

The Secure Solution

A monthly newsletter brought to you by the Security & Privacy Solutions Practice of PricewaterhouseCoopers

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In This Issue:

This is the fourth issue of The Secure Solution, a monthly newsletter from the Security & Privacy Solutions Practice of PricewaterhouseCoopers. This edition includes thought leadership on Disaster Recovery and Business Continuity Planning, an alliance vendor spotlight, and upcoming events covering global security issues.

Each month, we will produce a newsletter providing timely, topical information about security issues. If you should have any questions about our newsletter or our Security & Privacy Practice's global solutions, please contact one of our marketing professionals listed below.

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Disaster Recovery and Business Continuity Planning, Post 9/11.

Since September 11th, corporations worldwide have taken a hypercritical look at their Disaster Recovery and Business Continuity Planning (BCP). The big question: If another terrorist attack should occur, would your company be prepared?

The unsettling answer is that many organizations *won't* be ready. For example, a PricewaterhouseCoopers 1999 and InformationWeek 2002 survey revealed that just over half of the companies surveyed have some business continuity planning in place. Only 63 percent of businesses with continuity programs have an enterprise-wide approach to their planning.

Furthermore, the 2001 InformationWeek Global Security Survey, fielded by PricewaterhouseCoopers, discovered that 70 percent of companies indicate that they have included tasks for their critical business partners or suppliers, but only 20 percent of the companies share their plans with these critical third parties.

Results of a PricewaterhouseCoopers BCP Survey

"Crisis management and contingency planning among companies is not as much a priority as it should be," says Donald B. Christian, Partner, PricewaterhouseCoopers Disaster Recovery Services. "The impact from September 11th goes far beyond New York City, Washington and Pennsylvania. The impact is both nationwide and global. How has it changed our ability to respond to a crisis? How do our customers and suppliers cope with terrorist assaults, cyber/hacker attacks, and natural disasters?"

Recent PricewaterhouseCoopers research from public sources revealed that the financial and infrastructure impact from September 11th attacks are staggering:

- An estimated 14,600 businesses inside and around the World Trade Center were impacted by the disaster;
- 13.4 million square feet of space in six buildings in and surrounding the WTC complex were destroyed;
- 36 miles of new cable had to be installed by Consolidated Edison;
- 652 companies occupying 28.6 million square feet of space were temporarily or permanently displaced by the destruction;
- 200,000 Verizon Communication lines were knocked out by network failures; and
- 12,000 Con Edison customers had their power cut.

However, the financial and psychological shock wave isn't isolated to the World Trade Center area. "In addition to the direct impacts of the attacks on September 11, the indirect impact to U.S. businesses has been estimated at \$151 billion in the first year," says Fortune Magazine, February 18, 2002.



“Crisis management and contingency planning among companies is not as much a priority as it should be,” —Donald B. Christian, Partner, PricewaterhouseCoopers Disaster Recovery Services

Benefiting from lessons learned

“The underlying process of identifying and implementing measures to mitigate your risks is still the main challenge,” adds Christian. “Being able to benefit from lessons learned on how successful companies coped with the events of September 11th, as well as suggested tactical actions, can help improve an organization’s overall recovery and incident response capability. “

“However, it is not a substitute for deep knowledge of your organizational environment and specific needs, which are key to determining the right approach for your organization,” says Christian. “The time to integrate lessons learned is now.”

We’ve taken a number of lessons learned and extracted these three best practices:

1) Ascertain your risk profile — “Know what to plan for”

- Revisit your definitions and assumptions for risk management; and
- Develop strategic business plans to sustain your risk profile.

2) Include Crisis Management — “Be ready to coordinate and communicate”

- Many companies discovered they didn’t really have the crisis management plans they thought they had;
- Assess your current incident management and emergency response processes, including people and succession planning; and
- Create a team, structure and plan to handle crisis management.

3) Review your supply chain and interdependencies — “Bring in your business partners”

- Understand that your four walls are not enough;
- Include suppliers and customers in your plans; and
- Educate key business partners about your plans, recovery locations, contact information and their roles in your recovery.

In addition, companies should not overlook these components of continuity of operations:

- **Crisis Event Management (C/EM) Plans** — Encompass a response mechanism that ensures command and control during an operational disruption. These plans include Incident Identification, Evaluation, Escalation, Declaration, Plan Activation, Plan Deactivation and Restoration procedures.
- **Business Continuity Plans (BCP)** – Plans that address the continuity and recovery of critical business processes required to maintain an acceptable level of operation in the event of an interruption to these processes and / or their supporting resources.
- **Disaster Recovery Plans (DRP)** — Plans addressing the restoration of business system software and data as well as the infrastructure (hardware, network, etc.), after a disaster has occurred. For example, this can include the recovery of Mainframe, Midrange (VAX, AS/400), Client Server (UNIX, NT, etc.).

To learn more...

PricewaterhouseCoopers’ Disaster Recovery Services can mitigate the risks and assist you with Business Continuity Planning. Please contact Donald B. Christian, Partner, Global Risk Management Solutions, at donald.b.christian@us.pwcglobal.com



Oblix's flagship product, Oblix NetPoint™, enables organizations conducting e-business to significantly lower their IT costs.

PricewaterhouseCoopers Alliance Spotlight: Oblix.

Each issue of this newsletter will feature a PricewaterhouseCoopers' strategic Alliance Vendor within our Security & Privacy Practice.

Oblix Inc. (www.oblix.com) is a leading developer of identity-based security solutions for e-business networks. The company is headquartered in Cupertino, California, and maintains offices throughout North America and Europe.

Their flagship product, Oblix NetPoint™, is based on a Web services architecture. This Web access management solution solves the IT nightmare to securely and cost-effectively manage the expanding numbers of people, in a variety of roles, who request network information.

Oblix NetPoint provides organizations with:

- An identity management infrastructure that can be fully integrated into an existing e-business environment;
- The ability to keep all data about individual users, groups, and organizations up-to-date and reliable;
- Web single sign-on, to give users in an e-business environment quick, one-step authentication to access multiple resources;
- Secure access control enabling developers to establish and maintain one central security scheme for a distributed enterprise network; and
- The only product that delivers an XML-based Web services architecture.

The heart of the Oblix solution

Architecturally, the NetPoint Access System and the NetPoint Identity System are at the heart of the Oblix solution.

The NetPoint Access System delivers common security across multiple Web and non-Web resources, as well as applications and DNS domains through strict, standards-based authentication, authorization and auditing policies. This ensures that only authorized users can gain access to information, applications and resources residing across virtual organizations. It also combines centralized policy creation and decentralized management and enforcement.

The NetPoint Identity System, called COREid™, manages the identity profiles and access privileges of all e-business users. It has been designed from the ground up to support the highly dynamic nature of user identity information. Powerful self-service features, multi-step customizable workflow processes, delegated administration, and an identity-based XML capability ensure that user identity information is continually kept current, even in dynamic e-business environments and across partner organizations.

The result? This combination of features from COREid™:

- Significantly reduces administrative costs, network-wide cost of ownership, and burden by delegating identity management across the organization, and eliminating many manual tasks;
- Because user information is kept up-to-date, Oblix NetPoint increases the effectiveness of security policies and, in turn, the security of the overall e-business network on an ongoing, real-time basis; and
- Enables organizations to easily scale their e-business environments.

Who relies on Oblix solutions?

Dozens of global corporations such as AT&T Wireless, APL, Banorte, Blockbuster, British Airways, Cemex, Country Companies, Farmers Group, Hitachi, i2

“We’ve successfully combined our experience with Oblix’s expertise in identity management technology to consistently deliver a winning value proposition to our global customers,” — Joe Duffy, lead partner for the Security Practice of PricewaterhouseCoopers

Technologies, Intuit, Medtronic, Norsk Hydro, Old Mutual, Stanford University, Telefonica, Tellabs, Wachovia, Xerox and many more are deploying Oblix solutions.

The company’s list of investors is just as impressive, including Kleiner Perkins Caufield & Byers, Apax Partners, Van Wagoner Capital Management, Cisco Systems, Intel 64 Fund, Focus Ventures, Credit Suisse First Boston, JP Morgan, Sumitomo Corporation and Novell, Inc.

Oblix and PricewaterhouseCoopers enhance their relationship

Oblix and PricewaterhouseCoopers have successfully teamed on engagements for some of the world’s foremost companies: a global software security company, a leading international automaker, a global financial services company, a US state government, and a large not-for-profit organization.

Oblix NetPoint is an integral component of PricewaterhouseCoopers’ Identity Management solution and is one of PricewaterhouseCoopers’ selected best-of-breed security software solutions to provide a Web access and identity management infrastructure on which all other e-business applications can be built.

PricewaterhouseCoopers has a strategic alliance relationship with Oblix internationally, with over 30 trained Oblix NetPoint security integrators.

Proven implementation experience

This alliance combines PricewaterhouseCoopers’ recognized systems integration and IT governance services with proven, industry-leading products and services that address security, identity management, hosting, and a range of business applications necessary to establish a comprehensive portal infrastructure. Central to the offering is the “anytime, anywhere” access to Internet and Intranet applications in a secure, outsourced environment.

PricewaterhouseCoopers’ market-leading customers have moved a wide variety of work to the Web, making critical information and tools easily accessible and usable. The end result: clients and customers have improved collaboration, increased productivity, and realized better operational efficiency among key stakeholders.

Taking the relationship to the next level

“PricewaterhouseCoopers has established itself as a clear leader in providing enterprise security solutions to Global 2000 companies”, says Gordon Eubanks, president and CEO, Oblix. “As part of this solution set, Oblix NetPoint is able to help customers reduce the cost of implementing a complex Web environment, increase security, and ensure their on-line environment can scale over time. We are thrilled with the on-going success of our relationship.”

“PricewaterhouseCoopers has vast knowledge in the identity management marketplace, specific industry expertise, and understanding of complex business problems,” comments Joe Duffy, lead partner for the Security Practice of PricewaterhouseCoopers. “We’ve successfully combined our experience with Oblix’s expertise in identity management technology to consistently deliver a winning value proposition to our global customers.”

For more information...

Join Oblix and PricewaterhouseCoopers, in partnership with ITAA, for IDentity Management 2002—a one-day educational conference on Enterprise Identity Management (EIM) on Tuesday, May 14th in Chicago.

To learn more about Oblix, please contact P.A. Baffert, Director of Channel Development, at 949-754-4473 or pbaffert@oblix.com. To find out more about PricewaterhouseCoopers’ Identity Management solutions, contact Gary Loveland, Partner, Global Risk Management Solutions, at 949-437-5380 or gary.loveland@us.pwcglobal.com



“This client didn’t have the people. They didn’t have the time. And they didn’t have the security resources.”

— Frank Aiello, Senior Manager, MSS for PricewaterhouseCoopers

Managed Security Solutions Case Study: What We Did For a Chemicals Company.

This newsletter will frequently profile a PricewaterhouseCoopers Security & Privacy solution and client engagement. Because of the extremely sensitive nature of our customers’ security issues, we can reveal their industry, but not their company’s names. All facts, results and benefits detailed here are actual.

Description of Client’s Business

The client is a worldwide producer of specialty materials. These include specialty chemicals found in paints and coatings, computers and electronic devices, household cleaning products, adhesives and sealants, personal care products, construction materials, and more.

The Client’s Challenge

“This engagement presented us with dual challenges,” says Frank Aiello, Senior Manager, Managed Security Solutions (MSS) for PricewaterhouseCoopers. “One challenge was monitoring for security events; the other was protecting proprietary information on their critical Research & Development systems.”

“The client also knew there was a need to do this on a 24x7 basis. They didn’t have the people to do it. They didn’t have the time. And they didn’t have the security resources.”

The PricewaterhouseCoopers Solution

This company contracted with PricewaterhouseCoopers and Symantec—a world leader in Internet security technology—to develop a 24x7 managed security monitoring solution.

“A managed security provider like Symantec provides a service,” continues Mr. Aiello. “But by combining their service with our Security and Privacy services, we were able to design and implement the complete, end-to-end managed security solution the client needed.”

“They wanted assistance in remediating any issues that were identified by Symantec’s security monitoring,” says Mr. Aiello. “We deployed Symantec’s NetProwler intrusion detection system in conjunction with their Intrusion Detection and Response service, which is part of their Managed Security Services.”

For this particular engagement, Symantec security analysts are monitoring the client’s network for security incidents, identifying and alerting the company of potential threats, then recommending the proper steps needed to halt any unauthorized attempts to access this company’s network.

Forrester Research states that a true 24x7 security monitoring system requires six full-time employees. The PricewaterhouseCoopers and Symantec solution eliminated the need to hire internal personnel staff and build a security monitoring infrastructure.

Benefits/Results to the Client

The initial program will result in:

- Immediate ROI for security monitoring on the sensitive information stored within their internal Research and Development network, including hardware and software.

“Because our company conducts business worldwide, we face innumerable challenges to secure our network and protect the information of our valued customers.”
— The client’s IT Security Manager

- True 24x7 security monitoring, eliminating the cost of hiring, training, and retaining full-time employees for an in-house solution.
- Enhanced client security posture by enabling the identification of security intrusions around-the-clock.

“Because our company conducts business worldwide, we face innumerable challenges to secure our network and protect the information of our valued customers,” says the client’s IT Security Manager.

“Our ability to exceed the client’s expectations in the past made the decision easier for them to choose PricewaterhouseCoopers for this MSS engagement,” adds Mr. Aiello.

For more information...

To find out more about our Managed Security Solutions, please contact Frank Aiello, PricewaterhouseCoopers Senior Manager at frank.aiello@us.pwcglobal.com.

Mark Your Calendars! Upcoming Conferences, Seminars and Webinars.

Join PricewaterhouseCoopers and our Alliance Vendors at these important upcoming security conferences and events throughout May, and beyond.

SEMINARS



Sponsored by: Sun Microsystems
 Register online at: <http://www.sun.com/security-seminars>
 For information: 1-800-903-2472
 Response code: NIE

Join Sun and PricewaterhouseCoopers for an in-depth seminar series focusing on Network Identity Management, Security and Sun Technologies.

All events will open 30 minutes before start time for registration and breakfast. Seminar times for all events are 8:30am - 11:30am. Each agenda includes:

- Network Identity Management
- Platforms & Solutions
- Sun PS Security Practices & Services, and
- Technology Vendor Offerings

Locations & Dates:

May 9, 2002
 Hyatt Regency
 1750 Welton St
 Denver, CO 80202
 (303) 295-1234

May 14, 2002
 Embassy Suites Phoenix Biltmore Hotel
 2630 E. Camelback Road
 Phoenix, AZ 85016
 (602) 955-3992



Don't miss these important security events.

CONFERENCES

Identity Management Conference 2002, Security for a Changing World

Sponsored by: Oblix and PricewaterhouseCoopers with ITAA
 Date: May 14, 2002
 Location: Hyatt Regency, Chicago, IL
 Register online at: <http://www.oblix.com/events/id/index.html>

Gartner Information Security Conference 2002: Combating Enterprise Espionage and Protecting Corporate Assets

Date: May 15-17, 2002
 Location: Sheraton Chicago Hotel & Towers, Chicago, IL
 Register online at: www.gartner.com/2_events/conferences/sec8/sec8.jsp

Burton Group Catalyst North America 2002

Date: July 15-17, 2002
 Location: Hilton San Francisco & Towers, San Francisco, CA
 Register online at: www.burtongroup.com/catalyst/catna02/

The Economist's Fourth Annual Global Risk Management Summit

Date: July 16-17, 2002
 Location: The Drake Hotel, Chicago, IL
 For more information, please visit:
<http://www.pwcglobal.com/extweb/ncevents.nsf/DocID/0E4D569DFD844FD285256B9C00747920>

Black Hat Briefings 2002

Date: July 31-August 1, 2002
 Location: Caesars Palace Hotel and Resort, Las Vegas, NV
 Register online at: www.blackhat.com/html/bh-usa-02/bh-usa-02-cfp.html

WEBINARS

PricewaterhouseCoopers, Oblix and BMC Software Present: "DNA of Enterprise Identity Management"

Date: May 15, 2002
 Time: 12:00 pm PT/1:00 pm MT/2:00 pm CT/3:00 pm ET/8:00 pm GMT
 Register online at: <http://events.bmc.com>.

Topics and Speakers:

- Identity, Permissions and Privileges – The Issue: Chris King, META
- Enterprise Identity Management – The Vision: Jerry Lewis, Partner, Security Integration Services, PricewaterhouseCoopers
- Web Access and Identity Management Infrastructure: Beth Dabagian, Director of Business Alliances, Oblix
- User Management, Provisioning & Workflow Infrastructure: Cindy Sterling, Technical Services Director for CONTROL-SA, BMC Software, Inc.

Join us for these upcoming conferences.

Under the Register section, click Create.

Fill in the requested information and click Submit. You will then be taken to the View My Schedule page. You only need to do steps A&B once.

Click on View Event List on the upper left side.

Click on Enroll next to the listing for the event you wish to join, "BMC, PricewaterhouseCoopers and Oblix Identity Management Solution." If you want to join the event immediately, just click on View My Schedule (top left) and skip to step 3 below.

WANT TO KNOW MORE?

Please contact Bryan Welch, Global Risk Management Solutions, at bryan.r.welch@us.pwcglobal.com