

Project:RedRemote

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The principal driving factor for this project is the reduction of mean time to restore customer needs on Networks that were previously unattainable. Implementing this tool will allow us to remotely connect to computers where customers were restricted to this ability and required desk side visits. This will increase the rate of properly handled tickets and therefore reduce the mean time to restore break-fix issues and service request on Networks that were previously unattainable.

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Experience

References

Skills

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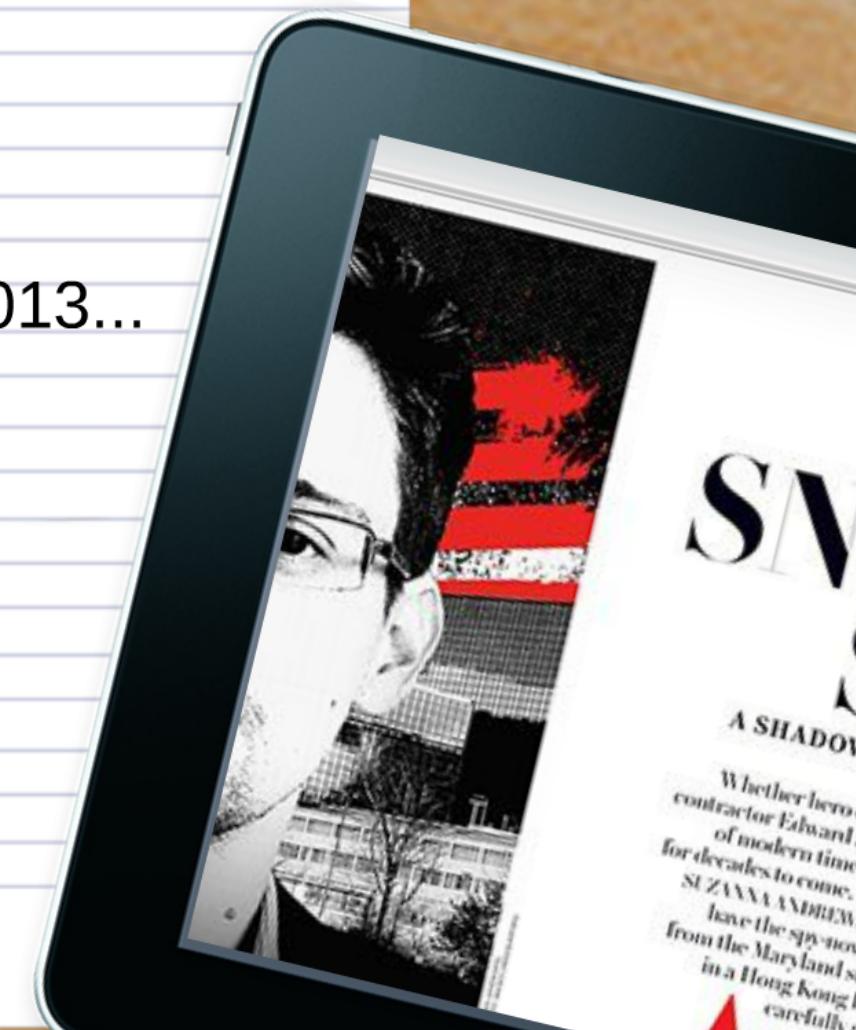
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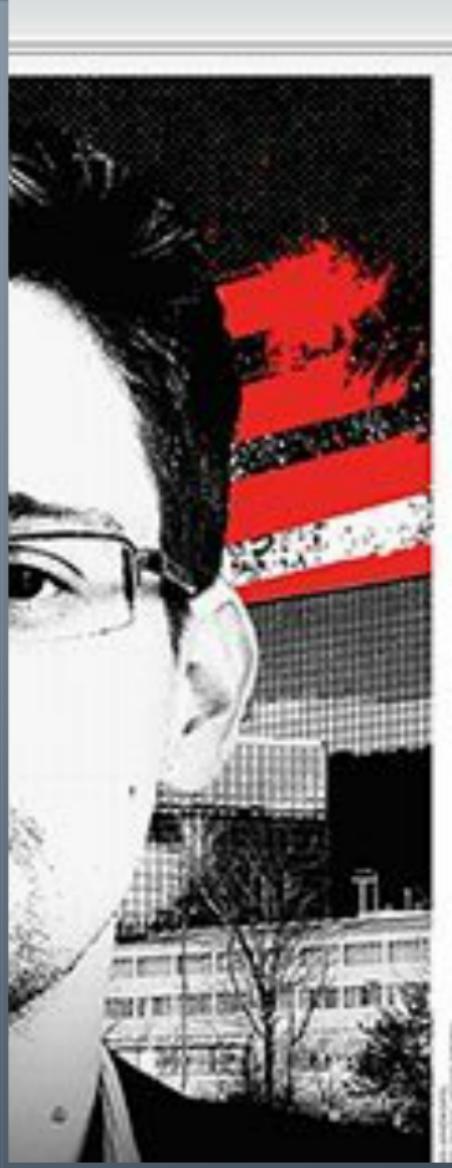
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Project started on February 2013

- Project Plan Designed
- Appliances Purchased
- Cycles Dedicated

And then on June 2013...





SPECIAL
REPORT

THE SNOWDEN SAGA

A SHADOWLAND OF SECRETS AND LIGHT

Whether hero or traitor, former National Security Agency contractor Edward Snowden is the most important whistle-blower of modern times, one whose disclosures will reverberate for decades to come. With extensive input from Snowden himself, SUZANNE ANDREWS, BRYAN BURROUGH, and SARAH ELLISON have the spy-novel-worthy tale of how a geeky dropout from the Maryland suburbs found himself alone and terrified in a Hong Kong hotel room, spilling America's most carefully guarded secrets to the world



In the Post Snowden Era

How do we achieve our goals in a correct balance of Security and efficiency?



Must approach it from a security **first** perspective!

- Secure the Data
- Secure the appliance
- Secure the customers
- Secure the techs
- Secure our clearances



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How it Works



Bomgar vs Microsoft



Bomgar

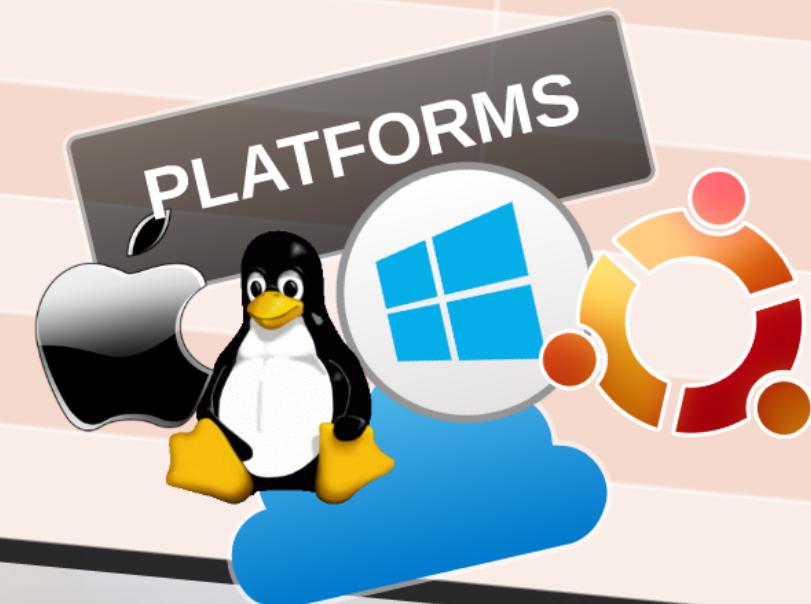
User Acceptance
Elevate Permissions
Canned Messages
User Control of Session
Appliance Configuration
Usage Reports
Admin Management
Cross Platform Usability

MS Lync

User Acceptance

MSRA/RDC

User Acceptance



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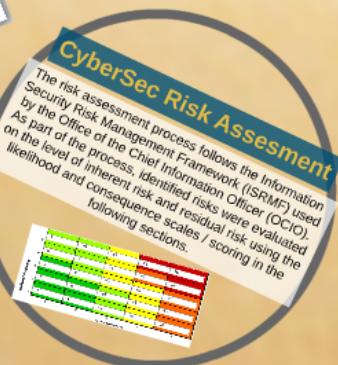
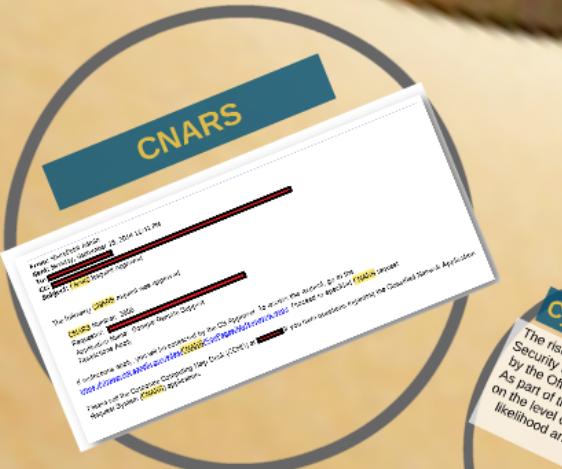
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Forward March!!



CNARS

From: SharePoint Admin
Sent: Monday, September 15, 2014 12:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: CNARS Request Approved

The following CNARS request was approved:

CNARS Number: 3595

Requestor: [REDACTED]

Application Name: Bomgar Remote Support

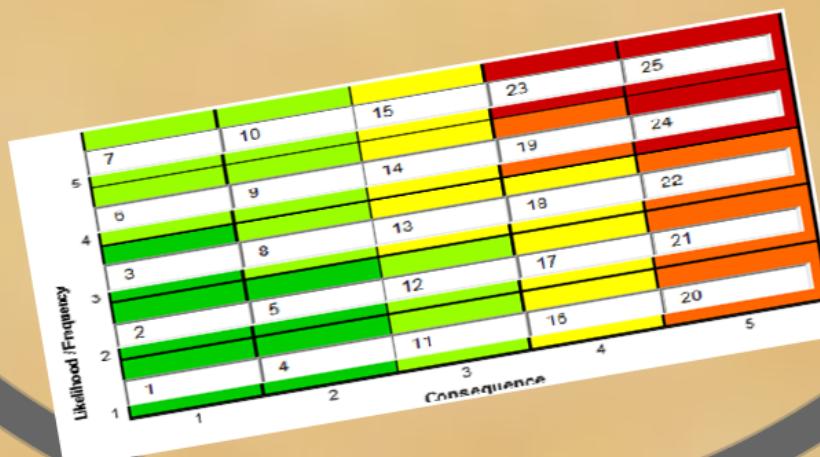
Restrictions Apply:

If restrictions apply, you will be contacted by the CS Approver. To access this request, go to the <https://sharepoint.sandia.gov/sites/CNARS/SitePages/MyRequests.aspx>. Proceed to specified CNARS request.

Please call the Corporate Computing Help Desk (CCHD) at [REDACTED] if you have questions regarding the Classified Network Application Request System (CNARS) application.

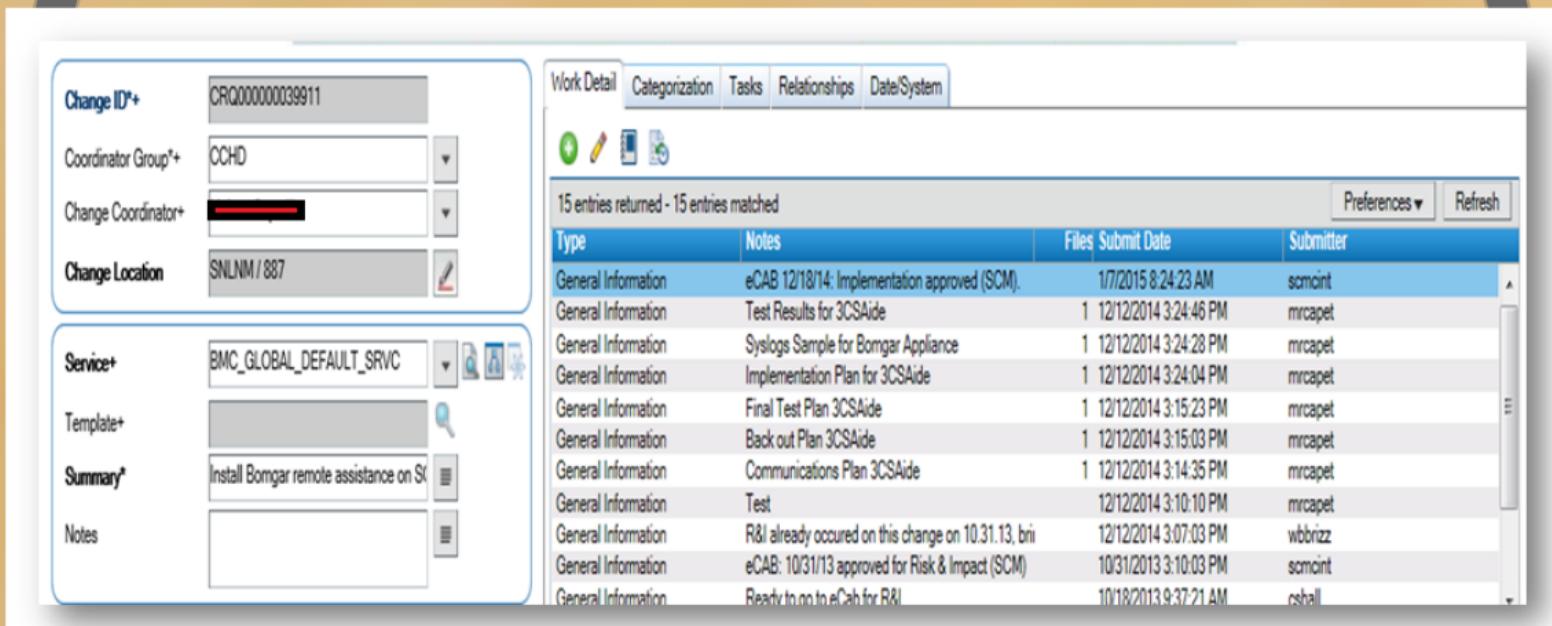
CyberSec Risk Assessment

The risk assessment process follows the Information Security Risk Management Framework (ISRMF) used by the Office of the Chief Information Officer (OCIO). As part of the process, identified risks were evaluated on the level of inherent risk and residual risk using the likelihood and consequence scales / scoring in the following sections.



Enterprise CAB

Managing IT changes and measuring Impact



The screenshot shows the Enterprise CAB software interface. On the left, a form is displayed with the following fields:

- Change ID*: CRQ000000039911
- Coordinator Group*: CCHD
- Change Coordinator*: [Redacted]
- Change Location: SNLNM / 887
- Service+: BMC_GLOBAL_DEFAULT_SRVC
- Template+: [Redacted]
- Summary*: Install Bomgar remote assistance on S...
- Notes: [Redacted]

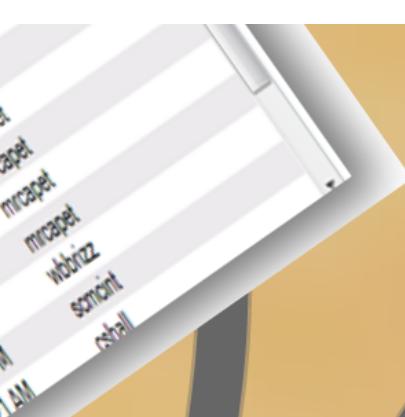
On the right, a "Work Detail" tab is selected in a tab bar. The interface shows a list of 15 entries returned, with 15 entries matched. The table has columns for Type, Notes, Files, Submit Date, and Submitter. The data is as follows:

Type	Notes	Files	Submit Date	Submitter
General Information	eCAB 12/18/14: Implementation approved (SCM).	1	1/7/2015 8:24:23 AM	scmoint
General Information	Test Results for 3CSAide	1	12/12/2014 3:24:46 PM	mrcapet
General Information	Syslogs Sample for Bomgar Appliance	1	12/12/2014 3:24:28 PM	mrcapet
General Information	Implementation Plan for 3CSAide	1	12/12/2014 3:24:04 PM	mrcapet
General Information	Final Test Plan 3CSAide	1	12/12/2014 3:15:23 PM	mrcapet
General Information	Back out Plan 3CSAide	1	12/12/2014 3:15:03 PM	mrcapet
General Information	Communications Plan 3CSAide	1	12/12/2014 3:14:35 PM	mrcapet
General Information	Test		12/12/2014 3:10:10 PM	mrcapet
General Information	R&I already occurred on this change on 10.31.13, bri		12/12/2014 3:07:03 PM	wbbizz
General Information	eCAB: 10/31/13 approved for Risk & Impact (SCM)		10/31/2013 3:10:03 PM	scmoint
General Information	Ready to no to eCAB for R&I		10/18/2013 9:37:21 AM	rshall

After 25 LONG months

(Original projection = 5 months!)

Milestones	Target Date
Scope project	Complete
Ecab - RA & Risk	Complete
Install & Configure appliance	Complete
Complete Test Pilot	Complete
Ecab – Implement Approval	Complete
Communication Plan	Complete
Release service	Complete



Early Wins

	2011	2012- Current	2015
Method of communication to end-users	<ul style="list-style-type: none">• RDP• SCCM• Lync	Bomgar on the SRN	Bomgar [REDACTED] "Red Remote"
Success Rate	72%	100%	100%
Improvement	-	GAA, CHAT, VPN & Remote Sites	Reduced process from 9 steps to ONE step

Previous method of Operation		Improved Operation	
Step 1	Call CCHD with Issue	Step 1	Call CCHD with Issue - Remote and solve
Step 2	Ticket Created	Step 2	Document and Close ticket
Step 3	Ticket routed to Rover		
Step 4	Ticket routed by TTD		
Step 5	Rover Call customer		
Step 6	Rover Walk to Location		
Step 7	Resolve Issue		
Step 8	Rover Walk back to Desk		
Step 9	Document and Close ticket		

Example: Identical software install ticket comparison

Previous Methods - Total time to Restore	Improved Operation - Total time to restore
76 hours, 46 minutes	9 minutes

Lesson Learned!

Culture change is not easy!!!!!!

- Perception of Customers
- Perception of Techs
- Perception of Cyber Security

'We trust SSL, We trust Access Control List, but do we trust the end to end solution?'



A graphic of a pair of black-handled scissors is positioned diagonally across the slide. The handles are at the top left and bottom right, and the blades are at the bottom left and top right. The background is a textured yellow.

The End!

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