

Affinity for Web Protection

A Managed Service designed to deliver optimised service levels and cost reductions that allow you to concentrate on running the rest of your business and IT infrastructure.

With the growth in quantity and variety of threats now received through web browsing, filtering web traffic is quite literally business critical. Organisations can neither afford the time to deal with viruses nor cope with wasted employee time. Research from search engine Foundem.com discovered that the average British worker spends 90 minutes a day surfing the web at work for personal purposes – the equivalent of 43 days a year. 52% of organisations reporting misuse of internet resources – the two most common being access to inappropriate websites (41%) and excessive web surfing (36%) (DTI Information Security Breaches survey 2006).

Managing web filtering on a continuous basis can be a difficult and time-consuming practice. From keeping hardware and software up to date through to disaster recovery, a correctly administered, configured and managed web protection solution can make all the difference to your system security baseline. MIS CDS offers a range of managed solutions that reduce the time you spend managing your web management solution and help get you back to running your business.

MIS CDS' web management services will enable you to leave routine maintenance to our network security experts, who work 24/7, every day of the year monitoring your system.

The service provides a wide range of features, including:

- Expert configuration
- Rule, object and policy management
- Dedicated 24/7 monitoring
- Online reporting tools via *Affinity*PORTAL
- Software maintenance and management

Outsourcing your web protection management lets you avoid the frequent headaches associated with management in-house and offers you a Service Level Agreement (SLA) thus ensuring your security and enhancing availability.

<p><i>Affinity</i>BASE</p> <ul style="list-style-type: none">• System availability monitoring• Remote diagnostics via web meeting• Notification of systems down via a telephone call• Full remote trends based monitoring via <i>Affinity</i>SECURE• Systems monitoring and anomalous information via <i>Affinity</i>SECURE• Remote support• Unlimited calls per annum• Next business day hardware replacement*• Access to <i>Affinity</i>PORTAL to log calls; manage contracts; security news	<p><i>Affinity</i>ADVANCED</p> <ul style="list-style-type: none">• Unlimited access to security experts• Unlimited remote updates of managed software• Quarterly reviews of all managed software• Unlimited number of changes in security operations centre• Full remote trends based monitoring via <i>Affinity</i>SECURE• Remote diagnostics via web meeting• Unlimited security vulnerability scans of software• System availability monitoring• Remote diagnostics via web meeting• Industry leading SLA• Systems monitoring and anomalous information via <i>Affinity</i>SECURE• Next business day hardware replacement*• Onsite consultancy for 2 days per annum• Access to <i>Affinity</i>PORTAL to log calls; manage contracts; security news		
Mon-Sun 7am - 7pm	Mon-Sun 24 hrs	Mon-Sun 24 hours	Mon-Sun 24 hours
Security Operations Centre			



Support Options

Affinity is the support to all of our service offerings allowing you the flexibility to choose the relevant service(s) as you require, rather than a one size fits all. These services include a range of technical support and maintenance services which allow you to pick and choose according to your own unique environment. The two service levels comprise of *Affinity*BASE, and *Affinity*ADVANCED – full details of each service level are detailed below.

Service Component Overview:

24 x 7 Pro-Active Monitoring of the Security Device(s)

The MIS CDS Security Operations Centre monitors the availability of the device(s) as per the contract on a 24 x 7 proactive basis. When a device fails / connectivity is lost, the Security Operations Centre is alerted and a response based on SLA time can be tailored to one of the following:

- Instant (Real Time) SMS or alert to a dedicated contact or contacts
- Email alerting (once the link is restored) to individual contacts
- Incident logging depending on severity

Maximum incident response time

The MIS CDS Security Operations Centre will respond to each individual incident based on the following SLA. Incidents such as system down and hardware failure are classified as **high priority** and are dealt with in accordance with the SLA.

- 1 hour response
- 6 hourly progress report
- 24 hour fix (dependant on product and hardware support contact)

Unlimited policy changes within support hours

*Affinity*ADVANCED customers have unlimited policy changes to all managed devices on a 24x7 basis.

Support hours

The MIS CDS Security Operation Centre provides customers with full 24x7 or 7x7 telephone access for technical support queries at no additional charge. *See table above.*

Reporting available 24 x 7 via *Affinity*PORTAL

MIS CDS offer reporting via *Affinity*PORTAL. Reporting is included with all service levels, typical reporting intervals vary from daily to weekly depending on the chosen product, and standard reports highlight high usage periods and give a general overview of the status of the managed device. Reports vary from high-level management summaries to low -level diagnostic reports indicating the number of packets passed though each interface.

Weekly policy and hardware configuration backup

Security device backups are included with the *Affinity*ADVANCED service level; all backups are stored on secure network storage at the MIS CDS Security Operations Centre. Should a restore be required, standard SLA response times will apply. MIS CDS ensure only authorised staff have access to software and hardware configuration information.

Installation of critical service packs to address new vulnerabilities

Should a critical vulnerability be discovered in a security device operating system release, MIS CDS would arrange for an immediate upgrade / patch to ensure the managed architecture cannot be compromised using an exploit based on the new vulnerability.

Service pack / Feature release installation

Software updates to managed devices are included in with *Affinity*BASE and *Affinity*ADVANCED service levels (assuming software subscription licensing is current). MIS CDS will upgrade and apply patches as

they become available and only once they have been thoroughly tested by the Security Operations Centre engineers. Should any downtime be required MIS CDS would arrange for a suitable change slot to apply the patch / update with prior agreement from the end-user.

Health monitoring via *Affinity*SECURE

Included with MIS CDS' managed service is the complete monitoring of the security landscape utilising the company's *Affinity*SECURE architecture. The service will ensure that relative "Health" remains constant, typical areas covered include:

- Number of active connections
- Events per second
- Traffic Statistics
- Hard Drive Status
- Hard Disk Space
- CPU Load
- Memory Usage
- Device Temperature
- Running Processes

Note: Monitoring may vary depending on platform. Please check with your account manager.

Security device policy reviews

As part of MIS CDS *Affinity*ADVANCED service, the customer is provided with the option of either annual or quarterly policy reviews. The MIS CDS professional services team will manually audit the security device and configuration to ensure that no duplicate rules exist, that no configuration errors have been introduced over time and checks to ensure that the configuration is inline with current security best practices.

For more information on MIS CDS Managed Security Solutions, please contact us directly on:

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Web: www.mis-cds.com/affinitymanaged

MIS CDS offers a full range of market leading security products and services, the company can diagnose an organisations vulnerabilities, secure their issues and manage and update their security infrastructure on a proactive 24 x 7 x 365 basis. The organisation works in close partnership with our customers to ensure that their networks and web sites constantly retain optimum security.



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