

# 2019 McCracken Customer Conference

Hosting Services, Compliance, Resiliency  
and Security



# ASP Structure

- ASP Support
  - Manager – Marianne DeAngelis
    - 24/7/365 Monitoring
    - Provide 1<sup>st</sup> Level Operational Support
- Compliance
  - Manager – Mirco Gaggiotti
    - Address customer audit requests
- Infrastructure
  - Manager – V.J. Bernier
    - 8x5 Group (w\ on-call schedule)
    - Provides 2nd Level Operation and Technical Support

# ASP Support

- Quick Overview of ASP Support
  - We have a team of 10 people
  - We cover ASP Support 365/24/7
  - We are responsible for all of your period end processing, user provisioning, printer creations and troubleshooting, backups, transmissions and 24/7 monitoring all of the ASP systems.

# ASP Support

- What we've been doing....
  - PSS (Password Self Service)
    - Continuing the implementation of PSS
    - Most customers now use PSS
    - Very easy to use
    - Great feedback!
  - Automated Dayends
    - We are continuing to roll out the Automated Dayends
  - Halcyon
    - Continuing to build out the Halcyon tool to assist ASP with monitoring
      - Email alerts

# ASP Support

- What we've been doing.... (continued)
- General Automation:
  - Ongoing effort to streamline or automate manual processes
  - Some examples
    - Transmission completion notification
    - Dayend completion notification

# ASP Support

- Reminder for Communicating with ASP
  - Best method – Email! [ASP\\_Support@McCrackenfs.com](mailto:ASP_Support@McCrackenfs.com)
  - Phone call if necessary!
    - During business hours – Main number 978-439-9000
    - After hours - Main number then press 4

# Compliance Team

- Email [mirco.gaggiotti@mccrackenfs.com](mailto:mirco.gaggiotti@mccrackenfs.com)
- Phone 978-439-9000

# Compliance Team

- SOC 1 audit report
- Vendor Management process
- Customer's and Regulatory Agencies' audits

# Infrastructure \ ASP Technical

- Quick Overview
  - Staff of 7 Employees (8x5 w/ Rotating On-Call)
    - 2<sup>nd</sup> Tier Technical Support for Operations
    - Datacenter Management
    - IBM Power\iSeries
    - Wintel\Lintel
    - Network
    - Cyber Security
    - Facilities Support

# Infrastructure \ ASP Technical

- Trends in Compliance
  - IT\InfoSec vs Business Line
    - Who owns the application\service?
  - Change Management
    - More frequent changes
    - Approvals from multiple sides
  - Security and remediation
    - Requiring more scheduled downtime (business impact)
  - Bit of a juggling act for the vendor
  - Documentation!

# Infrastructure \ ASP Technical

- What We've Been Doing
  - Migrated to new SIEM Platform w\ SecureWorks
    - Eased Administration
    - Retired LogRhythm
  - Steadily Improving Asset Management Program
    - Asset Tracking and LifeCycle
    - Building out patch automation
    - Vulnerability remediation
  - Office 365 Migration
  - OS Upgrades (Windows 10, Server 2016, RHEL 7, IBM v7r3)

# Infrastructure \ ASP Technical

- What We've Been Doing (cont.)
  - Hardware migrations
    - Power 9
    - Scale Computing Hyperconverged
    - Nutanix Hyperconverged
  - Disaster Recovery Vendor and Site Consolidation
  - Network monitoring improvements (SAARC Platform)
  - Internal ticketing\service desk system
    - Coming in 2020 to ASP customers
    - Expected differences between HEAT and Hosting tickets
  - IBM ACS Rollout
  - Exploring VTL Technology

# Infrastructure \ ASP Technical

- Cyber Security Program
  - Formalized program document should be completed by the end 2019
  - Enhanced relationship with SecureWorks and LMG
    - SIEM managed solution
    - IDS\IPS threat improvements
    - Forensics\Incident Retainer
    - Adding further 3<sup>rd</sup> party network and application test services
  - Beginning WAF Monitoring
  - Migration to network SAARC Platform
    - Better visibility into realtime threats
    - Managed vulnerability scans and remediation at the network level

# Infrastructure \ ASP Technical

- Cyber Security Program (cont.)
  - MFA\2FA Coming w\ Release 20
  - Customer can opt in or out of service
  - Twilio Authy chosen as preferred solution
  - Will have choices of how to deliver O.T.C.
    - Phone (SMS or App)
    - Chrome plugin\Desktop App