



*Virginia Information Technologies Agency*

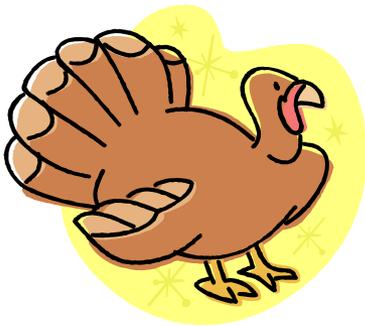
# Commonwealth Information Security Officers Advisory Group (ISOAG) Meeting

November 19, 2008

# November



## Thanksgiving





# ISOAG November 2008 Agenda

- |       |  |   |
|-------|--|---|
| I.    | Welcome and Opening Remarks                              | Peggy Ward, VITA                              |
| II.   | Enterprise Content Management & Shared Services Overview | Jim Clements, Gimmel Grp;<br>Mike Davis, VEAP |
| III.  | ARMICS: Past · Present · Future                          | Joe Kapelewski, DOA                           |
| IV.   | ITP Security Update                                      | Bill Ross, NG                                 |
| V.    | 'Duhs Of Security' Video                                 | Peggy Ward, VITA                              |
| VI.   | Commonwealth Security Annual Report                      | Peggy Ward, VITA                              |
| VIII. | Upcoming Events  | Peggy Ward, VITA                              |



# ECM and Shared Services Overview

Jim Clements & Mike Davis  
ECM Team





  
**Business Data Record Services**  
Minneapolis, Minnesota  
(612) 789-2122

  
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Minneapolis, Minnesota  
(612) 789-2122

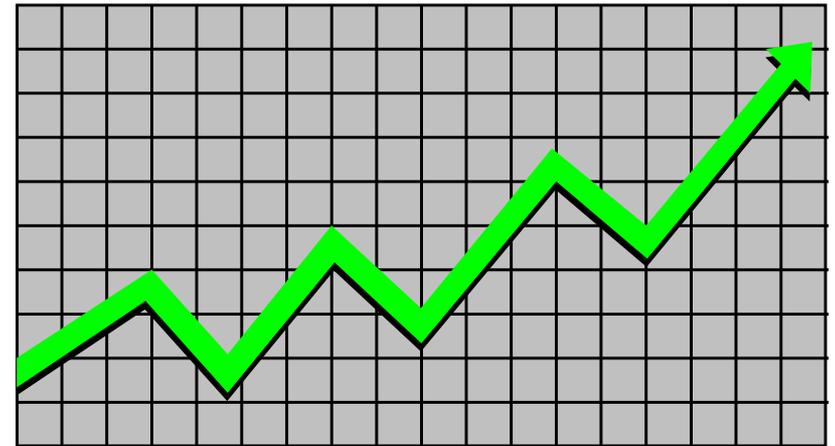
  
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- 3 Billion Pages/day
- 34,000 Pages/Second 24 Hours/day
- 4 Trillion Pages Already on File



# ECM Basics – The Cost of Paper-based Systems

- Recent studies show that a typical worker will spend 12 minutes to process a document – 9 minutes of which is spent copying, searching & filing
- The average organization:
  - Makes 19 copies of each document
  - Spends \$20 to file each document
  - Loses 1 out of 20 documents
  - Spends \$120 searching for each misfiled document
  - Spends \$250 recreating each document
  - Spends \$25,000 to fill a four-drawer file cabinet and \$2,000 annually to maintain it
- An average worker spends 20% of their day searching for paper documents and 50% of the time they don't find what they need

# Save the Environment

**The use of paper is a direct contributor to the harm of the environment via the destruction of one of our most wonderful natural resources -- trees.**



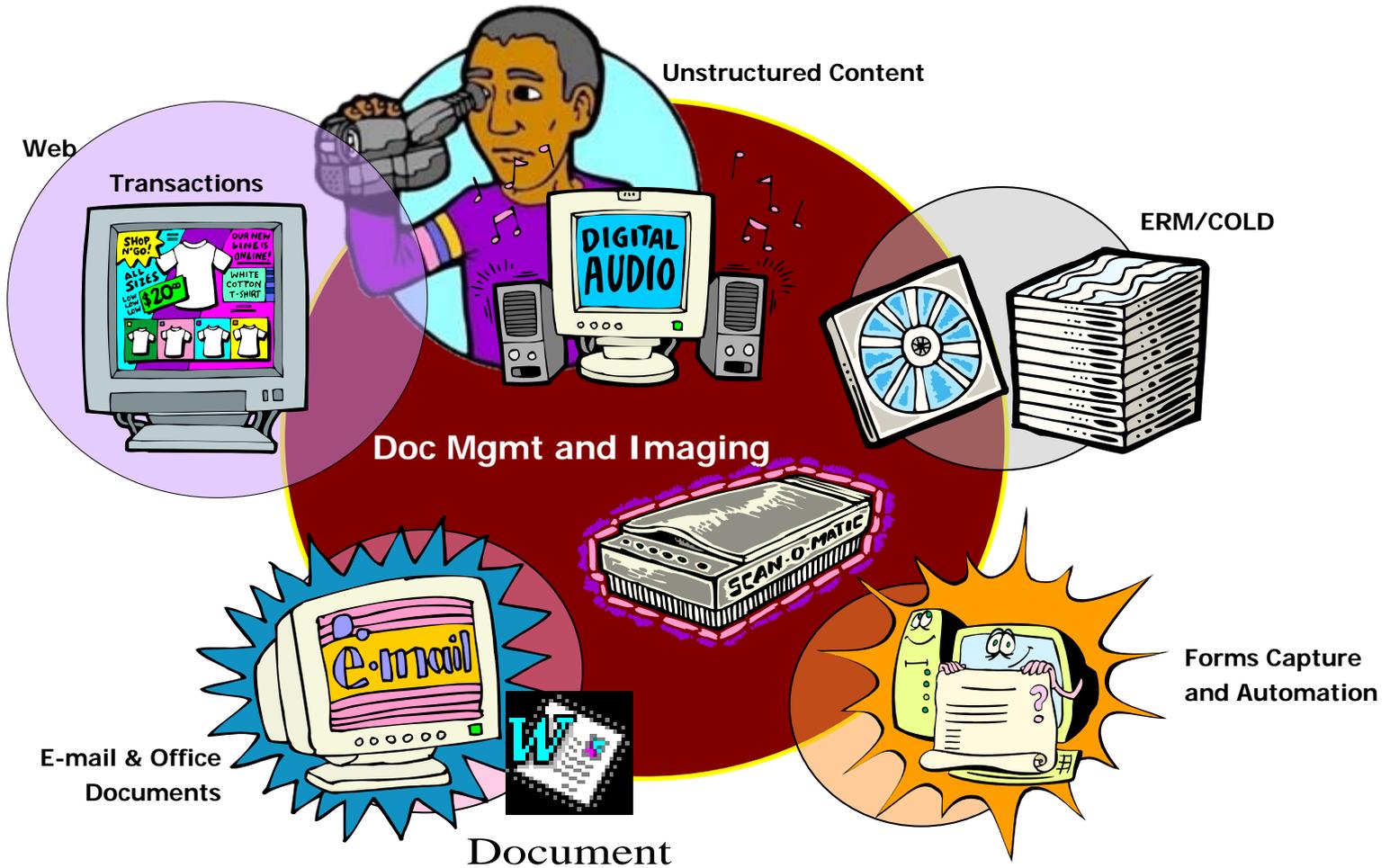
- Paper is the number one material that is thrown away.
- For every 100 pounds of trash we throw away, 35 pounds is paper.
- Paper fills up 30-40% of American landfill space.

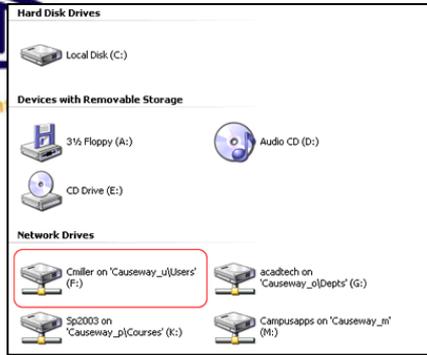
•As paper decomposes in landfills or is burned in incinerators, chemicals from its inks are released into the environment.

•Deforestation is occurring at an alarming rate worldwide, particularly in tropical regions. The World Resources Institute estimated in 1997 that only a fifth of the world's old-growth forests were undamaged, and almost half of these faced immediate threats from logging and development.

•Americans use more than 50 million tons of paper each year, consuming more than 850 million trees.





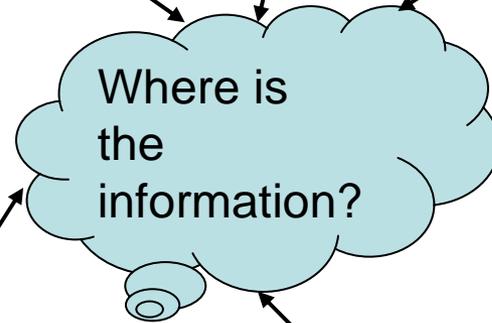


Shared Drives



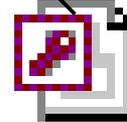
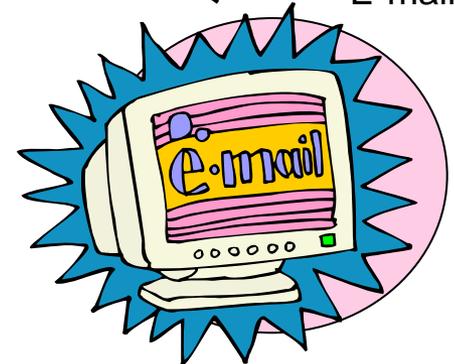
Imaging

Document Storage



eDocuments

E-mail



Personal Databases



ECM Shared Services Overview



Remote Vaults



Legacy Systems



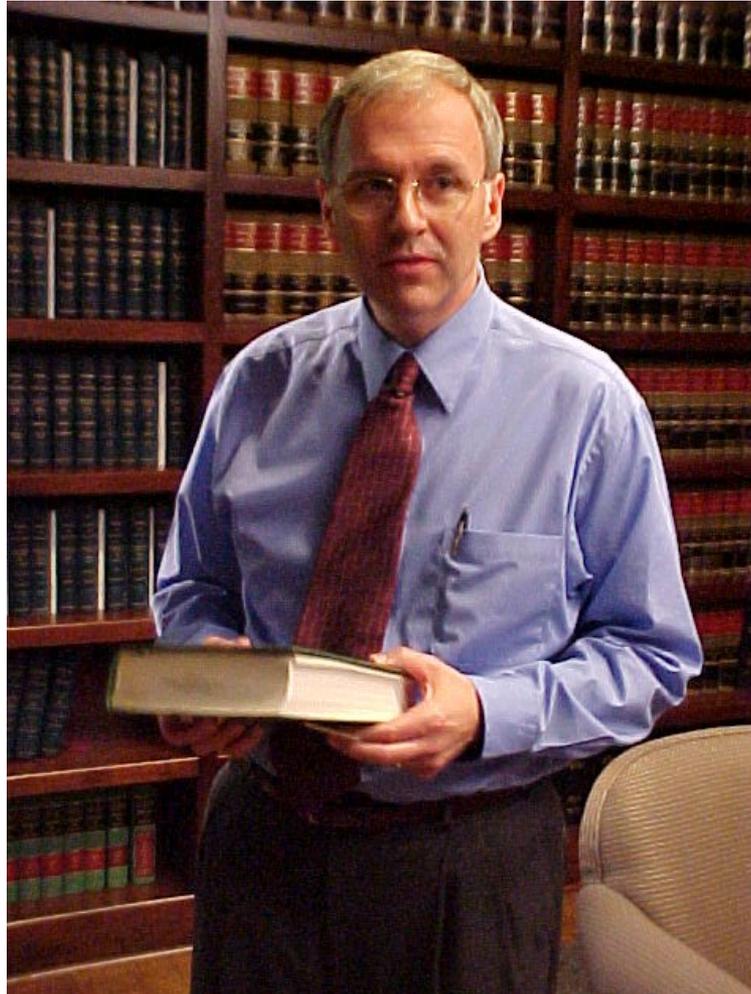
# Industry Changes – Protect Information



# Industry Changes – Legal Issues



**HIPAA:**  
*Privacy, Security, and  
Electronic Transactions  
Standards*



## Think ECM is Just “Nice to Have?”

### CSFB Banker Quattrone Resigns

**Star During Tech Boom Now Facing Investigations of Document Handling**

*Brooke A. Masters--Washington Post Staff Writer*  
February 4, 2003; Page E1

Frank P. Quattrone, the Credit Suisse First Boston Corp. banker who became a star during the Internet boom, quit today in the face of allegations that he destroyed documents to obstruct an investigation by New York state Attorney General Eliot L. Spitzer and U.S. Attorney James B. Comey of the Southern District of New York.

### Credit Suisse Puts Banker On Leave

**E-Mail Suggests He Was Aware of Probes**  
*Brooke A. Masters--Washington Post Staff Writer*  
February 4, 2003; Page E1

Credit Suisse First Boston Corp. put star investment banker Frank Quattrone on administrative leave yesterday after discovering e-mails that suggest he knew about ongoing criminal and regulatory probes when he and a subordinate advised employees to "clean up those files," sources familiar with the matter said. The U.S. attorney's office in Manhattan

### 5 Firms To Pay for E-Mail Lapses

**\$1.65 Million Fines, Promises to Improve**  
*Ben White--Washington Post Staff Writer*  
December 4, 2002; Page E1

Five Wall Street firms agreed today to pay \$1.65 million each to settle allegations that they failed properly save e-mail. The fines, levied by the Securities and Exchange Commission and the securities industry's two self-regulatory bodies, the New York Stock Exchange and NASD, are separate from the much larger amounts a dozen Wall Street firms are expected to pay as part of a proposed "global settlement" to end several conflict-of-interest cases.

### Lawmakers Ask Stewart For More Documents

*Ben White--Washington Post Staff Writer*  
August 7, 2002; Page E1

A congressional committee today requested more documents regarding the sale of ImClone Systems Inc. stock by high-profile media company owner Martha Stewart. Rep. W.J. "Billy" Tauzin (R-La.), chairman of the House Energy and Commerce Committee, chastised Stewart and her attorneys in a sharply worded letter for not moving fast enough to explain why she sold her ImClone shares Dec. 27, the day before the company announced that the

### E-Mails Reveal Shuttle Concerns

**NASA Engineers In Va. Fretted About Inaction**

*R. Jeffrey Smith--Washington Post Staff Writer*  
February 22, 2003; Page A1

NASA engineers at the Langley Research Center in Virginia expressed frustration during and shortly after the space shuttle Columbia's disastrous flight that the space agency failed to investigate thoroughly whether it had been seriously damaged by debris during launch, according to a series of internal e-mails disclosed yesterday. In one e-mail sent three days before the shuttle disintegrated on Feb. 1 as it hit the atmosphere, a Langley...

### E-Mail Evidence Allowed in

### J.P. Morgan Case

**Official's Messages May Bolster Claim Company Helped Enron Hide Debt**

*Peter Behr--Washington Post Staff Writer*  
December 24, 2002; Page E2

A federal judge ruled yesterday that e-mails from J.P. Morgan Chase & Co. official referring to "disguised loans" may be entered as evidence in a civil trial, supporting allegations that the company helped Enron Corp. conceal its growing debt before its collapse. U.S. District Judge Jed S. Rakoff initially kept the memos by Chase Vice Chairman Donald Layton to others within the financial group away from the jury, saying their impact could be

### INS Under Pile of Backlogged Paper

**Agency Reveals It Shuffled 2 Million Documents to Warehouse in the Midwest**

*Christopher Newton--Associated Press*  
August 3, 2002; Page A8

More than 2 million documents filed by foreigners from change-of-address forms to requests for benefits, have been piling up for years and only now are being reviewed by the government, senior U.S. officials said yesterday. Immigrant advocates said that means some foreigners deported secretly after Sept. 11 might have been in compliance with laws they were expelled for breaking. The government has not revealed previously the extent to which...

### Federal Court Subpoenas United Way Financial Data

**Charity Asked for Documents Dating to 1997**

*Peter Whoriskey--Washington Post Staff Writer*  
July 17, 2002; Page B1

FBI agents delivered a subpoena yesterday to the United Way of the National Capital Area, requesting the charity's financial records, board membership lists and other documents. The grand jury subpoena was delivered to Norman O. Taylor, chief executive of the group, and called for documents dating to 1997, according to Irving Kator, the attorney for the charity. The federal inquiry follows a year of allegations of financial mismanagement at the...

# ...Think Again

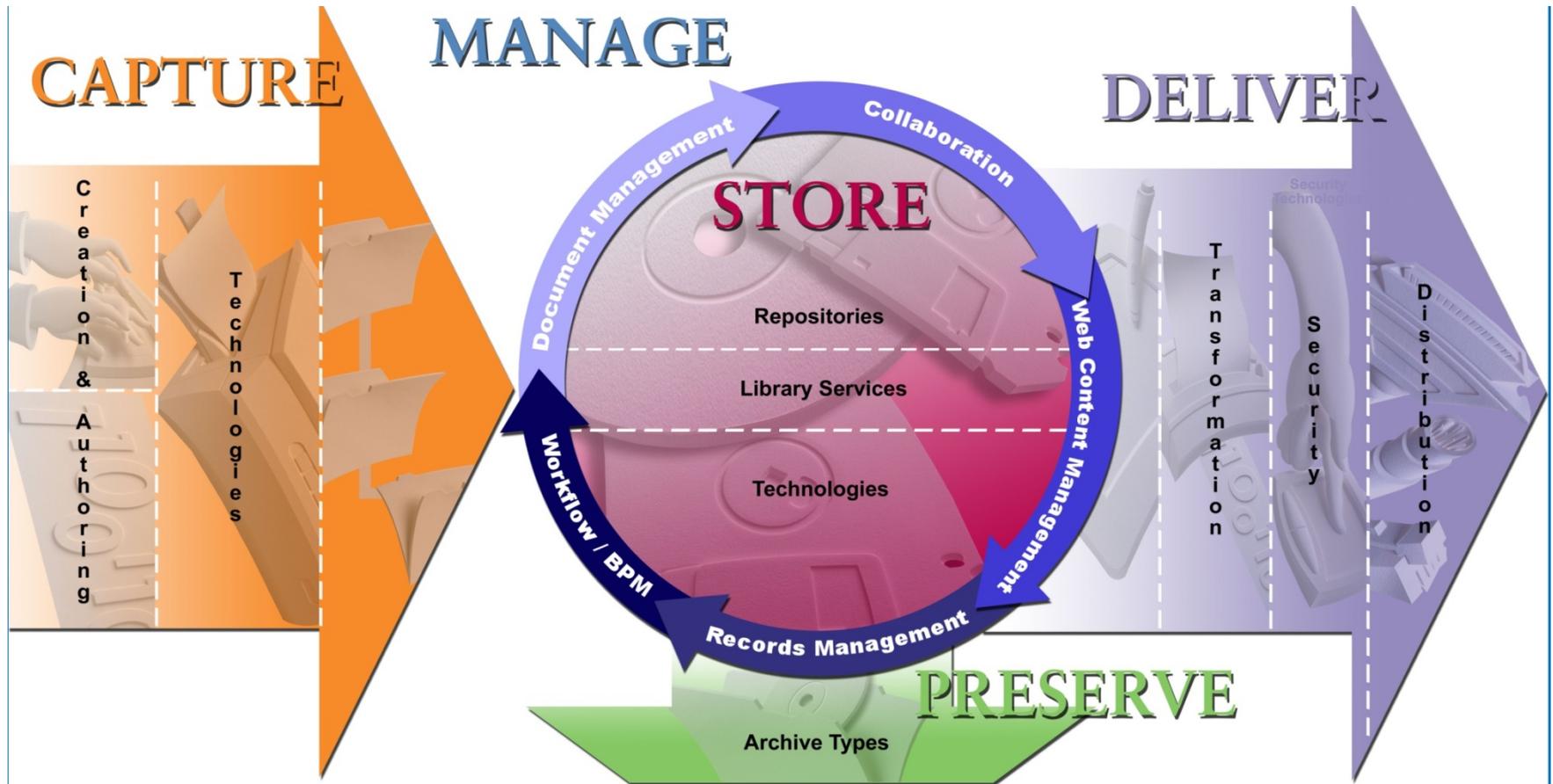
## Why use ECM?

- Reduce operating costs
- Do more without hiring new people
- Reduce risk
- Manage FOIA requests better
- Share information (collaborate)



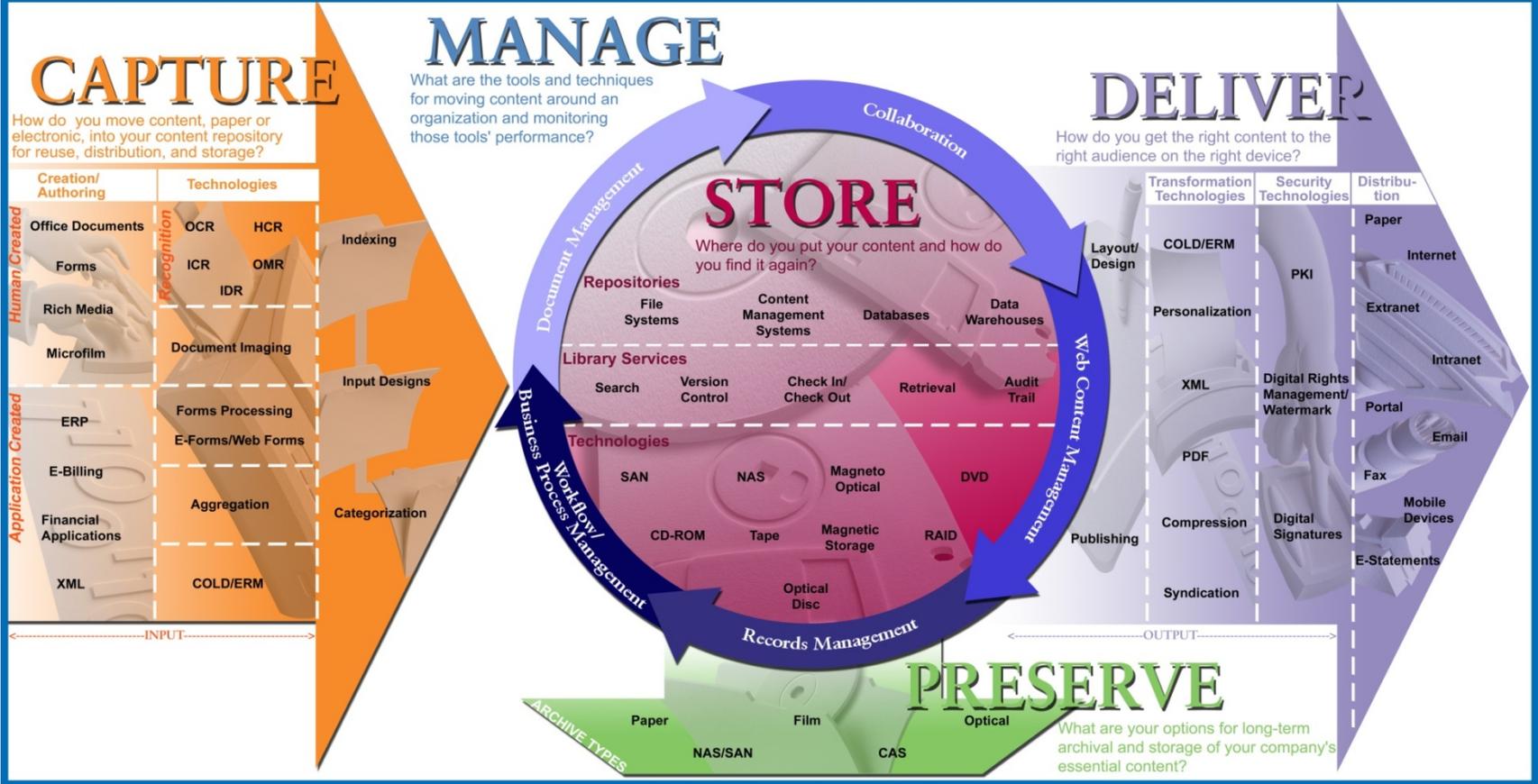
# What is ECM?

- Enterprise Content Management (ECM) is the technologies used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.
- It's not enough to "manage" .....companies must go further. Content must be managed so that it is used to achieve business goals.
- ECM is an ongoing and evolving strategy for maximizing how your content is to be used



# ECM 101

Enterprise Content Management: the technologies, tools, and methods used to capture, manage, store, preserve, and deliver content across an enterprise. At the most basic level, ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.



Scanning, Office Docs, Forms, e-Mail, Fax, Audio/Video, etc.

Metadata – Entry, Automated & Recognition

used to capture, manage, store, level, ECM tools and strategies allow ver that information exists.

# ECM 101

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## MANAGE

What are the to  
for moving content around an  
organization and monitoring  
those tools' performance?

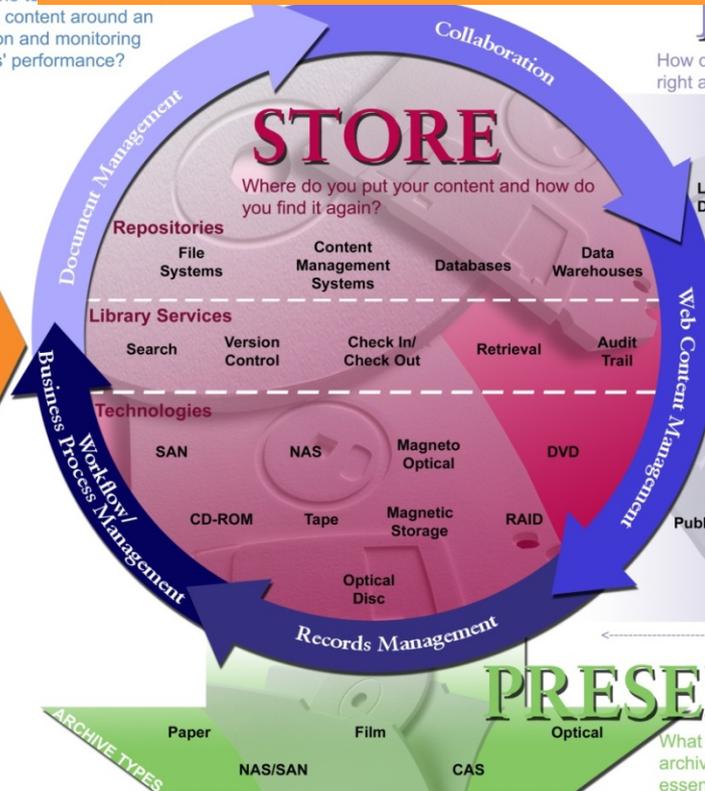
## DELIVER

How do you get the right content to the right audience on the right device?

## CAPTURE

How do you move content, paper or electronic, into your content repository for reuse, distribution, and storage?

	Creation/Authoring	Technologies		
Human Created	Office Documents	OCR	HCR	Indexing
	Forms	ICR	OMR	
	Rich Media	IDR		
Application Created	Microfilm	Document Imaging		Input Designs
	ERP	Forms Processing		
	E-Billing	E-Forms/Web Forms		
	Financial Applications	Aggregation		Categorization
	XML	COLD/ERM		



Transformation Technologies	Security Technologies	Distribution
COLD/ERM	PKI	Paper
Personalization		Internet
XML	Digital Rights Management/Watermark	Extranet
PDF		Intranet
Compression	Digital Signatures	Portal
Syndication		Email
		Fax
		Mobile Devices
		E-Statements

INPUT

OUTPUT



## PRESERVE

What are your options for long-term archival and storage of your company's essential content?

Federal Systems Company  
9000 GORDON DRIVE, MANASSAS, VIRGINIA 22110 (703)367-9121

**PURCHASE ORDER No. ABC123** 1:17-95

TRANSPORTATION ROUTING (DO NOT INK OR DISCARD VALUE)

TRANSPORTATION CHARGES APPLICABLE ON SELLER INVOICE MUST BE SUPPORTED BY INVOICE OR BILL OF LADING. SEE TRANSPORTATION INSTRUCTIONS ON REVERSE SIDE.

SHIP TO: ABOVE ADDRESS, UNLESS OTHERWISE SPECIFIED

TERMS: **NET 30 DAYS** 1 **SHIPPING POINT** 1 **BEST WAY**

LINE	QUANTITY	DESCRIPTION	UNIT PRICE	UNIT OF MEASURE	ITEM EXTENSION
1		Vendor # 12345 to provide services	\$ 521.00		

**PLEASE NOTE: SERVICE AGREEMENT # 22-PG-0895; STATEMENT OF WORK AND LOCAL'S TERMS AND CONDITIONS ARE HEREBY INCORPORATED BY REFERENCE. PERIOD OF PERFORMANCE SHALL COMMENCE ON AUG. 28, 1995 THROUGH OCT. 6, 1995.**

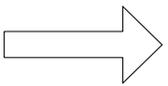
SHOW OUR COMPLETE PURCHASE ORDER, ITEM AND PART NO(S), ON ALL INVOICES AND PACKING SLIPS

DO NOT DUPLICATE:  PHONE  FAX  TELETYPE

FORWARD TRANSPORTATION INSTRUCTIONS TO YOUR EMPLOYER



OCR



**File Edit Search Help**

P. O. System  
Vendor # : 12345  
Amount : \$ 521.00  
P.O # : ABC123  
Date : 1-17-96



The screenshot shows a web browser window displaying the Motor Vehicle Dealer Board (MVDB) website. The page title is "Motor Vehicle Dealer Board - Windows Internet Explorer" and the URL is "http://mvdb.dreamkey.com/mvdb28\_2002-09.asp". The website header includes "Virginia.gov" and navigation links for "Online Services", "Commonwealth Sites", "Help", and "Governor". The main heading is "MVDB Motor Vehicle Dealer Board COMMONWEALTH OF VIRGINIA". A navigation menu on the left lists various services like "About Us", "Agency Directory", "Meetings", "License Information", "Forms", "General Public Information", "Dealer and Salesperson", "Primary Function", "Advertising", "Online Services", "Dealer Database Search", and "Links". The main content area is titled "Consumer Request for Assistance" and contains the following text:

Commonwealth of Virginia  
Motor Vehicle Dealer Board  
2201 W. Broad Street  
Richmond, Virginia 23220



**Motor Vehicle Dealer Board  
Consumer Assistance Form**

**What Happens When You Request Our Assistance?**

Once you request our assistance by submitting this form, a Motor Vehicle Dealer Board staff member will be assigned to review your concern. Once your concern has been reviewed, our staff will contact you by phone or email within three (3) business days from receipt of your submission into our office to further discuss your concern with you. You may be asked to provide specific details or supporting documentation.

Please understand that as a state agency, we cannot provide you with legal advice.

**Instructions:** Begin by placing your cursor in the "Name" field below. Using your mouse, left click in the field to make your cursor visible. You may then use the TAB key to move to the remaining fields.

**Assistance Requested By:**

Name:   
Address:   
City:   
State:  Zipcode:

**My Concern Is With:**

Dealership Name:   
Address/Location:   
City:   
State:  Zipcode:

The browser's taskbar at the bottom shows the Start button, several open applications (Mike&Jim.ppt, Book1, Motor Vehicle Dealer...), and the system tray with the date and time (6:25 AM).



Virginia Enterprise Applications Program

http://www.richmondgov.com/forms/forms/comdev/BuildingPermitAPP.pdf - Windows Internet Explorer

http://www.richmondgov.com/forms/forms/comdev/BuildingPermitAPP.pdf

1 / 2 146%

**INSTRUCTIONS: DO NOT DETACH THIS STUB**

**COMPLETE ALL ITEMS ON THIS SIDE OF FORM  
NOTE: FAILURE TO FOLLOW THESE INSTRUCTIONS  
WILL VOID APPLICATION.**

DEPARTMENT OF COMMUNITY DEVELOPMENT  
BUREAU OF PERMITS AND INSPECTION  
ROOM 110 CITY HALL  
900 E. BROAD STREET  
RICHMOND, VIRGINIA 23219  
PHONE (804) 646-6955  
FAX (804) 646-6948

**BUILDING PERMIT/CERTIFICATE APPLICATION**

PERMIT NO. **B**

TRACK 1 TRACK 2

**THIS IS AN APPLICATION ONLY. IT IS NOT AUTHORIZATION TO START ANY WORK.  
NO WORK SHALL START UNTIL A PERMIT IS POSTED ON THE JOB SITE.**

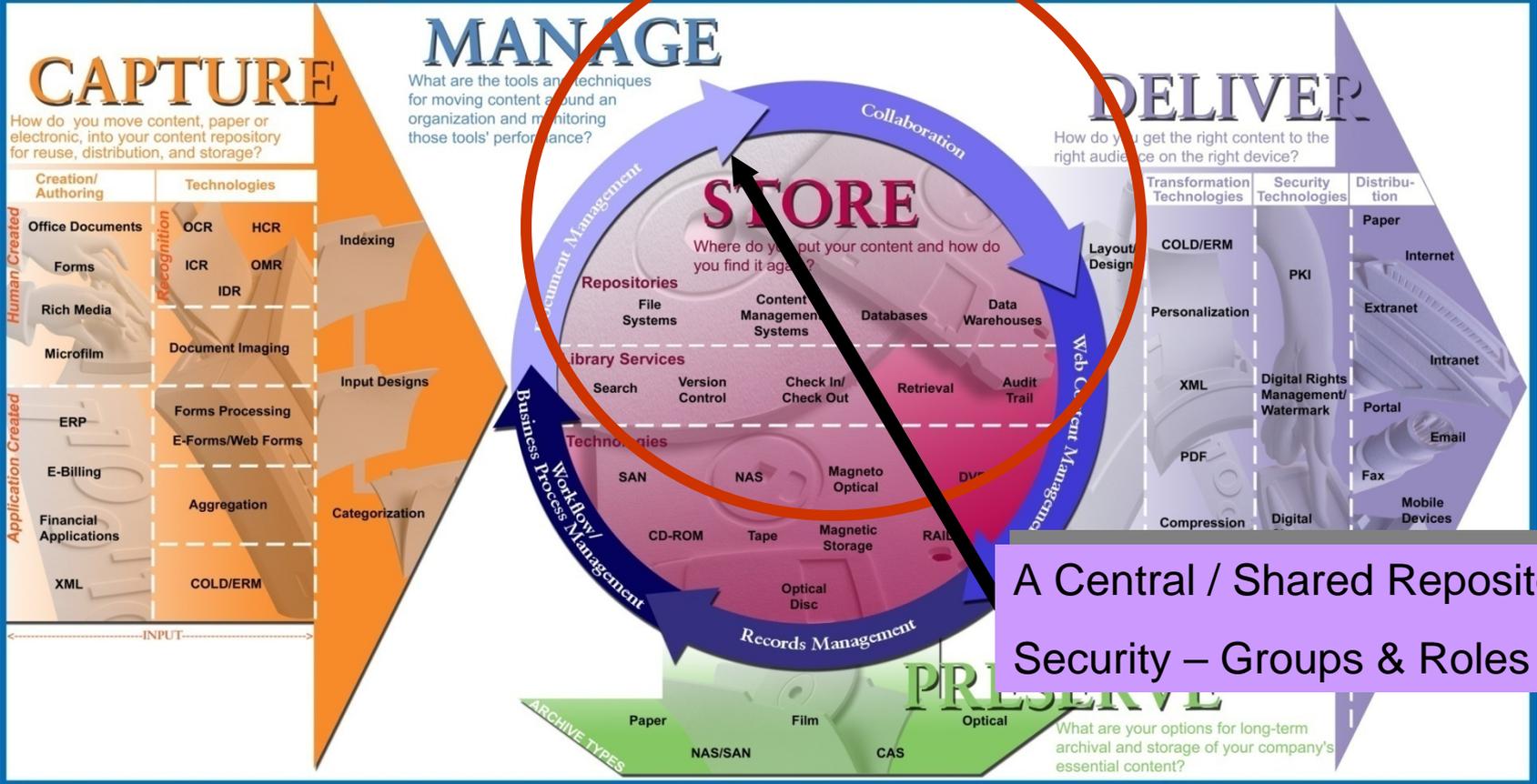
CONTRACTOR/OWNER INFORMATION	1 JOB/PROPERTY ADDRESS (STREET & NUMBER)			2 FLOOR/ROOM NO.		
	3 CONTRACTOR NAME		4 LICENSE TYPE	5 CLASS <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C		6 STATE LICENSE NO.
	7 CONTRACTOR STREET ADDRESS				8 CONTRACTOR TELEPHONE NO.	
	9 CITY		STATE		ZIP CODE	10 CONTRACTOR FAX NO.
	11 PROPERTY OWNER NAME		12 PROPERTY OWNER ADDRESS/ZIP			13 OWNER DAYTIME TELEPHONE NO.
NOTION	14 DESCRIBE CURRENT STRUCTURE USE			15 DESCRIBE PROPOSED STRUCTURE USE		
	16 NEW			17 ADDITION	18 RESIDENTIAL	19 RESIDENTIAL
			20 OPEN	21 ENCLOSED	22 ALTER/	

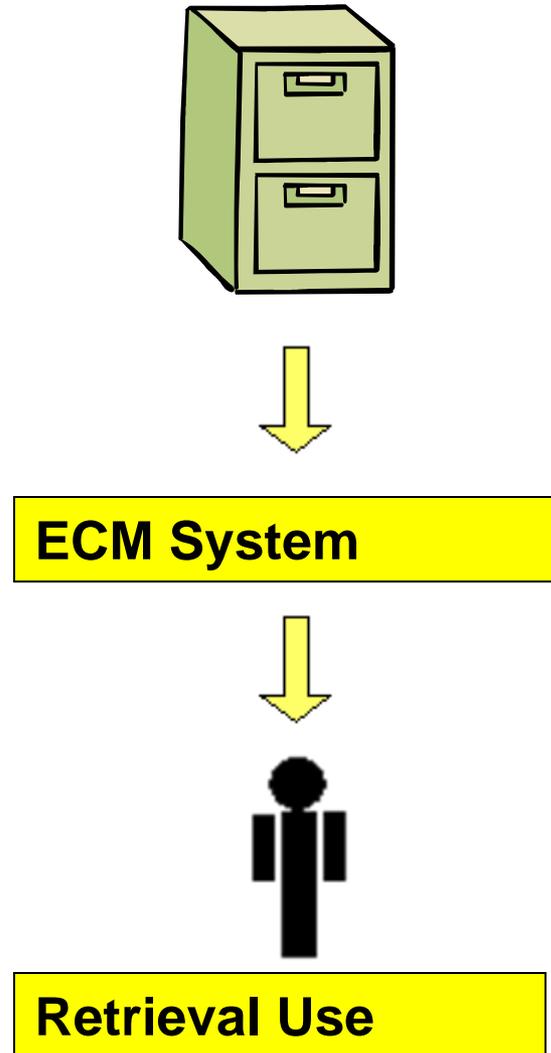
Contains commands for working with the selected items.

start Mike&Jim.ppt [ ... ] Book1 DEQ Permit Ex... https://www.v... City of Richmo... http://www.ric... untitled - Paint Search Desktop 6:39 AM

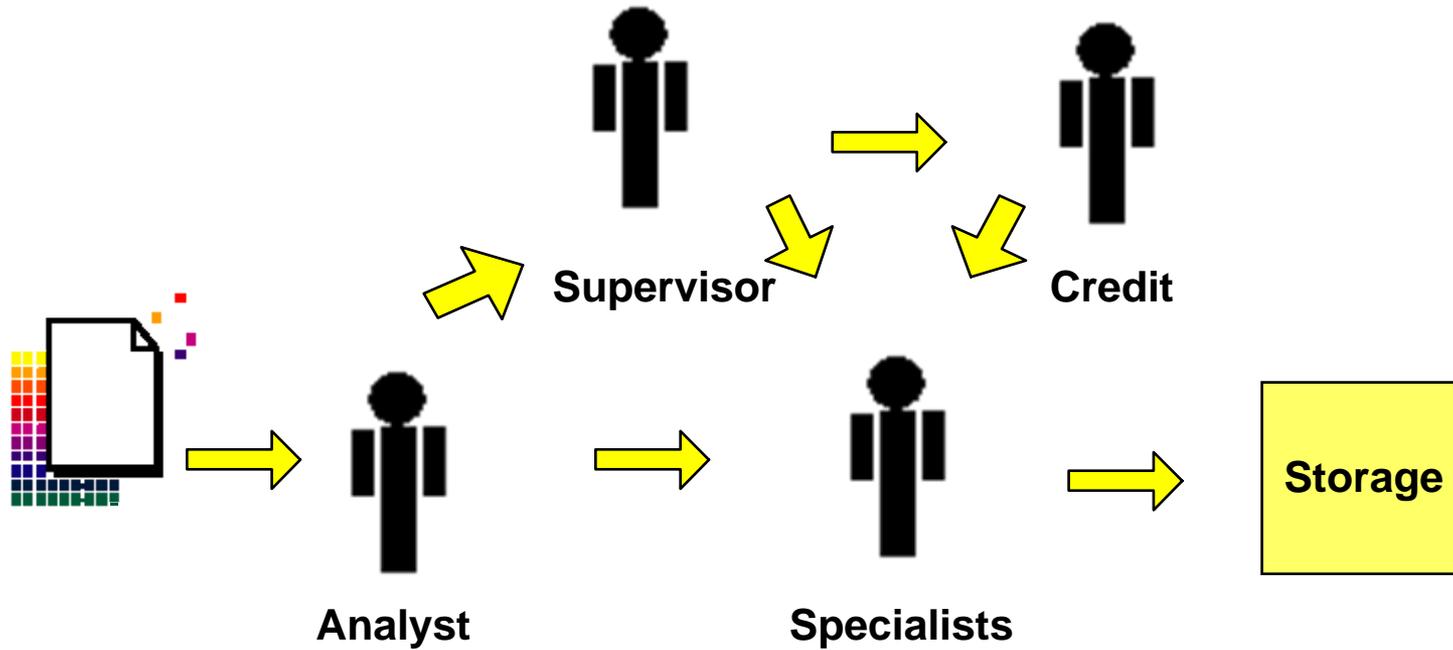
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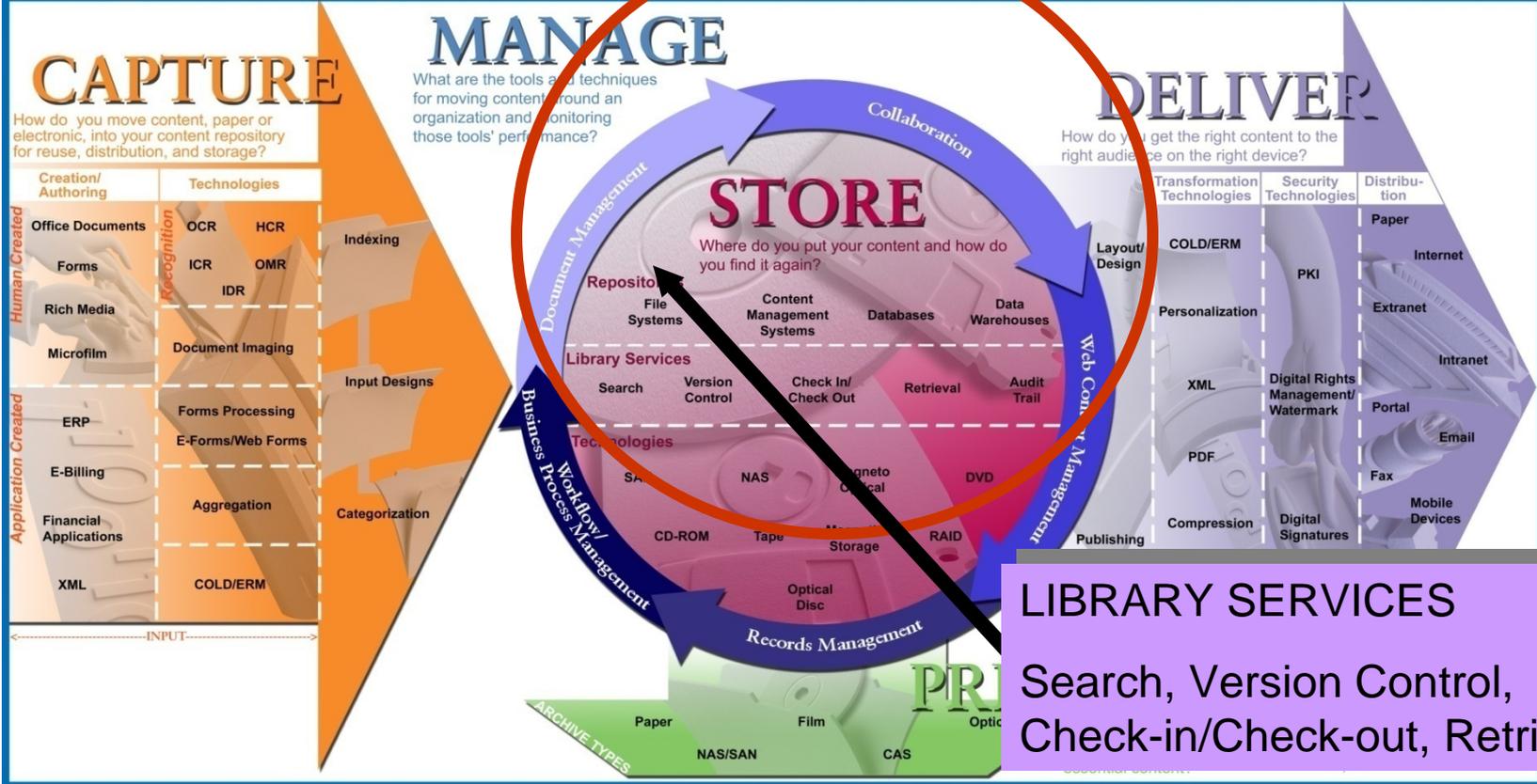






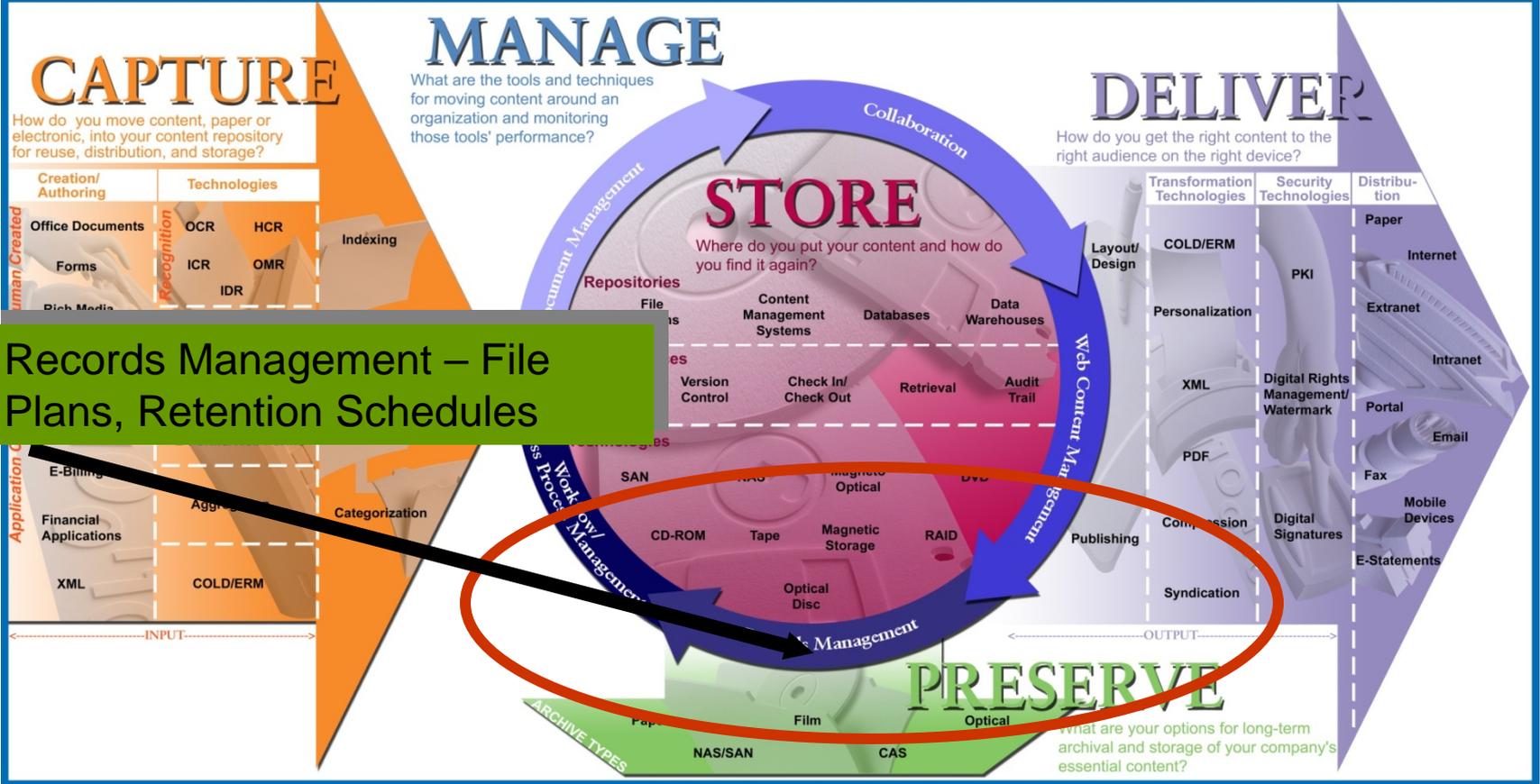
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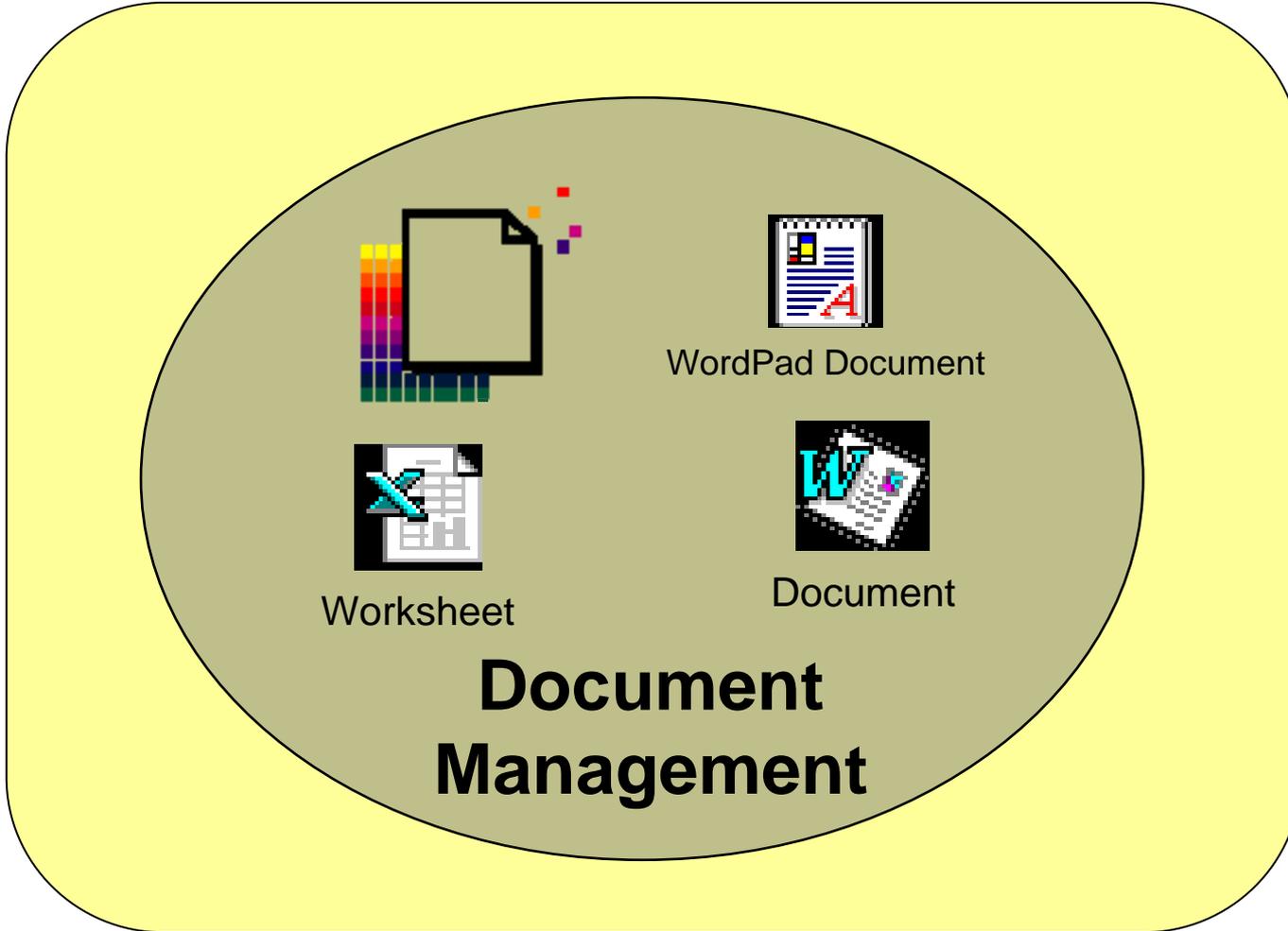
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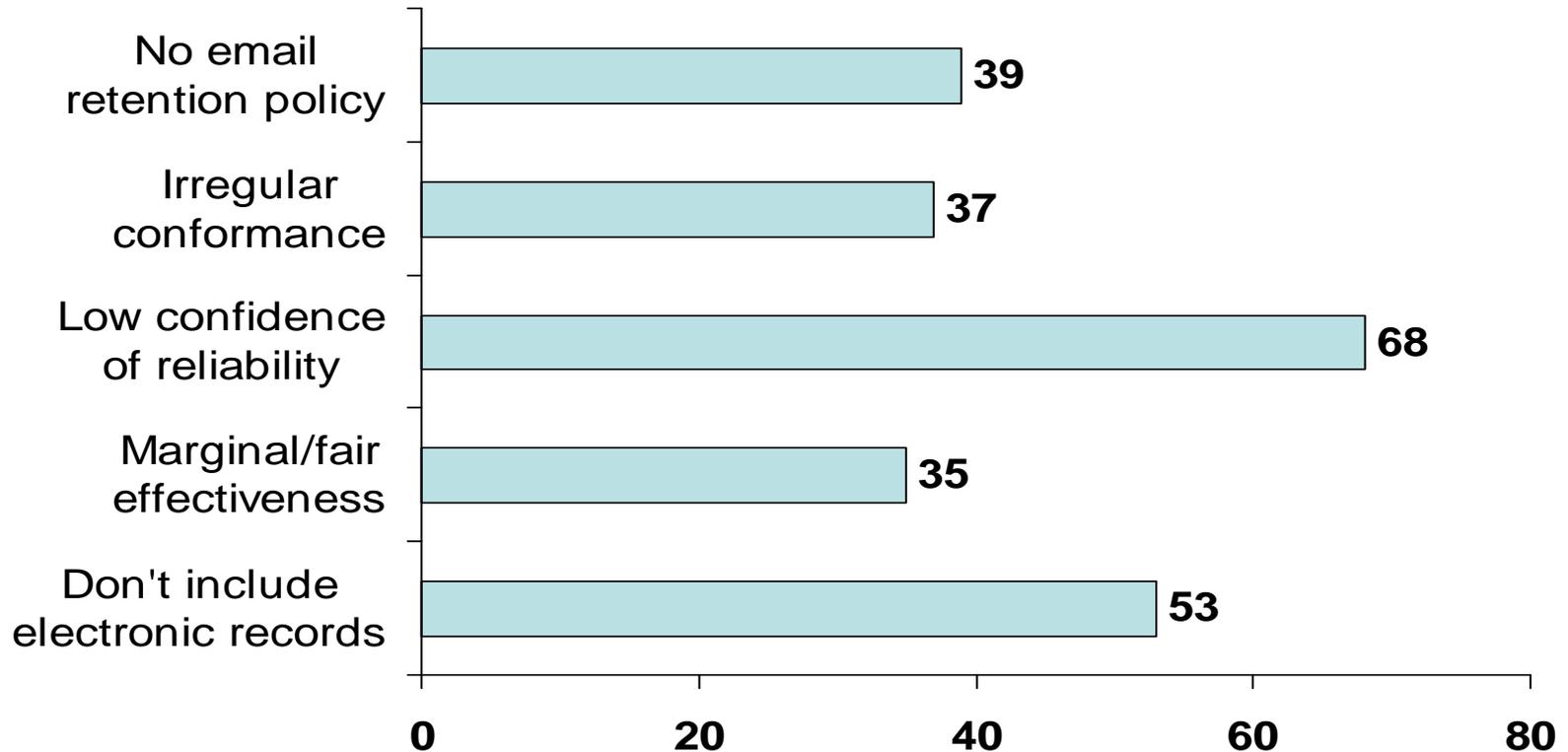
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Records Management Rules

# Gaps in Records Management



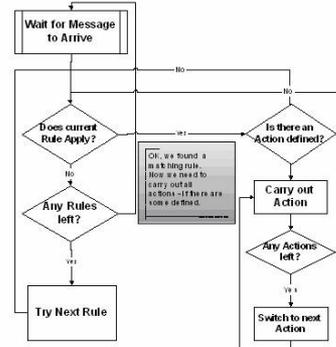
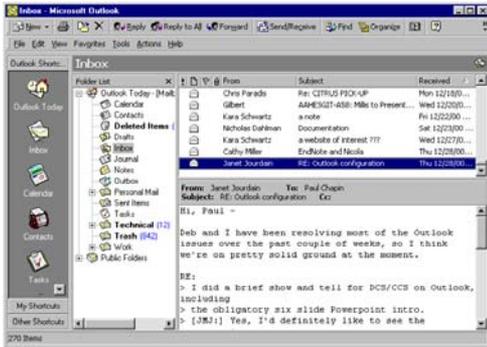
<http://www.aiim.org/documents/wp/AIIMCohasset.pdf>

## Records Management is new liability

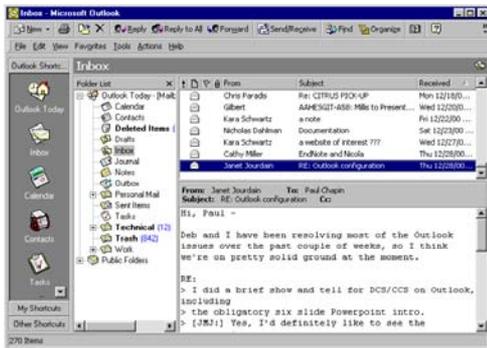
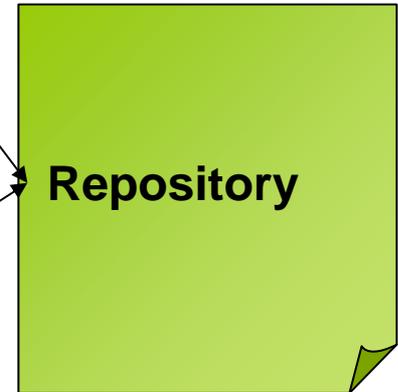
- Federal rules of evidence changed on December 1, 2006
- No difference between paper and electronic
- New emphasis on liability & processes
- Rule says “reasonably” anticipate
- Ambiguities favor the lawyers
- Fines ***already*** are in the millions of dollars

# Legal admissibility of images

- “Best evidence” rule under English Common Law
- Must be “accurate, reliable, & trustworthy”
- Processes must be documented
- Very few situations where original document is required



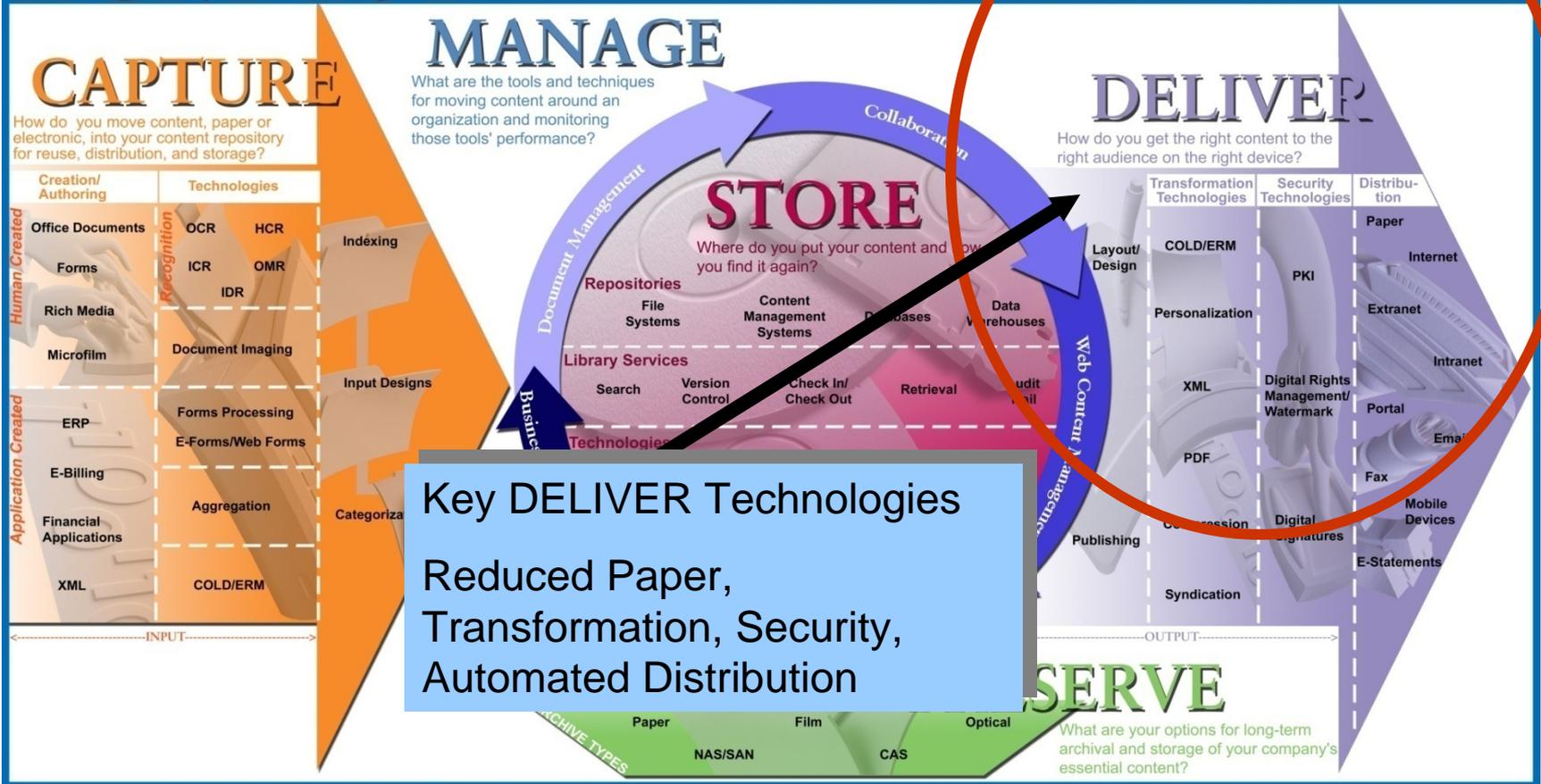
## Rules Engine



## User

# ECM 101

Enterprise Content Management: the technologies, tools, and methods used to capture, manage, store, preserve, and deliver content across an enterprise. At the most basic level, ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.



Select your application here **Coastal Zone**

*Navigation*

**FULL STATE VIEW** 

**ZOOM IN** 

**ZOOM OUT** 

**PAN** 

*Select from Active Theme*

**SELECT FEATURE** 

**FIND** 

**SELECT CIRCLE** 

*Additional Tools*

**MEASURE** 

**CLEAR SELECTION** 

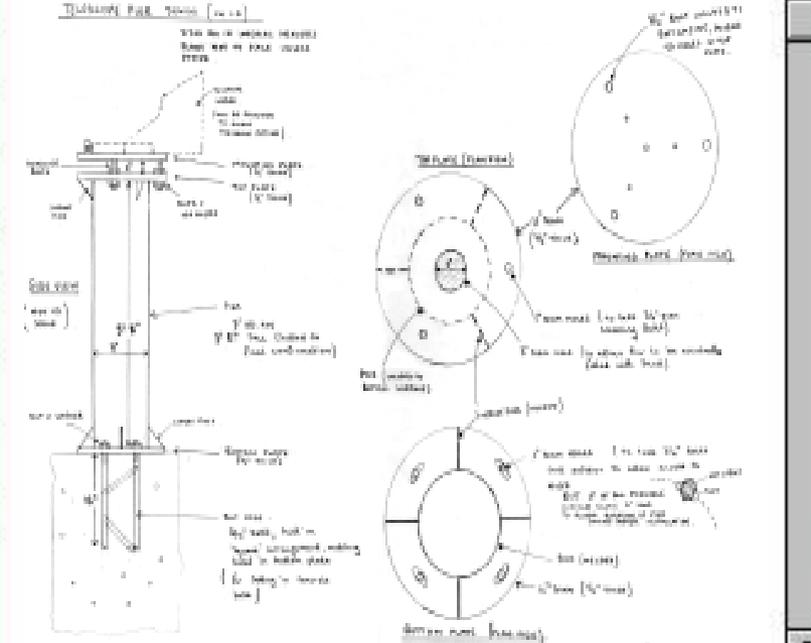


Oyster Restoration is now

**Current Tool: Pan**

**Image Display Window**

**File Edit Search Help**



Page 1 of 2

Phragmites Coverage

VIMS SAV Setaside Area

Questions or Comments? Send email to [lbmckay@deq.virginia.gov](mailto:lbmckay@deq.virginia.gov)

**Dental Insurance**

1234 Main St.  
Anytown, USA

**John Smith**  
456 Any St.  
Anytown, USA    Acct: 123456



Date	Transaction	Amt.	Bal.
01-03-94	Root Canal	\$2,500	\$2,500
03-04-94	Cleaning	\$ 100	\$2,600
03-31-94	Payment	(\$2,600)	\$ 0

• 12349 23478 234872 23

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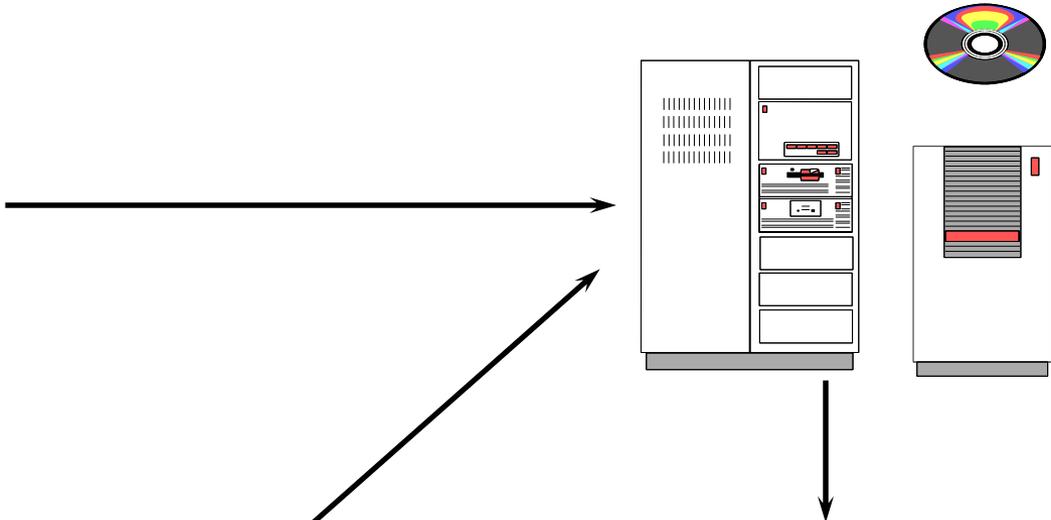
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Monarch 2.00 - EMPLOY.PRN

File Edit Chart Options Window Help

Print Copy Find Next Sync PrestigeFixed 9 Sun Drill Chart Next Help

**Report**

MAYNARD CORPORATION  
ACTIVE EMPLOYEE REPORT

LASTNAME	STREET	CITY	STATE	ZIP	HIREDATE	SEX	DEPT	SALARY
McPherson	410 Market St	Boston	MA	02115	06/14/91	M	Data Processing	27800.00
Bender	324 Holiday Hill	Burlington	MA	01803	11/20/93	M	Shipping	37400.00
Ungermann	1615 Del Terrace	Concord	MA	01742	05/17/84	M	Marketing	23500.00
Finnley	207 Anglewood Rd	Littleton	MA	01460	05/25/80	M	Shipping	29500.00
Daley	5 Dixwell Blvd	Lexington	MA	02173	01/30/82	M	Accounting	29600.00
Stancowicz	91 Belmont Dr	Maynard	MA	01754	10/11/86	F	Accounting	32600.00
Tracy	23 Mountain View	Maynard	MA	01754	12/12/86	M	Data Processing	28800.00
Bradford	888 Centre Park Rd	Brookline	MA	02146	07/24/94	M	Marketing	52300.00
Williams	9 Lawrence St	Burlington	MA	01803	02/26/88	M	Data Processing	42300.00

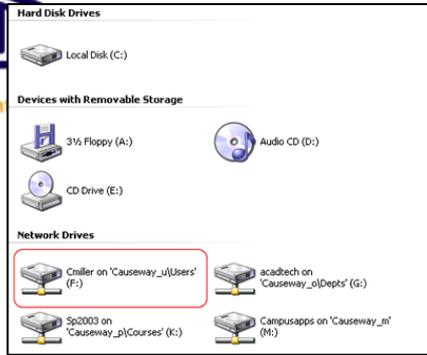
**Summary - COUNT2**

DEPT	SEX	COUNT
1 Accounting	F	7
2	M	5
3		12
4		
5 Data Processing	F	13
6	M	15
7		28
8		
9 Marketing	F	11
10	M	15
11		26

**Headcount by Department**

Chart 1 of 1

ECM Share

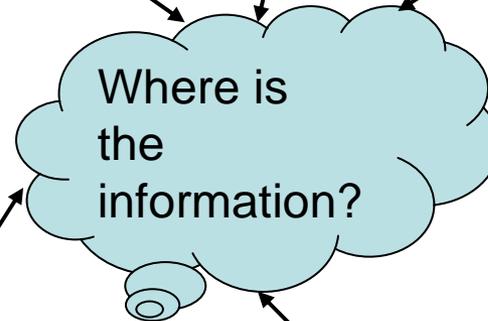


Shared Drives



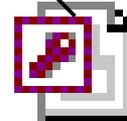
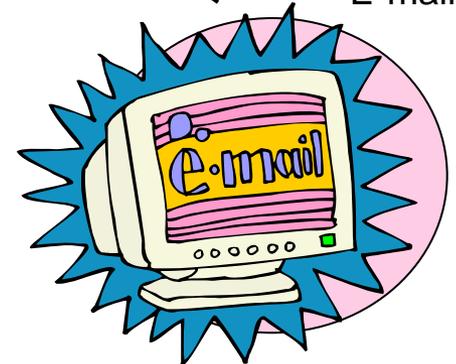
Imaging

Document Storage



eDocuments

E-mail



Personal Databases



ECM Shared Services Overview

Legacy Systems



Remote Vaults

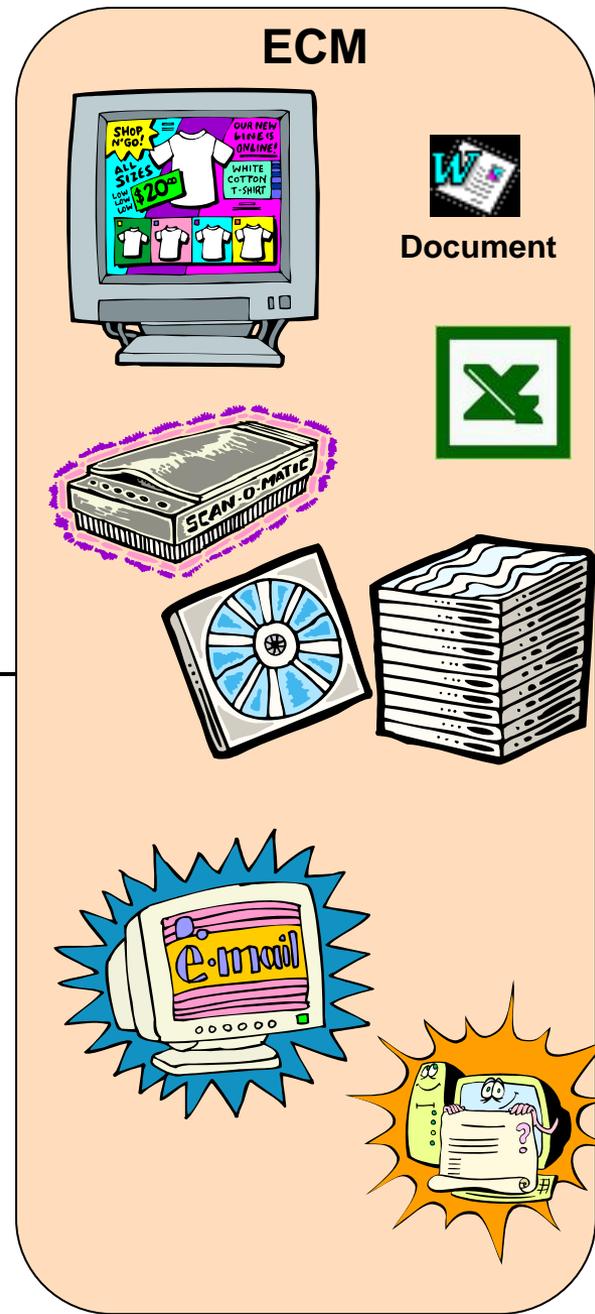


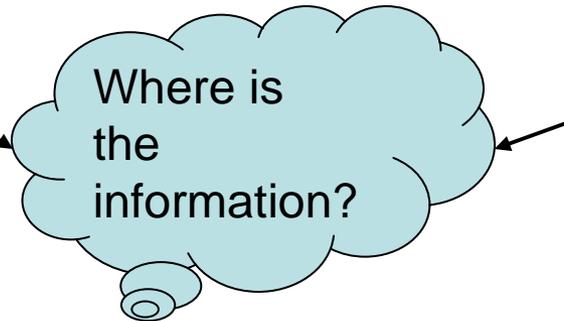
Legacy Systems

Where is the information?

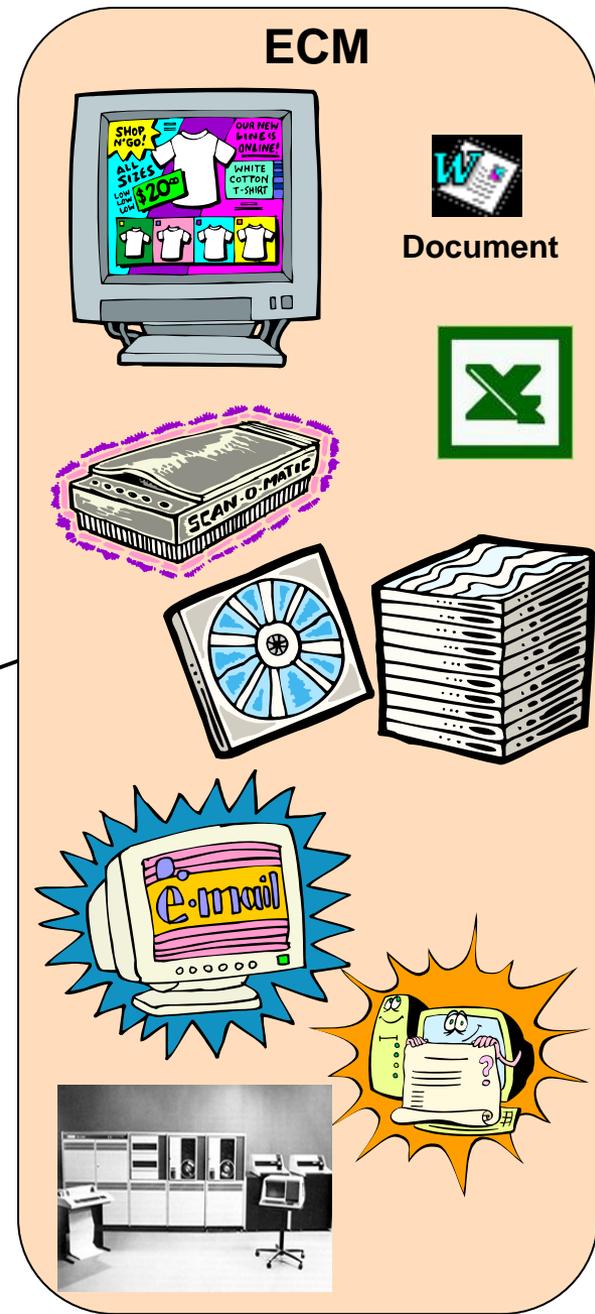


ECM Shared Services Overview





ECM Shared Services Overview



- Operational Efficiency
- Cost Reduction
- Risk Reduction
- Technology Consolidation
- Improved Service





# Basic Shared Services Concept

## Why does the Commonwealth need ECM Shared Services?

To provide a cost effective way for Commonwealth agencies and localities to benefit from ECM:

- Small- to medium-sized agencies that cannot justify their own solution
- Larger agencies that pilot ECM before expanding to their own platform

## What is ECM Shared Services?

- A single ECM solution platform utilized by multiple agencies and localities
- Content is stored in a consolidated ECM repository with appropriate security to control retrieval access
- Participants share in the use of the hardware, software, and support resources
- Agencies pay on a per user basis for use of the service, not IT

## **Key Concepts**

- Based on the IBM FileNet P8 ECM solution suite
- Virginia Correctional Enterprises (VCE) is slated to provide the service in partnership with VEAP
- The ECM Center of Excellence will support ECM Shared Services
- Predictable per user costs to participants

## **ECM Shared Services Goals**

- Cost avoidance for smaller agencies
- Cost avoidance for the Commonwealth as a whole
- Advancement of the Governor's Paperless Government and Telework initiatives
- Use of shared resources – software, hardware, people, expertise

## *When might an agency implement their own solution?*

- Agency requires **greater degree of control** over the solution
- Agency wishes to implement **complex, unique business processes**
- Agency needs significant **customization** of the solution
- Agency requires **significant integration** with other in-house line of business systems

# Shared Services ECM Functions

## Core ECM Functions

**Scan Interface**

**Store**

**Search**

**Retrieve**

**Records Management**

**Basic Security**

**Email Management (Manual)**

**Simple Workflows**

## Agency ECM Functions

**Scanning**

**eForms**

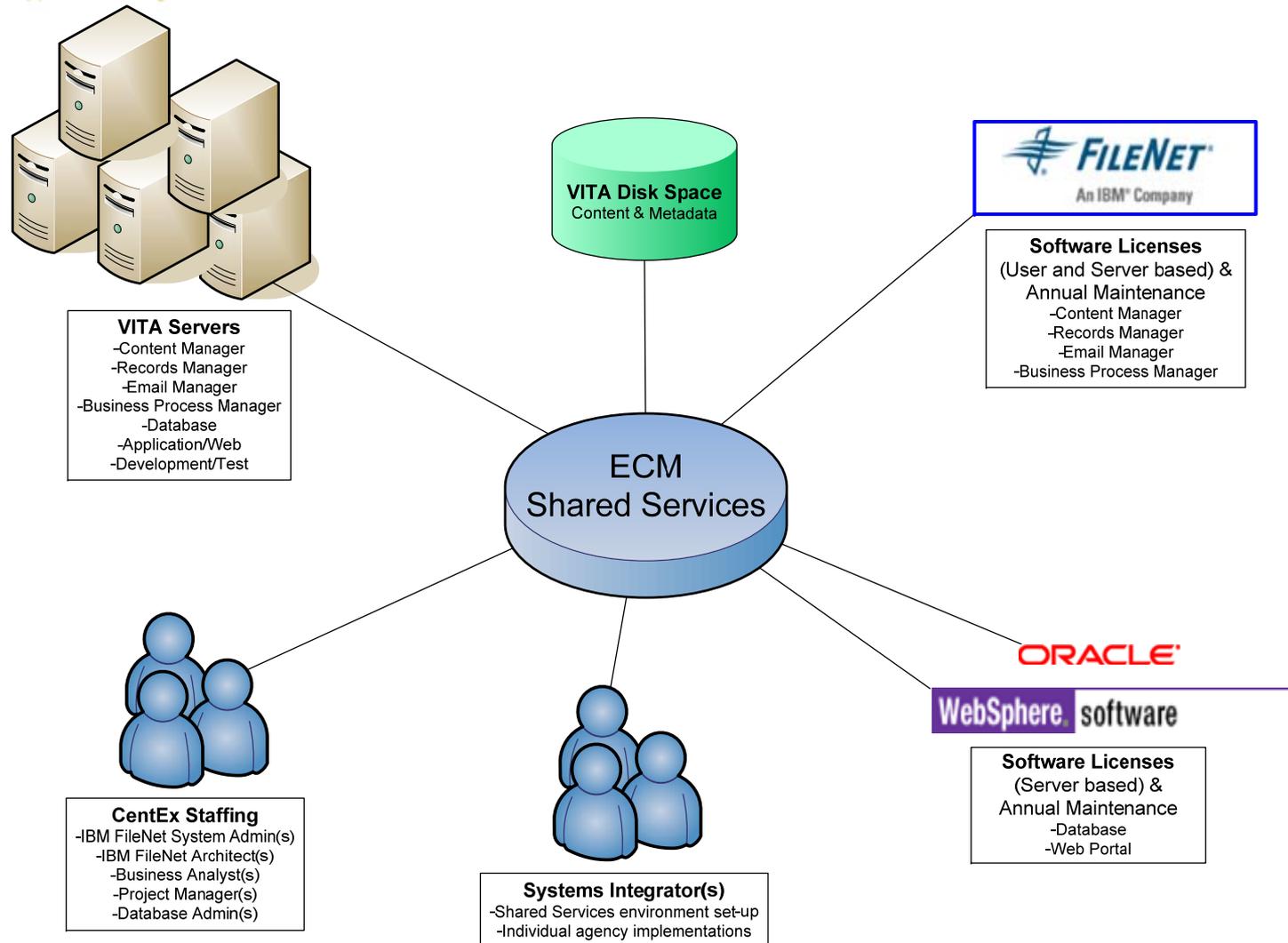
**Workflow Management**

**Conversion**

**Email Management (Automated)**

**Integration**

# Shared Services Components



# Shared Services Costs

## Estimated Cost To Participate

- **Estimated Price - \$55 per user per month**
  - Based on 3,000 users
  - Pay a flat fee per user per month to participate (subscription-based)
- Agencies/localities will bear other costs to be added to the platform and for functionality outside of the Shared Service core functions

## More Users Can Lower Price

- Pricing will be re-evaluated and payments re-calibrated over time
- The more users participating, the lower the initial monthly per user cost
  - Estimated Price at 4,000 users: \$46 per user per month
  - Estimated Price at 5,000 users: \$41 per user per month
  - Estimated Price at 6,000 users: \$38 per user per month

# Shared Services Next Steps

## VEAP

- **VEAP is working towards:**

- Finalizing arrangement between VCE, VEAP, and first participants
- Refining the costing model
- Working with VITA to procure the hardware and software infrastructure
- Obtaining a systems integrator to stand up the initial platform

## Agency

- **Agencies interested in ECM Shared Services should focus on:**

- Communicating within your agency on the offering
- Garnering support from key decision-makers
- Once internal commitment achieved, work with VEAP to prepare to participate

# ARMICS: Past - Present - Future

Joe Kapelewski  
Assistant Director  
Virginia Department of Accounts



Virginia Department of Accounts

Financial Accountability. Reporting Excellence.



# The Past

## Best Practices: Written Plan

- Resources and timelines
- Approved by Agency Head / Board Chair
- Short Term AND Long Range
  - Goals and Objectives
- Improvements from prior year
- Implementation Program
  - Step by step
- Background (Scope, organization, approach, etc.)





# The Past

## Best Practices:

### Written Internal Report

- To Agency Head
- To Board Chair (Audit Committee)
- To Internal Audit
- To Whole Agency Management Team
- Beyond the “Significant Weaknesses” reported to DOA
  - Impact on Programs or Operations





## Best Practices:

### Internal Quality Assurance Review

- Good use of Internal Audit
- Identify process improvements
- Independent evaluation
  - Outside eyes





# The Past

## Best Practices:

### Management

- Designation of an Internal Control Officer / Manager
- Cover Multiple programs  
ARMICS, COOP, VITA-IS, Grants, etc.
- Special projects
- Hotline calls if no Internal Audit shop
- Full-time or part-time





# The Past

## Tools:

### Survey Automation

- Zoomerang, Survey Monkey, etc.

### Survey Experts

- Questionnaire modification, Statistical Analysis
  - Source: Colleges and Universities  
VCU & CNU

### Documentation

- Parallel Flowcharts and narratives w/ IC Identification





## Agency Level: Customize Questionnaires

- Physical Access and Security
- Federal Grants: Sub-grantee compliance monitoring  
Fiscal and Program responsibilities  
(Pass-thru) A-133 requirements
- Information and Communication: FOIA VS Privacy  
Information release policies  
Communication Officers (Press releases)  
Employee Awareness of how to respond to inquiry  
from the press
- Soft Controls



## Agency Level: Customize Questionnaires

- Shared Services Agreements – Split controls – MOU  
Internal AND External  
(More later on ARMICS reporting)
- External Entities (Providing input services – Contracts)  
Internet interface Security  
(Agency or Transaction Level)
  - Registrations, Enrollments, or licenses
- Brainstorming approach
- Customize or eliminate Exhibit questions not germane to the organization

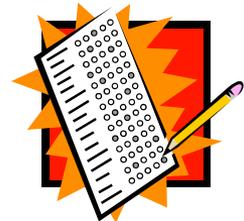


## Transaction Level: Significant Fiscal Processes

### – Systems Controls



- Automated controls are the responsibility of the fiscal office because they control fiscal transaction information and not computer functions.
- The ISO can help the fiscal officer design tests to ensure the automated controls are operating as intended.





# The Past

## General:

- TEST Key Agency-Level Controls
- Right Size scope of questionnaire input
  - Don't restrict to just management
  - Don't send technical issues to everyone
- Avoid over-reliance on ARMICS Exhibits as the only tool to identify risk (Customize)
- Current SWOT
  - Part of Strategic Planning
  - Agency level as well as Divisional (roll-up)





# The Past

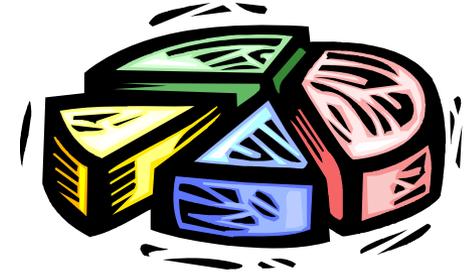
## General:

- Ethics, Beyond a written code
  - Awareness programs + Test for success
- Other awareness programs  
(Safety, Harassment, Sensitivity, Terrorism, etc.)
- These are Preventative Agency-Level Controls  
(Control Environment – include them in your Questionnaires)





## Certification Statistics:



253 Agencies

128 Reporting Entities

---

32 Agencies (Reporting entities) with Self-Reported Significant Control Weaknesses

274 Self-Reported Control Weaknesses

# The Present

## FY 2009 ARMICS

- Evaluate and improve processes from 2008 experience
- Identify organizational changes and adjust your ARMICS process
- Identify significant process or internal control changes and adjust ARMICS accordingly
- Test key controls (Agency and Process / Transaction levels) – improve testing processes from prior year where applicable

## Continuous Improvement !





## General: No more Stages



Update only for processes done well

**Agency Level:** Refresh and Refine

**Transaction Level:** Update and Retest

**Corrective Action Plans:**

Follow-up and Test from Prior Year +  
Newly identified weaknesses



# 1

## Certification: Just ONE per Agency

- Clarification regarding “Service Provider” agencies
- Replaces Year End - Financial Reporting Certification
- One Certification for all 3 components (Agency-Level, Transaction-Level, and Corrective Action Plans)



## Example of 2008 Certifications

*Agency A processes vouchers for Agency B*



Stage 1: Agency-Level: Agency-A and Agency-B submitted a combined Certification in September 2007



Stage 2: Transaction-Level (Significant Fiscal Processes)  
Agencies A and B: combined Certification March 2008



Stage 3: Corrective Action Plan (CAP) (if Required)  
Agency A and B combined June 30, 2008 (With CAP)

Annual Internal Control Certification to DOA for Financial Reporting Purposes in August 2008

– One from Agency A **and** One from Agency B





## Example of 2009 Certifications

*Agency A processes vouchers for Agency B*

ARMICS Internal Control Certification Statement:  
Agency A – June 30, 2009

ARMICS Internal Control Certification Statement:  
Agency B – June 30, 2009  
++++ Plus Service Provider Clause



# The Future

## Service Provider Arrangements:

- The Clause
  - Identify the Provider
  - Identify Fiscal processes affected
  - Assurance that the Service Provider assessed their controls in accordance with ARMICS
  - Results of Service Provider's control assessment



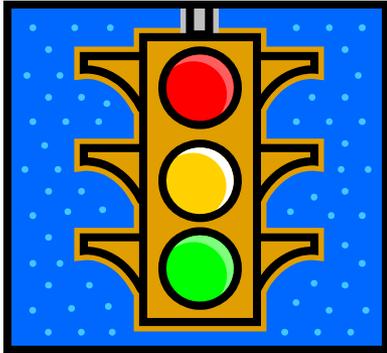


## Service Provider Arrangements:

- Recommendations
  - Review and update existing MOUs
  - Create MOU if none exists
  - MOU should assign responsibility for fiscal processes
  - Delineate responsibility for Key Control points
  - Fix accountability
  - Address ARMICS responsibilities
  - Ensure that key controls are covered by someone



# ARMICS Update: The Future



## STOPLIGHT

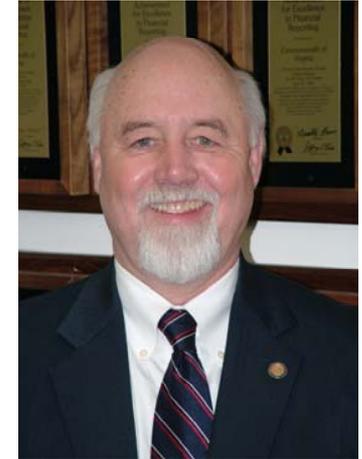


## Contact Information

Ronald D. Necessary, CPA, CISA, CFE  
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804-225-2380



Joseph A. Kapelewski, CGFM, CPA, CIA  
Assistant Director, AICCO

[Joe.kapelewski@doa.virginia.gov](mailto:Joe.kapelewski@doa.virginia.gov)

804-225-4366





## Contact Information

Commonwealth of Virginia  
Department of Accounts  
Accounting and Internal Control Compliance  
Oversight Unit (AICCO)

[www.doa.virginia.gov](http://www.doa.virginia.gov)

Click on ARMICS





# ITP Security Update

**Bill Ross**



***NORTHROP GRUMMAN***

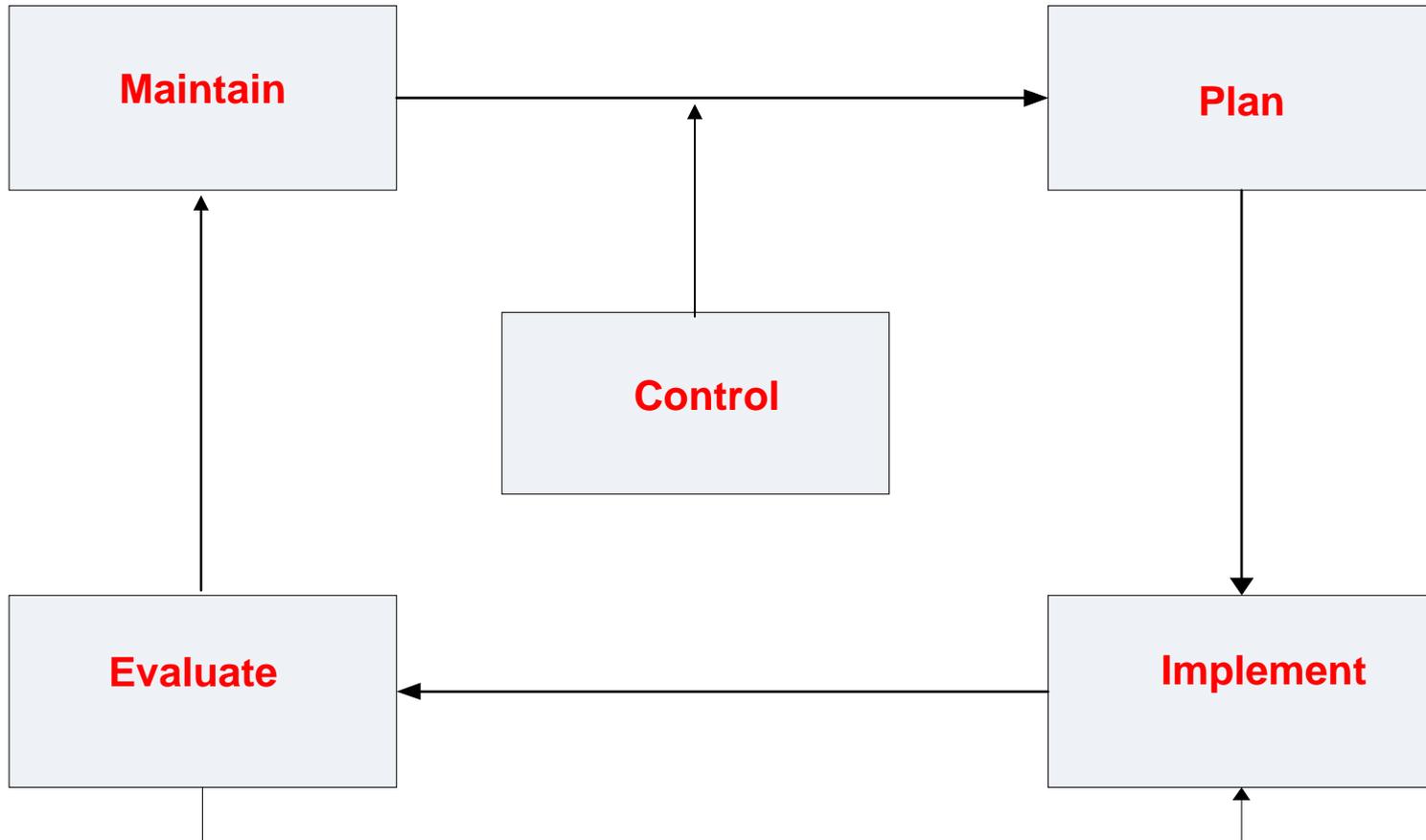
## Purpose:

- To provide insight on the current status of the ITP security program and familiarize the ISO community with the benefits of the overall security ITP business and operational management framework.
- ITIL-based customer requirements management
  - **Control**
  - **Plan**
  - **Implement**
  - **Evaluate**
  - **Maintain**

## Expected outcome:

- An operational understanding of how ITP security is transitioning to a managed security service process.
- Deeper understanding of the security benefits provided by the ITP
- Growth in the teaming interaction between the agency ISO's and the ITP security support effort

## ITIL Service Management for Security



The **Control** function within our Security Management Process both organizes and directs the overall management process. It defines a working framework that details how security policies and plans are established, implemented, evaluated, maintained, and reported back to the user. The Control functionality also defines the processes and all functions, roles, and responsibilities within them and details any organizational changes.

### **Control functions**

- 1) organize requirements
- 2) establish the framework
- 3) allocate responsibilities

## Business Model

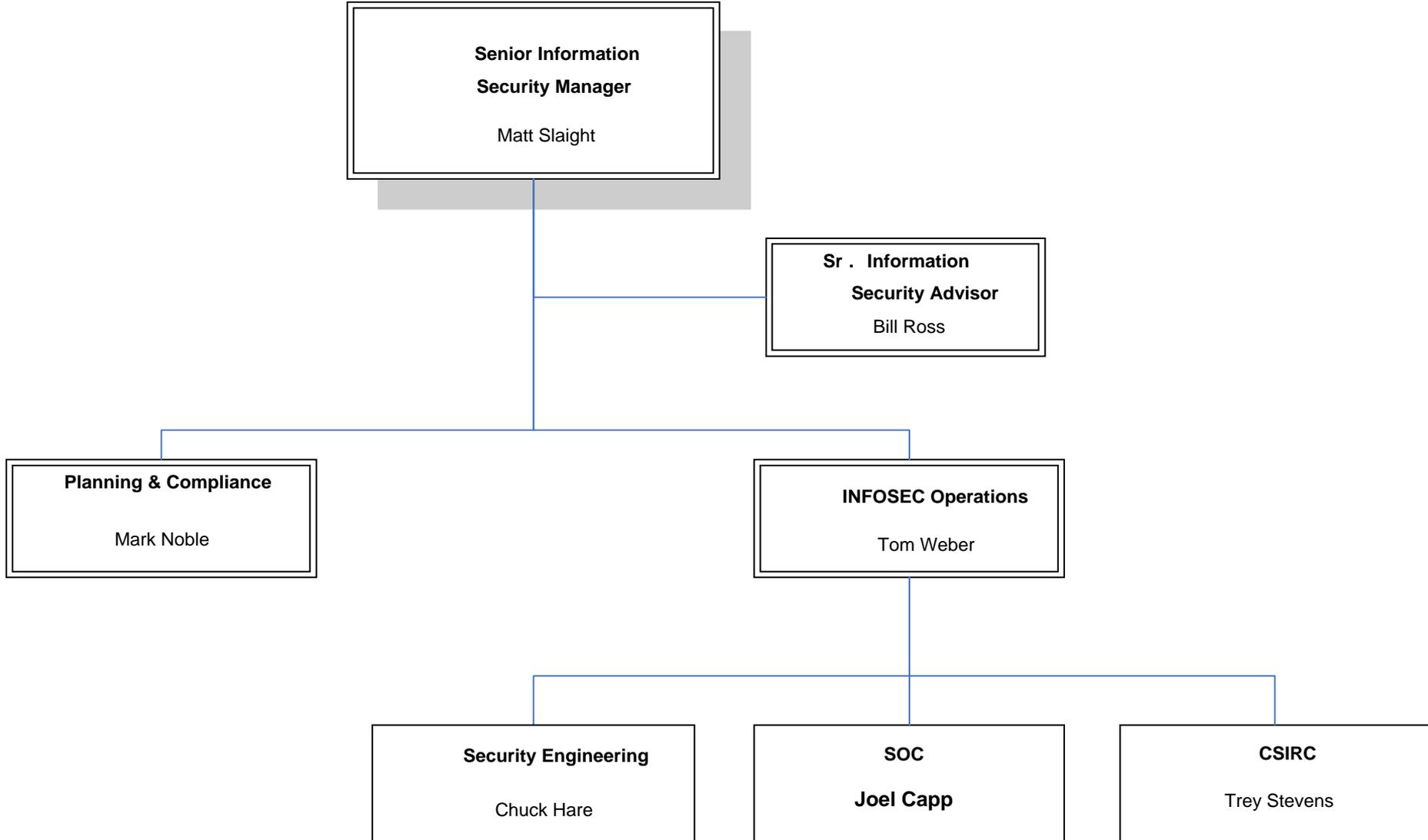
- Efficiently and robustly meet the SOW business objectives for security service delivery
- Succeed through measurement, correction and enhancement
- Normalize Security support at every opportunity
- Retool skill sets

## Customer Focus

- Deliver exceptional services
- Exceed customer expectations
- Meet customer technology needs and performance targets

## Operating Environment

- Multiple environments with unique requirements
- Service delivery management of security services
- Choice hacker target
- New technologies, tools and processes



## Information Security Policy

[IT Information Security Policy \(SEC500-02\) \(07/17/2008\) \(Word version\)](#)

## Information Security Standards

[IT Information Security Standard \(SEC501-01\) \(07/24/2008\) \(Word version\)](#)

[IT Security Audit Standard \(SEC502-00\) \(01/11/2007\) \(Compliance Date: 02/01/2007\) \(Word version\)](#)

[IT Standard Use of Non-Commonwealth Computing Devices to Telework \(SEC511-00\) \(07/01/2007\) \(Word version\)](#)

[Removal of Commonwealth Data from Surplus Computer Hard Drives and Electronic Media Standard \(SEC514-03\) \(03/15/2008\) \(Word version\)](#)

[Data Removal information](#)

## Information Security Guidelines

[IT Contingency Planning Guideline \(SEC508-00\) \(4/18/07\) \(Word version\)](#)

[IT Data Protection Guideline \(SEC507-00\) \(7/02/07\) \(Word version\)](#)

[IT Logical Access Control Guideline \(SEC509-00\) \(4/18/07\) \(Word version\)](#)

[IT Personnel Security Guideline \(SEC513-00\) \(2/15/2008\) \(Word version\)](#)

[IT Risk Management Guideline \(SEC506-01\) \(12/11/2006\) \(Word version\)](#)

[IT Risk Assessment Instructions- Appendix D \(SEC506-01\) \(12/14/2006\)](#)

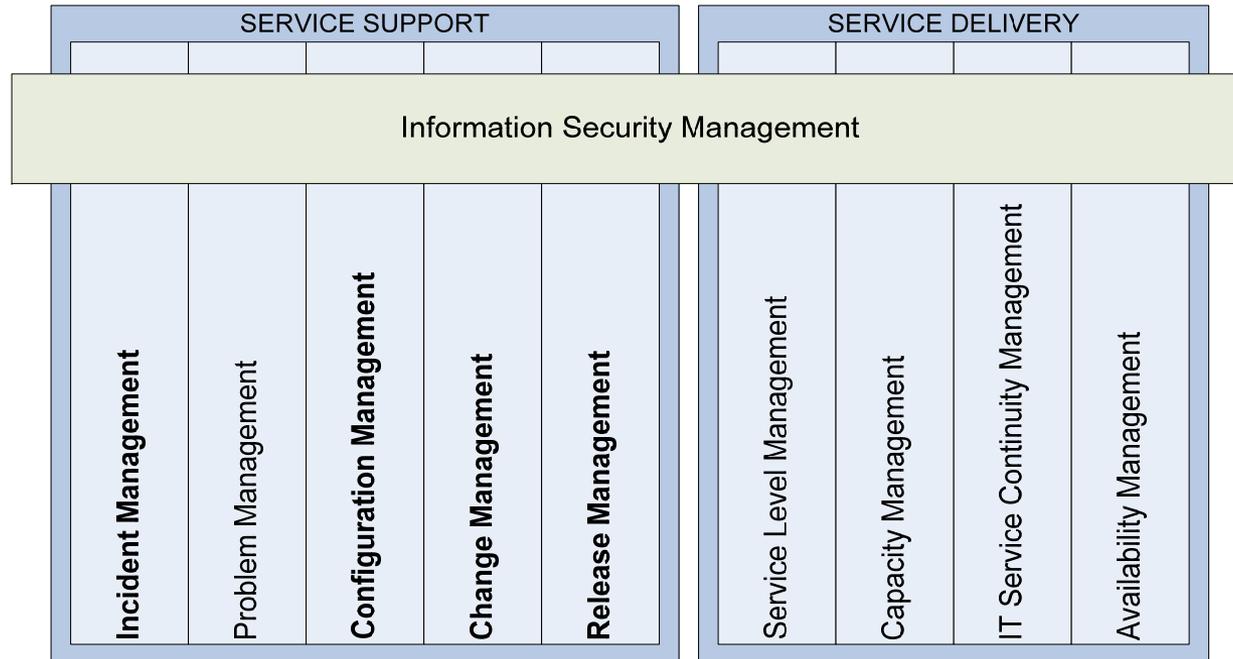
[IT Security Audit Guideline \(SEC512-00\) \(12/20/2007\) \(Word version\)](#)

[IT Security Threat Management Guideline \(SEC510-00\) \(07/01/2007\) \(Word version\)](#)

[IT Systems Security Guideline \(SEC515-00\) \(07/17/2008\) \(Word version\)](#)

## Two control frameworks

### ITIL

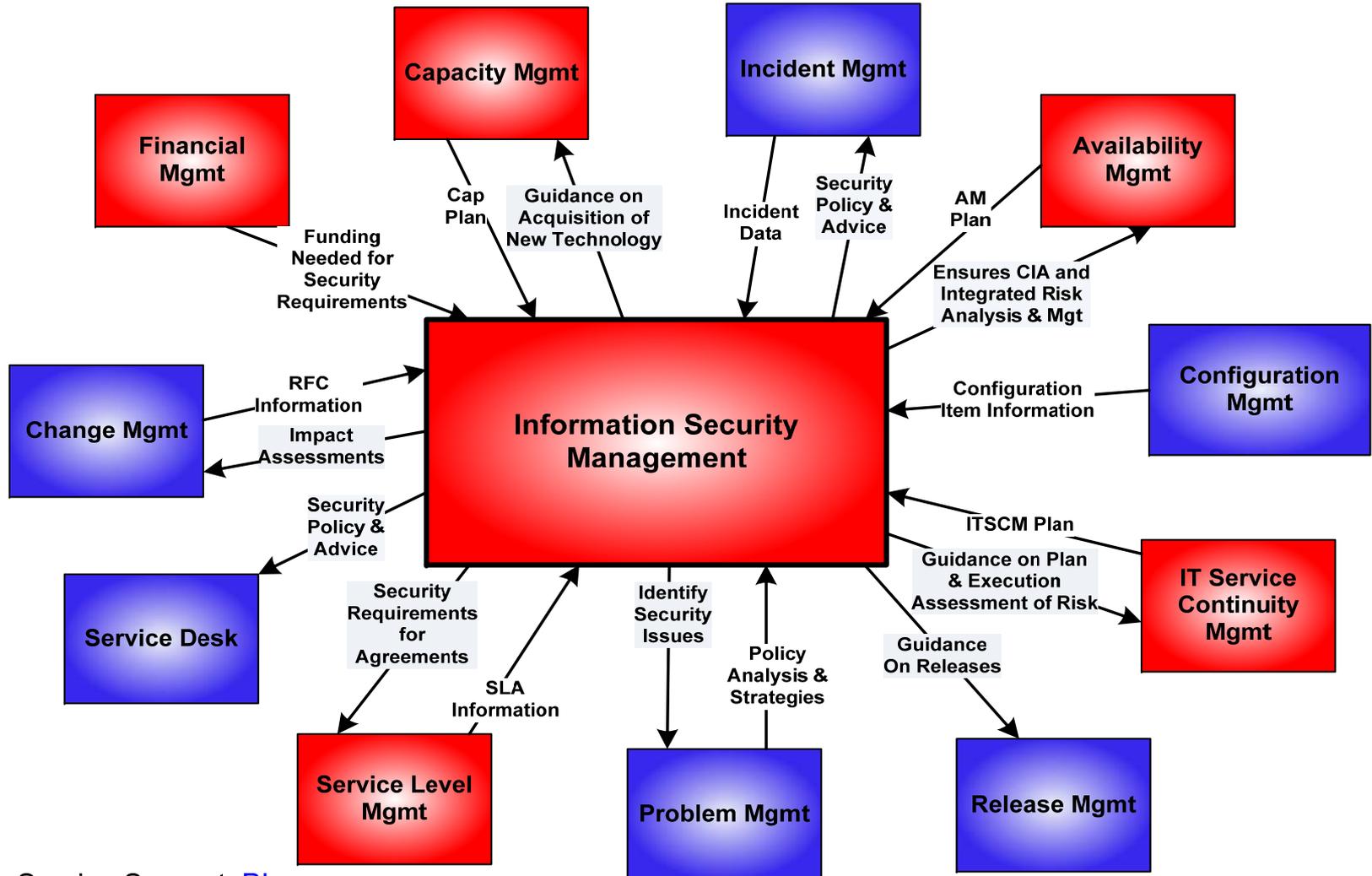


### Security frameworks

ISO 9001, ISO 27001, NIST, COBIT, CSI, CVE, HIPPA, PCI, SAS 70, AUDIT



## ITIL and Security



Service Support: Blue  
Service Delivery: Red

The **Plan** activity of the process flow defines the security sections of Service Level Agreements (SLAs) and any underpinning contracts. Security requirements within the SLAs are further refined within Operational Level Agreements (OLAs) that give more detailed security plans for the organizational units of the IT service provider

### **Plan functions**

- 1) develop service level agreements
- 2) underpinning contracts
- 3) operational level agreements
- 4) policy statements

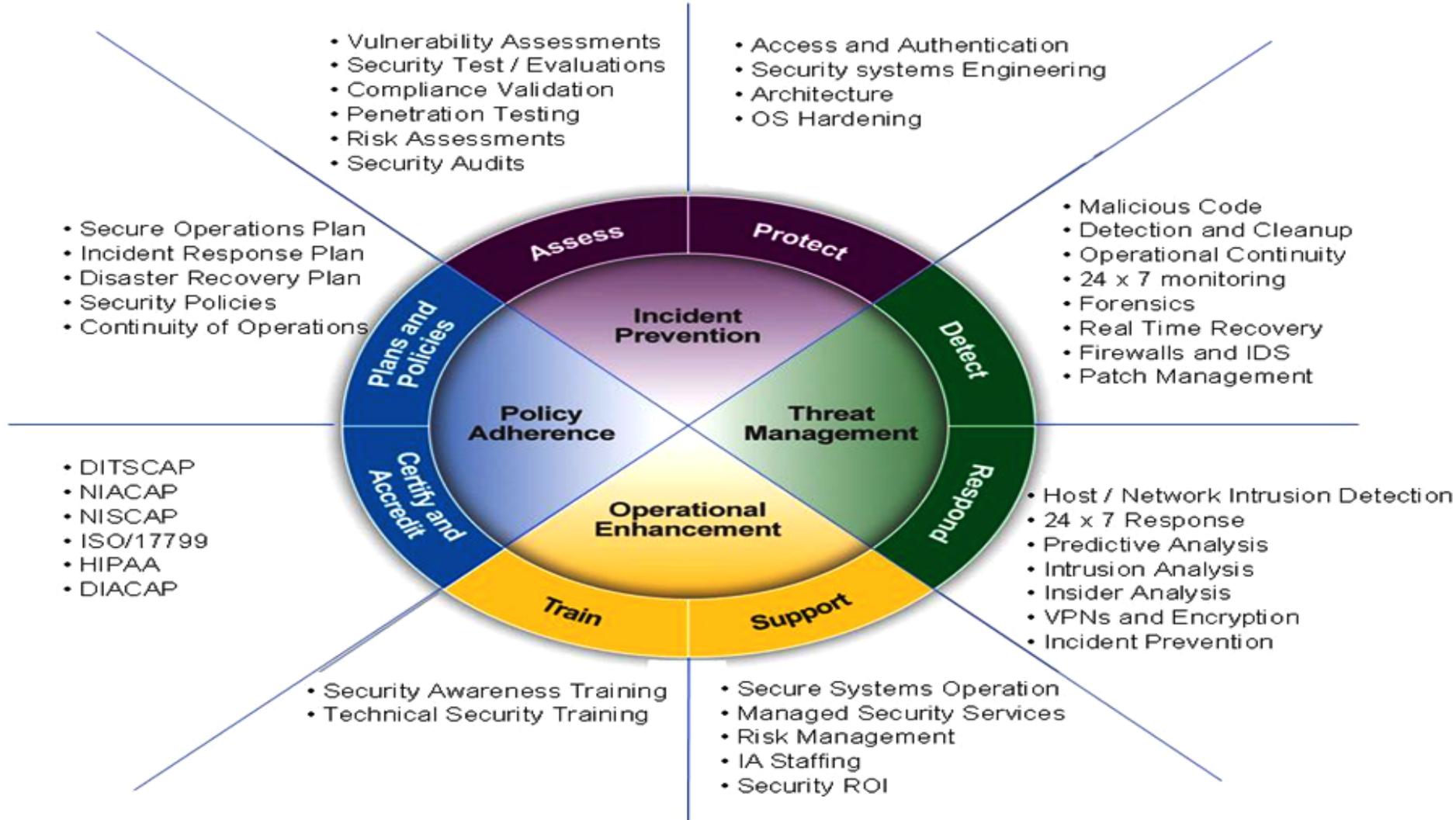
## Mission

- Protect Virginia citizens' vital information assets
- Meet all security service objectives defined in the CIA SOW
- Team with Northrop Grumman and VITA partners to meet primary mission
- Provide a highly controlled environment

## Objectives

- Tightly manage the Information Security program against core Governance precepts
- Transition from building the program to managing a highly operationalized security function
- Manage the paradigm shift from numerous COV agency security centers to centrally managed enterprise that maximizes security support while reducing TCO
- Embed culture of customer centric business management
- Deploy and maximize best of breed technology
- Learn and adapt to new requirements and changing landscapes

## INFOSHIELD



**The ITP is implementing majority of these security services**

## Possible SLAs

- Internet Access Availability
- VPN Remote End-User Availability
- VPN Branch-to-Branch Availability
- Firewall Availability
- IDS Availability
- Vulnerability assessment program
- Firewall Management
- NIDS/NIPS Availability
- NIDS/NIPS Response to P1/P2 Alerts
- NIDS/NIPS & HIDS/HIPS Signature Mngt

## Possible KPIs

- Percentage of Defeated Attacks
- Mean Time to Recovery
- Internal and external audits to measure compliance
- Number of critical vulnerabilities per host
- Time to close open vulnerabilities for critical assets
- Number of viruses detected in user files

## Security metrics

- Under development

The **Implement** part of our process flow covers such areas as asset classification and control, personnel security, communications and operations management, and access control to data both in motion and at rest.

## **Implement functions**

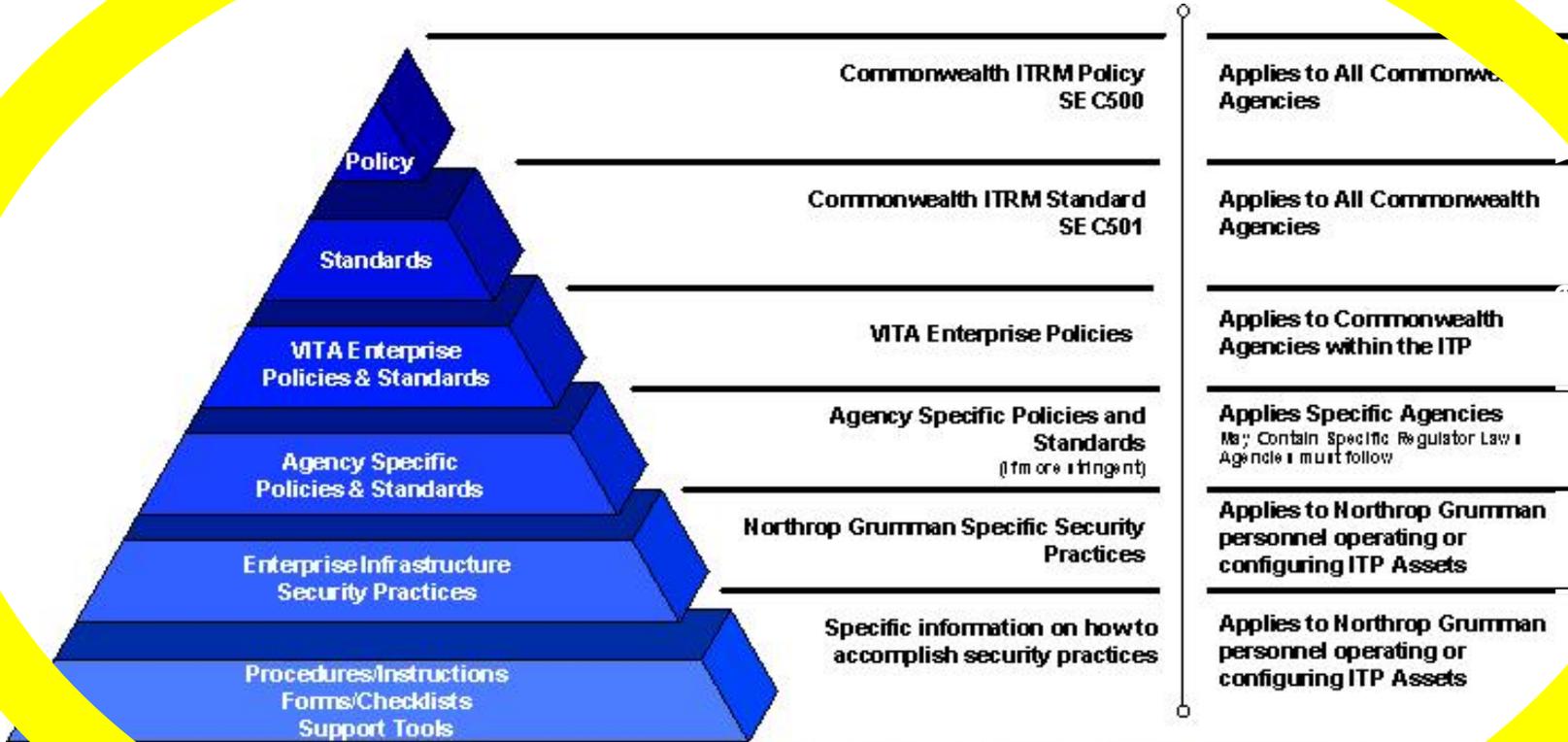
- 1) to create awareness
- 2) classification and registration
- 3) personnel security
- 4) networks, applications, computers
- 5) management of access rights
- 6) security of incident procedures

## VITA Program Governance

Auditing

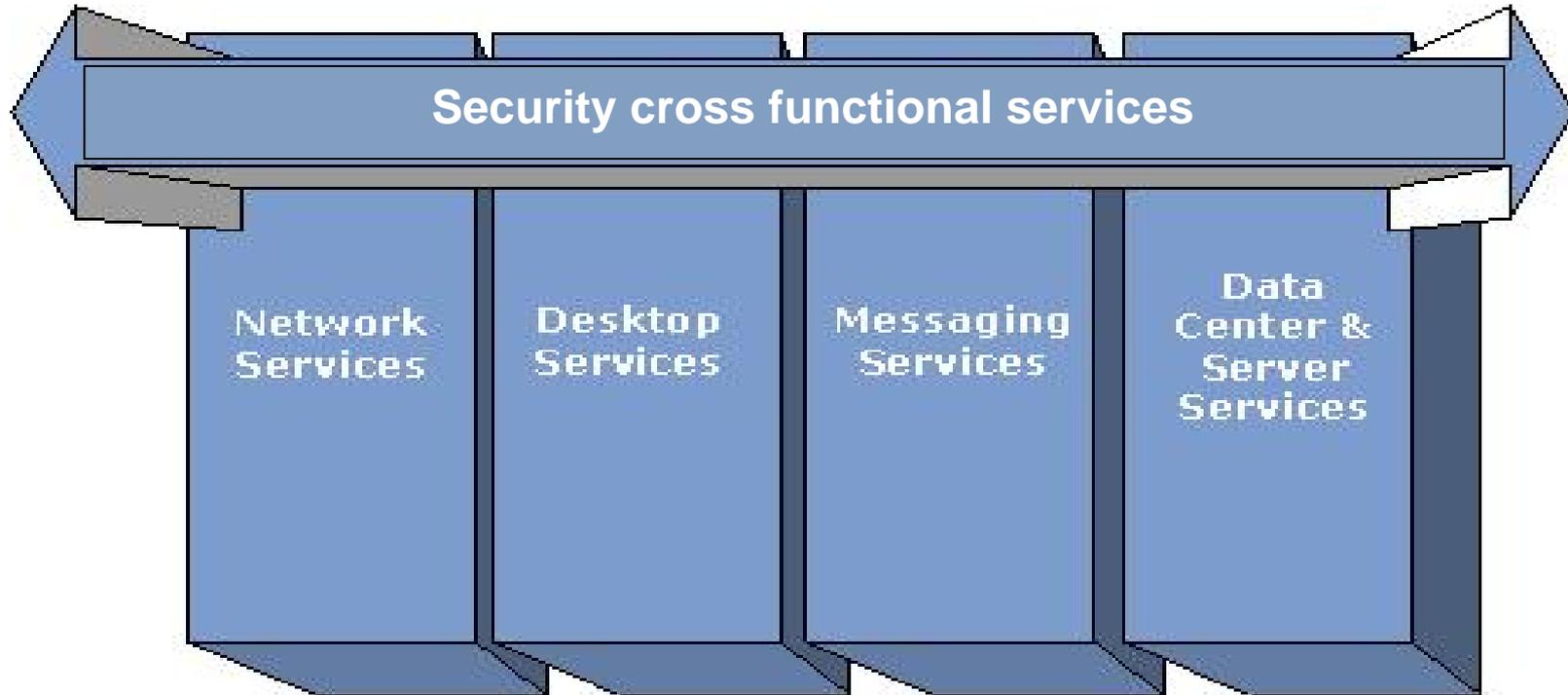
Automated Compliancy Checking

Self Inspection



Procedures/ Instructions	Forms/ Checklists
Server Configuration and Security Checklist	Windows 2003 Security Checklist
	VMware Security Checklist
	UNIX Security Checklist

Vulnerability Scanning



- **ITIL governance**
- **ITP security team partnership**
- **Fully integrated end-to-end information security management system**
- **Access, threat, risk and performance management**
- **Extensive reach back into Northrop Grumman security support**

## Security process services

ITP Security Technology	Core operational towers			
	Network Services	Desktop Services	Data Center & Servers	Messaging Services
Vulnerability management	*	*	*	*
Incident response	*	*	*	*
24 x 7 monitoring	*	*	*	*
Dedicated security staff	*	*	*	*
Situational awareness (SOC)	*	*	*	*
Industry awareness	*	*	*	*
Availability monitoring	*		*	*
Patch management	*	*	*	*
Configuration management	*	*	*	*
Penetration testing	*		*	*
Risk assessments services	*		*	*
Policy enforcement	*	*	*	*
Security advisories	*	*	*	*

## Security technology services

ITP Security Technology	Core operational towers			
	Network Services	Desktop Services	Data Center & Servers	Messaging Services
Network Intrusion Detection	*			
Host intrusion Detection/Prevention		*	*	*
Web Proxy Services	*	*	*	*
Central Firewall	*	*	*	*
Centralized Internet POP	*	*	*	*
Anti virus		*	*	*
VPN	*			
Secure remote access			*	*
SPAM filtering		*		*
Hard drive encryption		*		
Data encryption			*	
Digital signatures				*
Event logging	*	*	*	*
System hardening	*	*	*	*

## DID is an integrated solution of technology and processes



**Evaluation** includes internal audits, external audits, and self assessments. An independent evaluation from other parts of the organization and third parties will show added confidence in the security controls. Evaluation results will be used to assess and maintain effectiveness of security controls, and the Security Management Process itself.

## **Evaluate functions**

- 1) vulnerability assessments
- 2) compliance assessments
- 3) pen tests
- 4) internal audits
- 5) external audits
- 6) self assessments
- 7) security incidents
- 8) risk assessments

**Maintain** takes into practice all security controls and documentation being kept up to date, as threats, infrastructure, organization and processes change constantly. This maintenance of our security controls is based on periodic reviews, changing risk picture, changes in the organizational security policy/standards and most importantly changes in the SLAs'.

## **Maintain functions**

- 1) learn
- 2) improve
- 3) plan
- 4) implement

## Drive to increase operational level environment

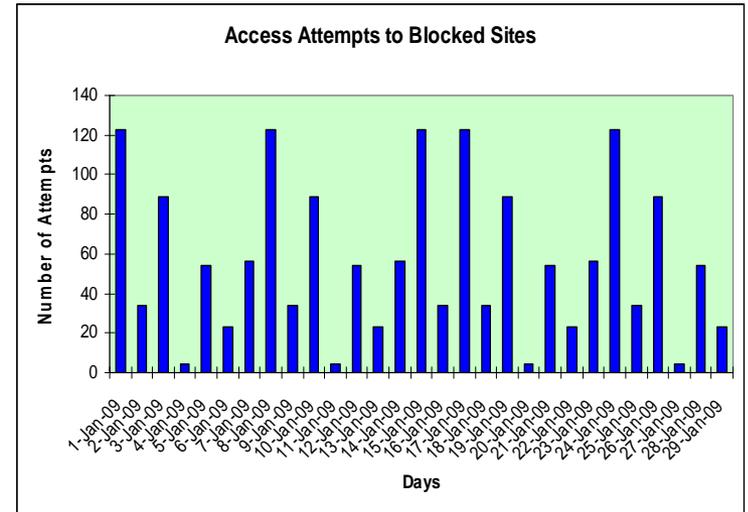
- Enterprise Information Security Processes (EISP) enhancements
- AOM teaming with the security team
- Create AOM and ISO Site books
- Agency Survey
- Operationalize into the agencies
- Embedding security into the request for service process
- Intellitactics agency view

## Intellitactics Security Manager v5.7

### CORE METRICS AND REPORTS

- Authentication Exceptions
- OS Vulnerabilities
- Top Firewall Events
- IDS Events
- Malware
- Antivirus Alerts
- Denied access to blocked URLs
- Security Incidents
- Patch Status

### Access attempts sample metric



### Effective agency situational awareness

## Primary influences

- **Customer focus**
- **Managed under ITIL governance precepts**
- **Best of breed technology**
- **Deep reach back into Northrop Grumman HQ**
- **Drive to more extensive ISO-AOM team support**
- **Great team mates in NGC and VITA**

# Reference slides

## Cross functional security services

<b>Cross Functional Security Service</b>	<b>Protection after transformation</b>
<b>Vulnerability management</b>	Discovery and removal of software or configuration weaknesses within the ITIP systems Centralized ability to scan and mitigate new and old vulnerabilities as they arise through the networks lifecycle.
<b>Anti-virus</b>	Centralized anti-virus services provides consistent virus and malicious software management abilities across the Commonwealth enterprise. Virus signature updating, reporting and removal are provided.
<b>Event Logging</b>	Central record of information about access and authorization. Logging of asset events into a security monitoring tool.
<b>Incident Response</b>	Centralized execution of proper responses to security events, with the ability to react to IT incidents across Commonwealth Agencies. Providing forensic capabilities and processes that could be used in legal prosecution.
<b>24 x 7 Monitoring</b>	Staffed 24 x 7 monitoring of security events.
<b>Dedicated Security Staff</b>	Dedicated security engineers that have expert knowledge in the IT security domain.
<b>Situational Awareness</b>	Situational awareness of security events across Commonwealth assets. This gives security engineers the ability to see events across all Agencies and to detect a problem or attack attempts. Provided by the security operations center
<b>High availability</b>	The transformed infrastructure was built to ensure a certain absolute degree of operational continuity.

## Desktop services

<b>Desktop Services</b>	<b>Protection after transformation</b>
<b>Host Intrusion Detection</b>	Central monitoring and management of intrusion events cover desktop assets.
<b>Intrusion Prevention</b>	Security operations has the ability to block attacks at a central point and limit the threat across the Commonwealth desktop infrastructure.
<b>Web Proxy Services</b>	Centralized Web filtering services protect desktops from viruses or browsing inappropriate Internet sites.
<b>Patch Management</b>	Centralized patch management for Commonwealth assets.
<b>System Compliancy</b>	A centralized security auditing tool is used that will allow the security operations center to verify desktops are compliant with security policy.

## Network services

<b>Network Services</b>	<b>Protection after transformation</b>
<b>Network Intrusion Detection/ Prevention</b>	Central monitoring and management of intrusion events that covers network assets and give a situational awareness of the Commonwealth infrastructure. Security operations have the ability to block attacks at a central point and limit the threat exposure across the Commonwealth infrastructure.
<b>Central Firewall</b>	Network firewall rules are managed centrally meeting Commonwealth policy and industry best practices.
<b>Centralized Internet Point of Presence</b>	A centralized Internet point of presence provides a single redundant ingress and egress point to the Internet.
<b>Virtual Private Networks</b>	Centralized secure virtual private network for access into non-public Commonwealth assets with two factor authentication.

## Messaging Services

<b>Messaging Services</b>	<b>Protection After Transformation</b>
<b>Secure Remote Access</b>	Centralized secure remote access to e-mail services.
<b>Spam Filtering</b>	Consistent top-of-the-line tool sets block spam and e-mail virus from reaching the end user's desktop.
<b>Digital Signatures</b>	Centralized messaging servers will provide the ability to sign and/or encrypt sensitive and confidential e-mail messages between customer agencies.

## Data Center and Server Services

<b>Data Center and Server Services</b>	<b>Protection After Transformation</b>
<b>Host Intrusion Detection</b>	Central monitoring and management of intrusion events cover important server assets.
<b>Web Proxy Services</b>	Centralized Web filtering services protect servers from Internet attacks by providing a reverse proxy function. This allows engineers to write rules to deny some application level attacks.
<b>Centralized Internet Point of Presence and Firewall</b>	A centralized Internet point of presence provides a single redundant ingress and egress point to the Internet. Host-based firewall rules are managed centrally meeting Commonwealth policy and industry best practices.
<b>Physical security safeguards</b>	Increased availability afforded through redundant sites, generators, advanced fire protection, etc.
<b>Standardized Build Process</b>	A standardized process allows servers to be built to the security standard within the Commonwealth Information Technology Security Standard, SEC501-01, 4.3 IT System Hardening.
<b>Data Encryption</b>	Depending on the classification level of the data, servers can have a centrally managed data encryption service applied.



# Duhs of Security

Peggy Ward

Chief Information Security &  
Internal Audit Officer





## Information Security Awareness Video

- VITA Commonwealth Security and Communications produced an Information Security awareness video promoting simple, common sense behavior changes to strengthen the security of Commonwealth information.
- We encourage you to share this video with your organization's user population and others to promote Information Security awareness.



## Information Security Awareness Video

- View the video on Virginia's YouTube channel, the Information Security Awareness Toolkit, the Commonwealth Information Security Resource Center and the Knowledge Center.
  - Virginia's YouTube Channel  
<http://www.youtube.com/watch?v=UPs5JCg910E>
  - Information Security Awareness Toolkit  
<http://www.vita.virginia.gov/security/default.aspx?id=5146>



## Information Security Awareness Video

- Embed the video on your site. Code for embedding the video will be available in the Information Security Awareness Toolkit.
- Download the video from the Information Security Awareness Toolkit. (.wmv or .avi format)



# 2008 Commonwealth Security Annual Report

**Peggy Ward**  
Chief Information Security and  
Internal Audit Officer



# Upcoming Events

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## UPCOMING EVENTS! 11/20-21 FluEx '08

### Commonwealth of Virginia' s - FluEx '08,

**“an exercise designed to provide representatives from state & local government, private sector & non-governmental/civic partners an opportunity to test plans & response strategies with regard to an influenza pandemic.”**



## UPCOMING EVENTS! 12/9

### CIO-CAO Communications Meeting:

Formally known as AITR Meeting

**Tuesday, December 9<sup>th</sup>**

8:30 am – 9:00 am: Networking

9:00 am: Meeting start

Location: **Virginia Economic Development Partnership**  
**901 Byrd St**  
**20<sup>th</sup> Floor Presentation Room**  
**Richmond, VA**



# UPCOMING EVENTS! IS Council 12/15

## Commonwealth Information Security Council Meeting

**Monday, December 15<sup>th</sup>**, 12:00 - 2:00 p.m. @ CESC with Committee meetings from 2:00 – 3:00 p.m.

If you would like to attend or be on the agenda for either the Council meeting or a Committee meeting please either contact a Committee co-chair or send an email to [VITASecurityServices@vita.virginia.gov](mailto:VITASecurityServices@vita.virginia.gov) (not vendors please)

Find out more about your Commonwealth Information Security Officer's Council at:

<http://www.vita.virginia.gov/security/default.aspx?id=5128>



## Upcoming Events: PCI 11/25 & 12/17

### PCI Security Standards Council Webinar series

#### “Understanding the PCI DSS Version 1.2”

Four sessions titled “Understanding the PCI DSS Version 1.2”. 1 am & 1 pm EST each day

**November 25 & December 17, 2008**

Instructions for joining this informative Webinar are included in the attachment. Find out more about the webinars at

<https://www.pcisecuritystandards.org/education/webinars.shtml>

December 17<sup>th</sup>, 2008

For more information:

<https://www.pcisecuritystandards.org/education/webinars.shtml>



## Upcoming Events: MS-ISAC Webcast 12/17

### National Webcast Initiative: Securing a Multi-Tiered Environment

Wed. Dec. 17, 2008 2:00 - 3:00pm (Eastern)

Presenters:

Richard Howard, Verisign/iDefense Intelligence Director &  
Troy Arwine Microsoft Security Solutions Specialist

Register @:

<http://www.msisac.org/webcast/2008-12/index.cfm>



# UPCOMING EVENTS! ISOAG 12/18

**December 18th, 1:00 – 4:00 pm @ CESC**  
**!!“Duh’s of Security” DVD Distribution!!**  
**DRAFT AGENDA**

**Small Agency Outreach**  
**I REC**

**Ed Miller & Matt Teasdale, DOA**  
**Jennifer Smith, Executive Board**

## **Future Meetings:**

<b>January 28, 2009</b>	<b>1pm – 4pm</b>
<b>February 25, 2009</b>	<b>1pm – 4pm</b>
<b>March 25, 2009</b>	<b>1pm – 4pm</b>



# UPCOMING EVENTS! IS Orientation 12/22

## IS Orientation

**Monday, December 22th, 9:00 am to 11:30 am @ CESC**

Information Security Orientation is a small group exploration of Information Security in the Commonwealth focusing on the COV IT Security Policy and Standards and is open to all Commonwealth state and local government persons interested in Information Security.

To register email [VITASecurityServices@vita.virginia.gov](mailto:VITASecurityServices@vita.virginia.gov)



Any Other Business ??????

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# ADJOURN

## THANK YOU FOR ATTENDING!!

