - [Similar](#)

[Quarter-Minute Account Order Form - VITA: Home](#)  
Format: Microsoft Excel - [View as HTML](#)  
D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z. 1. 2. 3, VITA Audio  
a Conferencing Account Order Form. 4, First Name ...  
[virginia.gov/accountorder.xls](#) - [Similar](#)

[New Jobs Application Form - Virginia Department of Business Assistance](#)  
Format: Microsoft Excel - [View as HTML](#)  
D, E, F, G, H, I, J, K, L, M. 1, VIRGINIA JOBS INVESTMENT PROGRAM. 2, NEW  
APPLICATION. 3. 4, Section I. Company Information ...  
[virginia.gov/documents/NewJobsApp2010.XLS](#)

[Top 100 Brands Fiscal Year 2006 - Virginia Department of Alcoholic ...](#)  
Format: Microsoft Excel - [View as HTML](#)  
D, E, F, G, H, I, J, K, M, N, P, Q, S. 1. 2. 3. 4, Top 100 Brands - Total Dollars / Bottles-  
Ballons Sold. 5, Fiscal Year 2006 v Fiscal Year 2005 ...  
[virginia.gov/salesreports/top100Brands.xls](#) - [Similar](#)

Google  Search [Advanced Search](#)

Show options... Results 1 - 10 of about 779 from \*.state.va.us for filetype:xls. (0.14 seconds)

[Taxable Salary Spreadsheet \(XCEL\) \(download and use on ...](#)  
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Ok, let's review:

15,100 MS Word files on virginia.gov

21,300 MS Word files on state.va.us

2,290 MS Excel files on virginia.gov

779 MS Excel files on state.va.us

That's roughly 40,000 Word and Excel files

That's not counting \*.edu, \*.org, \*.com  
domains that belong to State agencies

In August 2009, CESC email servers sent over **6.1 million** outgoing emails. Assuming that August is an average month in terms of volume, that means that over 73 million emails are sent per year just through CESC email servers. If only 5% of those emails had a Word or Excel document attached, that's 3.6 million additional chances to leak data. Even if it's only 1%, that's still 730,000 opportunities. That's not counting emails sent by universities, judicial, legislative and other non-partnership agencies.

The electronic movement of information between our employees and people outside the agency is a fundamental requirement for most agencies. The Web, and the use of e-mail, has simplified the process, but has also opened up numerous vulnerabilities.



At the Commonwealth, these files are never sensitive. Right? Because all Word and Excel files are checked, double-checked and triple-checked before they're posted to a website or emailed or somehow sent to another party to make certain that there is no sensitive data. Right? RIGHT?

In general, my experience tells me that Commonwealth employees are VERY conscientious when it comes to securing sensitive data.

But...my experience also tells me that sometimes Word files and Excel files are not always exactly what they appear to be.

Sometimes...WYSI<NOT>WYG

# Just ask this guy



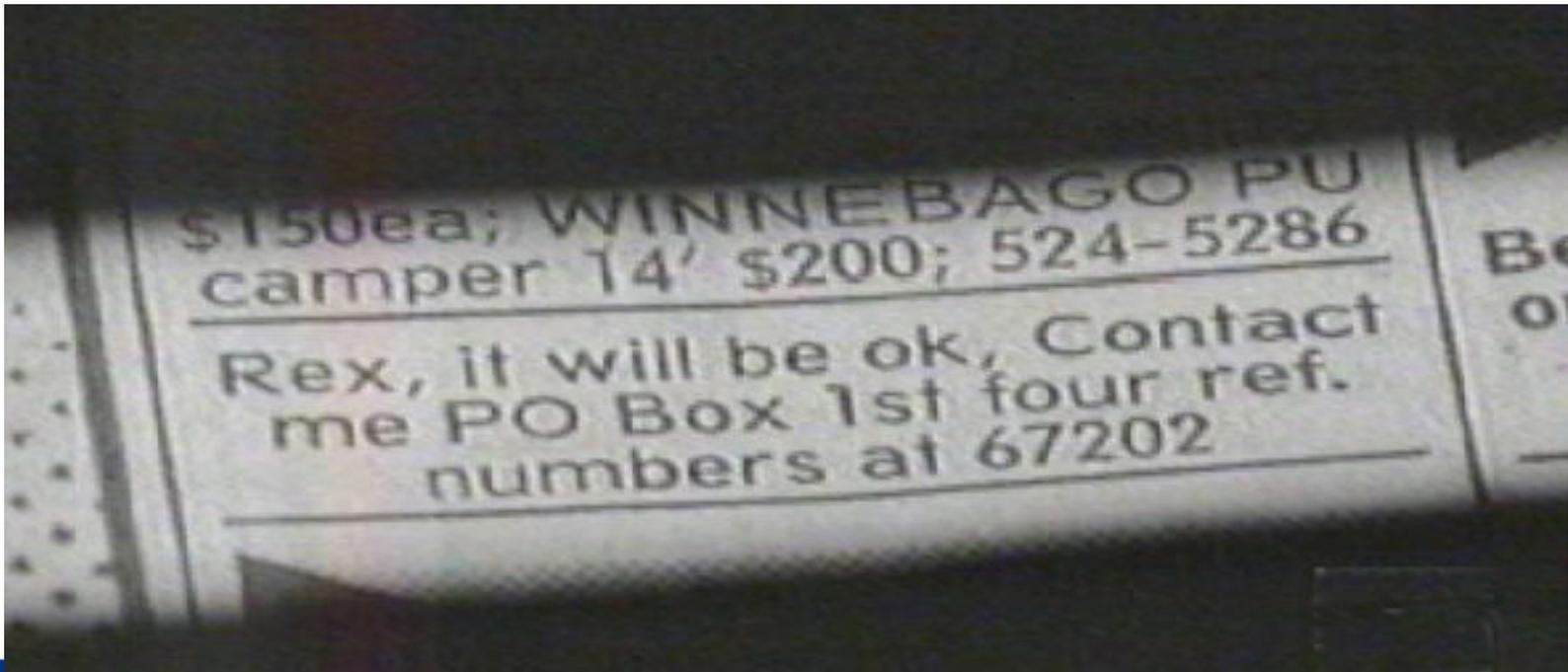
***“The floppy did me in.”***

## The BTK Killer

BTK was a serial killer who murdered at least ten people in the Wichita, Kansas area, over a 30 year period from 1974 to 2004. He gave himself the initials of BTK, which stands for Bind, Torture, and Kill.

BTK wrote many letters to the press and the police after the killing sprees in his early years, boasting of the crimes and knowledge of details. After a long hiatus, these letters resumed in 2004.

In early 2005, using coded messages in newspaper ads, BTK asked the police if they could trace a floppy disk if he gave them one. Using the agreed upon code, the police responded in another ad, assuring BTK that it would be “ok”, they could not trace a floppy disk.



On Feb. 16, 2005 BTK sent a package to Wichita's Fox KAKE television affiliate that contained some index cards and a purple floppy disk. The package was promptly turned over to police.



## On the Disk

**Using the Encase forensic tool, the police examiners recovered a deleted file titled 'Test A.RTF.' from the floppy disk. RTF files are common “rich text format” files that can be used in MS Word as well as many other word processing programs.**

*This is a test. See 3 X 5 Card for details on communication with me in the newspaper.*

A file containing only 2 short sentences was what BTK thought he was sending. But there was more to this file than BTK could see.



File-CLICK

Properties-CLICK

And the police were able to see the author of "Christ Lutheran Church" and a company of "Park City Community Public Library".

**Test A.rtf Properties**

General Summary Statistics Contents Custom

Title: Christ Lutheran Church

Subject:

Author: Christ Lutheran Church

Manager:

Company: Park City Community Public Library

Category:

Keywords:

Comments:

Hyperlink base:

Template: Normal.dot

Save preview picture

OK Cancel



*This is a test. See 3 X 5 Card for details on communica*

### Statistics-CLICK

And the police were able to see the file was last saved by "Dennis".

The screenshot shows the 'Test A.rtf Properties' dialog box with the 'Statistics' tab selected. The dialog displays file metadata and a table of statistics.

Created: Thursday, February 10, 2005 6:05:00 PM  
Modified: Monday, February 14, 2005 2:47:44 PM  
Accessed: Monday, February 14, 2005  
Printed: Monday, February 14, 2005 2:44:00 PM

Last saved by: Dennis  
Revision number: 4  
Total editing time: 22 Minutes

Statistics:

Statistic name	Value
Pages:	1
Paragraphs:	1
Lines:	1
Words:	18
Characters:	68
Characters (with spaces):	85

OK Cancel



Christ Lutheran Church  
Wichita, Kansas

## NAVIGATION

[Calendar](#)  
[Church](#)  
[Classes](#)  
[History](#)  
[Links](#)  
[Map](#)  
[Music](#)  
[Outreach](#)  
[People](#)  
[Pictures](#)  
[Sermon](#)

**Our Congregation council officers look to the future...**

**President:** Dennis Rader

**Vice President:** Paul Shaw

**Secretary:** Walter Dietz

**Treasurer:** Alan Wondra

**The Mission of Christ Lutheran Church is to enhance faith**

**Meaningful and expressive worship;**

**Pastor:** Michael Clark

**Worship** Chair: Elmer Hoyer

**Organists:** Freyja Carlstedt and Margaret Dietz

**Altar Guild:** Deborah Bischoff

**Choir** Director: Greg Golding

**Lifelong learning and growth in faith:**

A Google search later and the police were looking at the website of the Christ Lutheran Church in Wichita, Kansas.

CLICK on the "People" and the name of "Dennis Rader" is listed as the President of the Congregation council.



For over 30 years, no names had surfaced as viable leads to the identity of the BTK killer. In just minutes, however, of examining a short simple Word file that was sent on February 16th, Dennis Rader became a person of interest in the case. Within hours of that, he was a prime suspect. He was arrested on February 25<sup>th</sup> and confessed the following day.

This was excellent police work, but it wasn't rocket science either. The police used advanced forensic tools but they really didn't need them. Dennis Rader got tripped up in the same way that many of those organizations that suffered data breaches were tripped up.

When it comes to Word, Excel, Powerpoint, JPG's, Adobe Acrobat, and many other types of files:

Sometimes:

**What-You-See-Is-<NOT>-What-You-Get**

**Metadata** refers to “data about data”. In general, metadata is the data that is associated with a document, but is not generally visible in the ordinary display or printing of the document. Some typical examples include comments, markup and revisions, author, owner and other information, and even records of versions. It can also include forgotten data that may be hidden, obscured or embedded in the document.

~Dennis Kennedy

# Show & Tell

# Types of Metadata

**Track Changes: Inserted or deleted text you thought was gone**

**Comments**

**Your name**

**Your initials**

**Your email address**

**Your agency's name**

**The name of your computer**

**The name of the network server or hard disk on which you saved the document**

**Other file properties and summary information**

**The names of previous document authors**

**Document revisions**

**Document versions**

**Template information**

**Hidden text**

**Macros**

**Hyperlinks**

**Routing information**

**Non-visible portions of embedded Object Linking and Embedding (OLE) objects**



## How do we avoid these problems?

**Create a Metadata Policy:** Determine what metadata is at risk to your agency and why.

**Create guidelines for cleaning:** The determination of what and how to clean a document file should be defined by the agency and not by individual users. First of all, it's not wise to depend on users to understand the intricacies and significance of metadata removal. Second, metadata cleanup should be performed consistently throughout the agency and not ad hoc.

## How do we avoid these problems?

**Start clean:** Start from scratch if you can or at least disconnect the document from its past life. Copy & paste the body of the old document into a shell created with new document templates.

**Edit clean:** Avoid using “Versions”. Instead, create a folder for backups and regularly save numbered copies as a document goes through revisions.



## How do we avoid these problems?

**Careful with Track Changes:** The “Track changes” feature in MS Word is basically a recording device. Word is recording everything that is done to the file. Every user, every hard drive path, every bit of deletion, insertion, copy cut and pasted data is there. In the end, you may have a document that contains all kinds of data you may not realize is there - data you really don't want to share.

# How do we avoid these problems?

Familiarize yourself with the application's security features. In MS Word, click Tools|Option and review the security tab.

The screenshot shows the 'Options' dialog box in Microsoft Word, with the 'Security' tab selected. The 'Privacy options' section is circled in red. The 'Security' tab is highlighted with a dotted border. The 'Privacy options' section contains four checked items: 'Remove personal information from file properties on save', 'Warn before printing, saving or sending a file that contains tracked changes or comments', 'Store random number to improve merge accuracy', and 'Make hidden markup visible when opening or saving'. The 'Macro security' section is also visible at the bottom.

**Options** [?] [X]

User Information    Compatibility    File Locations  
View    General    Edit    Print    Save  
Security    Spelling & Grammar    Track Changes

File encryption options for this document \_\_\_\_\_  
Password to open: [ ] [Advanced...]

File sharing options for this document \_\_\_\_\_  
Password to modify: [ ]

Read-only recommended  
[Digital Signatures...]    [Protect Document...]

Privacy options

- Remove personal information from file properties on save
- Warn before printing, saving or sending a file that contains tracked changes or comments
- Store random number to improve merge accuracy
- Make hidden markup visible when opening or saving

Macro security

Adjust the security level for opening files that might contain macro viruses and specify the names of trusted macro developers. [Macro Security...]

[OK]    [Cancel]



## How do we avoid these problems?

**Don't send it, publish it.** Users must practice appropriate procedures when sending or sharing an electronic copy of a file with outsiders. Publishing a document means following electronic cleanup procedures such as removing comments, undesired Track Changes or other unwanted information.

**Use Acrobat PDF files:** Encourage the use of PDF files for web sites and email attachments. PDF's have metadata also, but it can be managed and reviewed a little easier.

## How do we avoid these problems?

**Metadata Application Removal Tools:** There are metadata application tools that can help identify and remove metadata.

**Content Monitoring Tools:** There are also content monitoring tools that scan outgoing email for content or undesired file types.



Thank you.



# Enterprise Server Lifecycle Process

*Eric Taylor – Enterprise Security Architect*

*David Matthews – Manager , Server Services*



**NORTHROP GRUMMAN**

# Agenda

- Server Lifecycle Overview
- Security Requirements
- Security Checklist
  - *Security Compliance Management Toolkit series*
- Partnership Specifics
- References
- Summary

# Server Lifecycle Overview

- Standardizing all server builds across an the enterprise
- Ensures security baselines are applied
- Ensures supportability with standard look and feel
- Ensures all enterprise tools are deployed
- System development life cycle

# Security Requirements

- Required IAW Sec 501, Section 4.3 IT System Hardening
  - IT System Hardening requirements delineate technical security controls to protect IT systems against security vulnerabilities.
  - Identify, document, and apply appropriate baseline security configurations to all agency IT systems, *regardless of their sensitivity*.
- Systems Development Lifecycle Security
  - Project Initiation – Requirements meetings
  - Implementation – Security scans prior to deployment into production
  - Production - continually monitor systems for security baselines and policy compliance.
  - Disposition - removal of systems from management systems

# Security Checklist Template

- Based on the comprehensive checklists produced by CIS, when available
- IT Systems best practices
- Vendor best practices
  - Microsoft Corporation's ***Security Compliance Management Toolkit*** series
  - Cisco's Guide to Harden Cisco IOS Devices
  - UNIX / Linux best practices

# Security Compliance Management Toolkit series

- **Security guide** – The toolkits include updated security guides for Windows Vista, Windows XP, Windows Server 2008, Windows Server 2003, and 2007 Microsoft Office. The guidance provides you with best practices and automated tools to help you plan and deploy your security baselines.
- **Attack Surface Reference workbook** – A resource that lists the changes introduced as server roles are installed on computers running Windows Server 2003 and Windows Server 2008.
- **Security Baseline Settings workbook** – A resource that lists all of the prescribed settings for each of the preconfigured security baselines that the guides recommend.
- **Security Baseline XML** – XML files that allow your organization to consume the data defined in the security baseline settings workbooks.

# Security Compliance Management Toolkit series

- **GPOAccelerator tool** – A tool that you can use to create all the Group Policy objects (GPOs) you need to deploy your chosen security configuration. This release also supports Windows Server 2003, and creating security configurations on machines not joined to a domain.
- **INF Files** – INF files for Windows XP, Windows Vista, Windows Server 2003, Windows Server 2008.
- **Baseline Compliance Management Overview** – The overview discusses best practices on how to monitor security baselines for Windows operating systems and Office applications.

# Partnership Specifics

## *What's happening ?*

- NG is standardizing all server builds across the Commonwealth – Tracked through the Security IPT.
- Centrally located information - an official repository for instructions and processes for managing servers' lifecycles.
- Transformed network access limitation to the website.
- Server Services Team Members – required to use the material available on the website only.



## *In the beginning...*

- Server Requests – Server Implementation Overview

- Request for Service (RFS)

- Customer

- Internal to NG (non-RFS)

- ServiceCenter Service Request

- Server Build Information

- Implementation Process

- Server Work Order & Instructions

- Naming Conventions for Windows, UNIX and LINUX Servers

- Build Instruction

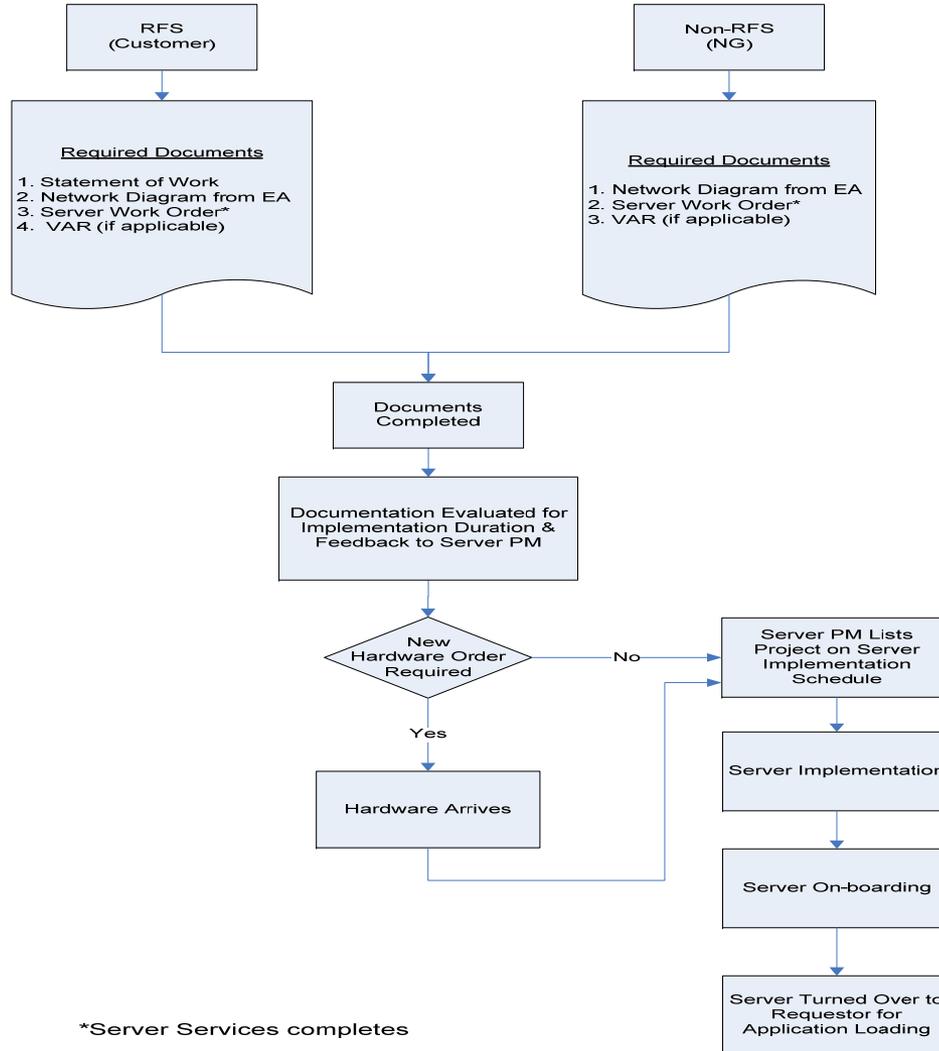
- Firewall Rules Template

- PSO Hardening SharePoint Site

- On-boarding



### Server Implementation Request Diagram



# Server Work Order

## Production and Test Systems

- Designation
- Function / Role
- Hardware
- Operating System
- CPU
- RAM
- Disk
- NICs
- VLANs
- Backup Type
- Special Considerations

# Operating System Selections



2000 SP4 Standard and Enterprise



2003 R2 SP2 x86 & x64 Standard and Enterprise



2008 RS x86 & x64 Standard and Enterprise

LINUX



UNIX



# Get n-Board!

Create a ServiceCenter Change Request (CR)  
Server On-boarding includes:

- ✓ Checklist
- ✓ Technical Training
- ✓ CMDB Template
- ✓ CMDB Instructions - Field Reference
- ✓ Checklist Template

# Security Checklist Template

- Requires Server or Service Delivery to fill in checklist
  - Yes and No
  - No requires explanation
- Checklist is sent to Security Operations for verification scans using Security Expressions
  - Prior to turn over to Agency or developers
  - Second scan before production release
- Checklist and Scan results will be archived for future use

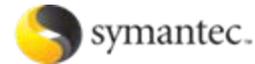
# Server Management Tools & Instructions

Installation Procedures & Software



**HP-UX**    **REDHAT**    **SUN SOLARIS**

WINDOWS



# Server Surplus



# Summary

- Standardization of build process
- Established security baseline configurations
- Security compliance with industry best practices and Sec 501
- Automated verification process

# References

- *Security Compliance Management Toolkit* series –
  - <http://technet.microsoft.com/en-us/library/cc677002.aspx>
- Cisco's Guide to Harden Cisco IOS Devices –
  - [http://www.cisco.com/en/US/tech/tk648/tk361/technologies\\_tech\\_note09186a0080120f48.shtml](http://www.cisco.com/en/US/tech/tk648/tk361/technologies_tech_note09186a0080120f48.shtml)
- CIS Checklist –
  - [www.cisecurity.org/benchmarks.html](http://www.cisecurity.org/benchmarks.html)



# Partnership Update

Don Kendrick

CNE, GCIA, CISSP

Senior Manager, Security Operations Division



# Upcoming Events





## General Assembly

**General Assembly convenes  
January 13, 2010**



## Future ISOAG's

**From 1:00 – 4:00 pm at CESC**

**(please let us know if you want to host in the Richmond area!)**

**Wednesday - January 13, 2010**

**Wednesday - February 10, 2010**

**Wednesday - March 10, 2010**



## Future IS Orientation Sessions

Monday -	January 11, 2010	1:00 – 3:30 (CESC)
Monday -	February 1, 2010	1:00 – 3:30 (CESC)
Monday -	March 1, 2010	1:00 – 3:30 (CESC)



## MS-ISAC Webcast

# National Webcast!

Wednesday, December 16, 2009, 2:00 to 3:00 p.m.

**Topic: Phishing Scams – Don't Get Hooked (Part II)**

The National Webcast Initiative is a collaborative effort between government and the private sector to help strengthen our Nation's cyber readiness and resilience. A number of vendors have offered their services at no cost, to help develop and deliver the webcasts.

Register @: <http://www.msisac.org/webcast/>



## Information Security System Association

ISSA meets on the second Wednesday of every month

**DATE:** Wednesday, January 13, 2010

**LOCATION:** Maggiano's Little Italy, 11800 W. Broad St.,  
#2204, Richmond/Short Pump Mall

**TIME:** 11:30 - 1:30pm. Presentation starts at 11:45 &  
Lunch served at 12.

**PRESENTATION:** TBD

**COST:** ISSA Members: \$15 & Non-Members: \$25



## Identity Theft Red Flags Rules Extended Until June 1, 2010

The Red Flags Rule requires many businesses and organizations to implement a written Identify Theft Prevention Program designed to detect the warning signs – or “red flags” – of identity theft in their day-to-day operations.

At the request of members of Congress, the Federal Trade Commission is delaying enforcement of the “Red Flags” Rule until June 1, 2010. Read the FAQ at:

<http://www.ftc.gov/bcp/edu/microsites/redflagesrule/index.shtml>



## Security Awareness Tools

Happy Holidays!

For those of you here in Chester we have Security Awareness Tools available for you!

2010 Security Calendars !

Security Bookmarks!

*Duh's of Security* DVD!

- Distribution at tables in back of conference room
- 1 DVD per entity & signature required



Any Other Business ???????





# ADJOURN

THANK YOU FOR ATTENDING AND  
MAY YOU AND YOURS ENJOY....

