

What to do when your security vendor is hacked?

The year has already started off with a bang. Multiple security companies including RSA and HBGary were attacked. This is the first time a security firm has been breached. Anti-virus vendors CA, F-Secure, and Kaspersky have been attacked as well. So what do you do when the security vendors you rely upon cannot get their own security right?

The first thing is to slow down and realize that security for any company is difficult and when it comes to be targeted (as RSA and HBGary were) the likelihood of preventing the breach is low. What is important is the impact of the breaches and how those affect you and your business. Let's take the recent RSA security breach as an example. RSA has provided little to no guidance on what happened, what the impact was, or

how you as a customer should defend yourself. Their press release and website mention that all organizations should defend against social media attacks yet doesn't indicate why or how. This example is a good case of how not to notify your customers about a security breach. So why did they do it this way? Easy, like any sleazy tabloid magazine, the less the celebrities say the quicker you forget. E.g, don't pull a Charlie Sheen.



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Did you know Backups fail 70% of the time?

That's right. According to the Strategic Research Corporation, a research organization, "Data Restoration From Tape Backup Systems Fail 70% Of The Time". Maybe your backups don't fail that often but one thing is certain: data loss is inevitable. An estimated 6 percent of all PCs will suffer at least one episode of data loss per year. Indeed, 20 percent of laptops will suffer hardware related data loss in their first three years of use. An FBI survey revealed that 52 percent of respondents discovered unauthorized access to their systems, and 47 percent had experienced laptop theft so the backup problem isn't limited to just accidentally deleting some files. A recovery plan that includes offsite storage as a fundamental component will offer a degree of protection that cannot be duplicated with an onsite-only solution.

Enter Hybrid Backups!

Because of the demands of IT in most organizations, new technology called Hybrid backup has been created. The Hybrid Backup solutions are configured to run backups on a schedule and the first time data is backed up, all of the files are pulled from servers on the local network. Unlike tape backups or Disk backups, each file is then examined to ensure they are unique, then broken into parts, tagged, compressed, encrypted, and transferred offsite using your Internet connection. In subsequent backups, the server identifies new or changed files only, keeps a local copy, and then sends a copy to the offsite backup location. This process happens automatically every time a backup runs.

Automatically scheduled backups are guaranteed to happen every day. We have been involved in so many backup disasters that involve tape not getting replaced or put into the

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RSA is in a really bad position if their SecurID is compromised. Those hardware tokens have no upgrade path, would have to be replaced, and they are not cheap. How many of the company's customers will replace them with competitors' tokens? We guess a lot since there are some great competitors available in the market. Hence, it's in RSA's best interest for their customers to forget this incident as quickly as possible.

Back to what you can do about a vendor being hacked. Once you realize that security vendors are no better at securing themselves than you are (especially the large ones), focus on what you need to do to protect your organization. First, if the vendor's products were affected analyze the risk of that vulnerability in your environment. Many security product vulnerabilities end up being exploited by malware quickly so you must act quickly as well. If the vendor hasn't released an upgrade or patch, look for alternative methods to prevent the vulnerability such as enabling client firewalls and reducing communication to the central security management server or enable logging to ensure of a vulnerability is exploited you catch it as soon as possible.

Second, change all of your passwords, logins, etc within the product especially if the vendor has used these for remote support of the product for you as their help desk may have been compromised and your

identity information as well. Also, disable any remote access from the vendor into your network and keep it disabled until you can properly assess the impact of the vulnerability or exposure. If the breach did not result in a product you use being compromised it is most likely only your information was breached which shouldn't be as much of an impact to your organizations security.

Lastly, and this is the most important step, be pro active. If the vendor you are working with is small, ask for priority notification of breaches. You want to be informed BEFORE the public is informed and you want to be briefed on the phone by an executive that has the ability to divulge information about the attack and how it affects you. We routinely ask our clients to add these requirements to the legal contracts between Managed Security Service Providers (MSSPs) or cloud/hosted security providers. To put it bluntly, if your data is in their network you should be notified before the public.

Did you Know Your Backups Fail 70% of the time?

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server properly. The benefit of Hybrid backups is that they do not take sick days, get too busy with escalated technical support requests, or accidentally overwrite yesterday's tape with today's data, and they won't go home without backing up your servers. Because the process is automated and



because the schedule can run as frequently as necessary, a benefit is created that tape backup cannot replicate – version availability. For example, instead of once per night, the schedule can be set to look for changes every hour. Perhaps an employee deleted a paragraph from a word file they were working on in the morning and would like to have it back. Restoring the file is as simple as pulling up the Web interface and finding the applicable revision.

Want to learn more about Hybrid Backup Solutions or see the device in action? Head to our website at <http://www.savidtech.com> for whitepapers and schedule an online demo.

Ultimately, the goal of a Hybrid Backup is to have quick, easy, and uninterrupted access to critical data. Even in a less critical data loss scenario, consider how long it takes to locate and load the correct tape to retrieve a file and you hope the tape still works! Now consider a disaster scenario and how long it would take to recover gigabytes or terabytes of data across multiple (dozens) tapes. An automated offsite solution keeps stress levels down by keeping the recovery process as simple as possible. You simply build the server and tell it to pull down all of the backed up data from the offsite backup location.

CEO Corner



"TO THE CLOUD" is the phrase Microsoft's commercials taught trying to get you to think the cloud is batman and robin coming to save the day. Sadly, it isn't that simple when a business looks to move to the cloud. I am asked on an almost weekly basis what my thoughts are about the "cloud" and my standard answer is "it depends what you want to move". If you are a SMB what

it takes to move to the cloud is completely different than a larger business and the ROI is different based on what data you are moving.

My advice is to tread slowly and make sure you do your analysis properly. Don't change for change sake. Remember that changes in user behavior have high costs and the reported ROIs of 18 months are almost always flawed or missing data. Your data is different and your potential benefits are different too.



Live Demo Hybrid Backups



Customized to fit your business.

Contact us today at 877-307-0444

to schedule your demo.

To iPad 2 or not to iPad 2?

That is the Question...

With the new craze of tablet PC's, consumers are once again in awe by technology. Like all technology trends, there are mixed reviews floating around about these devices. We took a look at the new Apple iPad 2 and created a list of PROS and CONS of this tablet so you can come to your own conclusions on whether or not you want to iPad. .



The Pros

Battery Life

Produces 10 hours of battery life with up to a month of standby.

Small & Lightweight

At 1.33 lbs and only 0.34 inches thick, the iPad 2 is easy to carry around and still big enough to get your office work done on it.

Supports 3rd Party Apps

Like the iPhone, the iPad can run 3rd party applications without modifications.

Compass & GPS System

There's a digital compass, 3G-assisted GPS, and even an accelerometer.

eReader

Stemming from the Kindle, the eReader allows you to download newspapers, eBooks, and magazines, with access to the iTunes store to grow your online library.

Movies

The iPad 2 allows for easy viewing of your favorite movies, and even has a Netflix app. This is a huge benefit for airline travelers!

E-Mail

iPad 2 supports Microsoft Exchange ActiveSync so you can sync your calendar, email, and contacts.

It's Fast

With the new A5 chip, makes the iPad 2 move 9 times faster than the original. You'll notice this when you're surfing the web, watching movies, gaming, or moving from app to app.



The Cons

No Centralized Security

You cannot encrypt the iPad 2 or centrally manage the security settings. So, if you store company data on the iPad 2 and lose the iPad 2 you could risk exposing that data to the world. If you use Microsoft Exchange, you can remotely wipe the device if the device attempts to connect to your email account.

Battery

The battery is built into the device and not replaceable, so if it conks out you're in trouble.

No Flash

Flash is integral to the experience of surfing the web, so iPad owners feel they are missing out. HTML5, which is supported by Apple, is replacing flash but the adoption is very slow.

No USB Support

Although rumored to be a future addition, there's no USB port included in the iPad.

No SD Card Slot

Although the iPad 2 is equipped with hard drives from 16-64GB, an SD card slot could simplify backup and storage management, making it much more appealing.

Price

The price is a major drawback for many who like the novelty of an iPad 2, but need a more cost effective option; however, the iPad 2 is still one of the cheapest tablets on the market today.

Screen Size

The iPad 2 comes with a 9.7 inch display, falling short to other tablets. To some, that extra screen real estate is preferred.

If you decide to purchase a tablet, whether it is an iPad 2 or not, you may need to change part of your IT infrastructure to properly support the device. For example, to access your corporate documents off the company server, your IT team will need to install and configure specific software for you to do that.

Lastly, the most important decision: 3G version of WiFi only version? Which do you buy? We recommend you purchase the 3G version as the always accessible internet will provide better usage of the device especially when the user is on the go. Imagine not only checking email at the airport without paying for WiFi but giving an impromptu presentation at a coffee shop or restaurant. With 3G you are ready to go without having to rely upon WiFi.

Monthly Events

April 11th & 12th, ABA Tech Show

Stop by our booth and sign up for a FREE 37 Point Assessment on your IT Environment. And don't forget to enter to WIN a 3G Kindle. Join us at the Hilton Chicago.

April 14th, A Luncheon with Mayor Daley

If attending this event stop by our table to win gift cards, fun gadgets, and big prizes.

April 16th, Thotcon After Party

Attending Thotcon Hacking Conference? If so be our guest at the after party. Shh it's top secret!

April 19th & 20th, InfoSec World Conference and Expo

Attending InfoSec this year? Catch Michael Davis speaking at session H3 on SQL Server Audits and session C7 on Network Security Log Management.

April 21st, Hybrid Backups; Never change tapes again!

Complimentary Lunch & Learn to get valuable information on the latest trends in new backup technologies. Join us 11:30am - 1:30pm at Shaw's Crabhouse in Schaumburg, IL.

For more information and to register for these events go to: <http://www.savidtech.com/events>



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"Somebody has hacked into our computer, sir."

Monthly Trivia

Be the first to email us the correct answer and win a
\$20 Starbucks Gift Card!

An apple begins with me and age too. I am in the midst of a man and foremost in every apprehension. You will find me in everyday and see me in all Autumns. It's a pity that you cannot see me in the air and yet it's so wonderful to be a part of the great Atlantic ocean! Guess what am I?

Email your answer to: info@savidtech.com
and look for the winner listed in next months newsletter
Congratulations to last months trivia winner Christopher Perthel.

Joke of the Month

Why don't aliens eat clowns?
Because they taste funny.

Got a funny joke? Send it to us at info@savidtech.com and we may include it in an upcoming issue.

Ask the Readers

We want to here from You!

Topics, questions, ideas?
Give us your comments to help us provide the best *Insight* to our readers!
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