

## Project:RedRemote

## Project Purpose

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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References

Skills

Experience

Education

Interests



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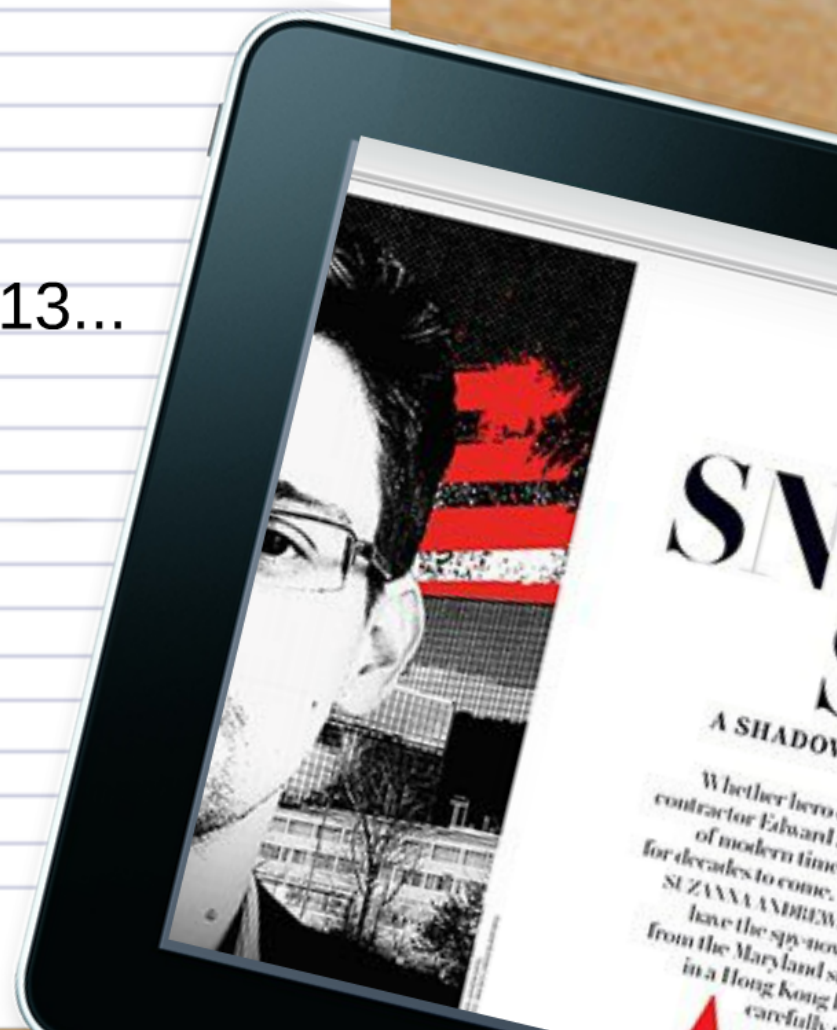
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# Project started on February 2013

- 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, SUZANNA ANDREWS, BRYAN BURROGH 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





# In the Post Snowden Era

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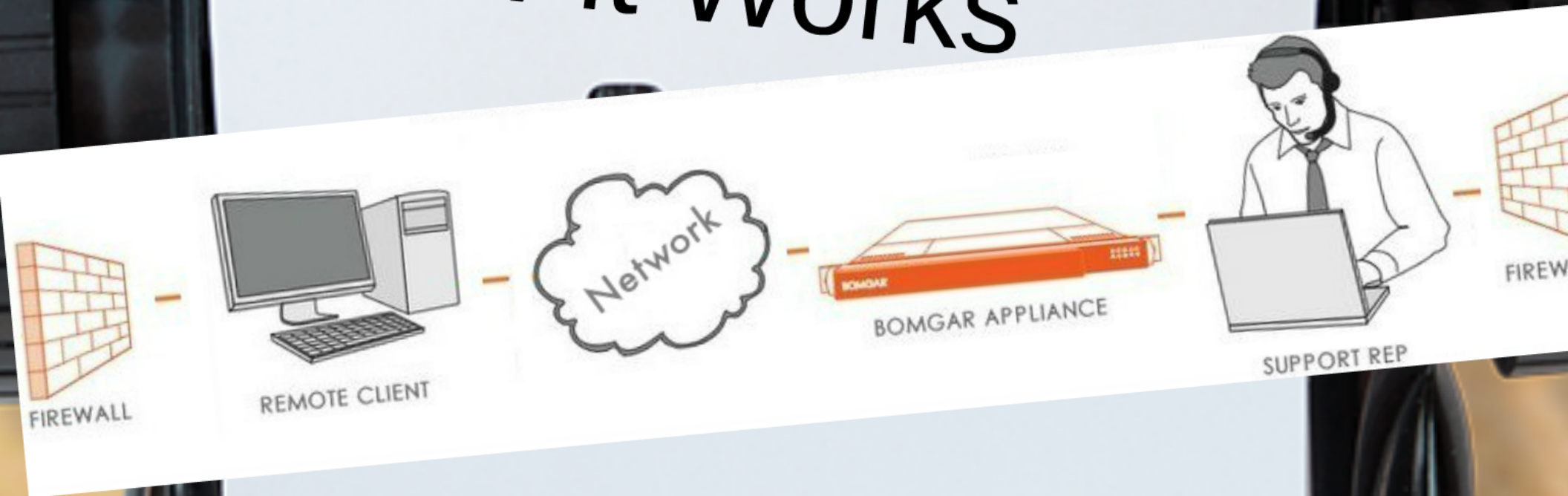


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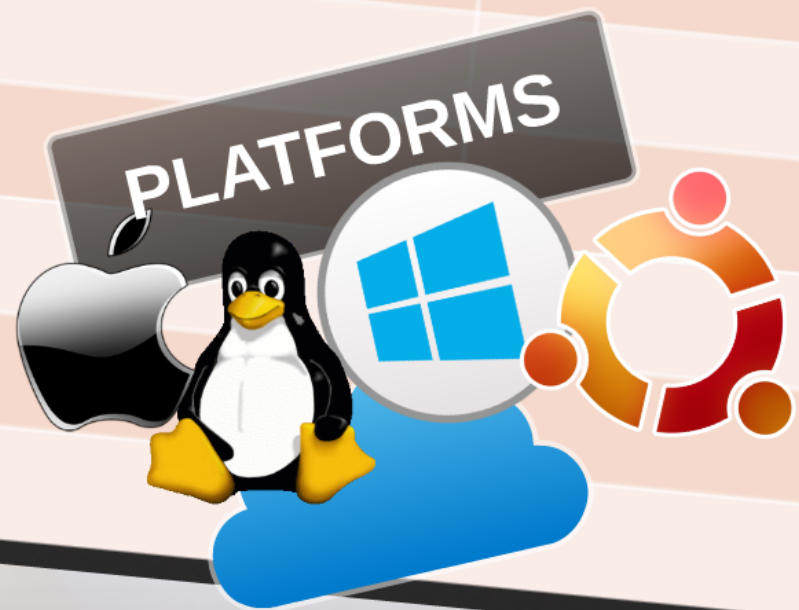
# How it Works



# Bomgar vs Microsoft



Bomgar	MS Lync	MSRA/RDC
User Acceptance	User Acceptance	User Acceptance
Elevate Permissions		
Canned Messages		
User Control of Session		
Appliance Configuration		
Usage Reports		
Admin Management		
Cross Platform Usability		





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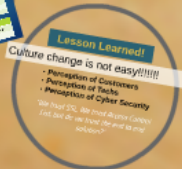
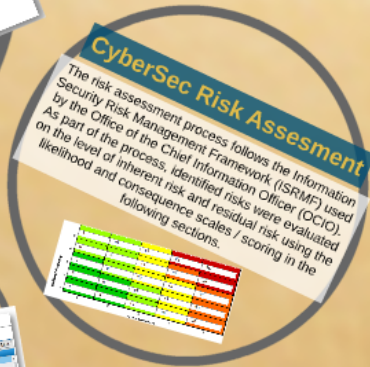
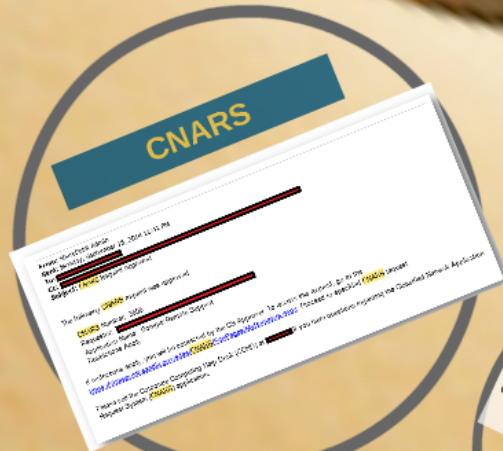
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**Forward March!!**





# 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.

Likelihood / Frequency	1	2	3	4	5
	1	4	9	16	25
	2	5	12	21	32
	3	8	18	27	40
	4	13	24	36	50
	5	15	28	45	62
		Consequence			
		1	2	3	4

# Enterprise CAB

Managing IT changes and measuring Impact

**Change ID\***

CRQ00000039911

**Coordinator Group\***

CCHD

**Change Coordinator\***

**Change Location**

SNLNM / 887

**Service\***

BMC\_GLOBAL\_DEFAULT\_SRVC

**Template\***

**Summary\***

Install Bomgar remote assistance on S

**Notes**

Work Detail

Categorization

Tasks

Relationships

Date/System

15 entries returned - 15 entries matched

Preferences

Refresh

Type	Notes	Files	Submit Date	Submitter
General Information	eCAB 12/18/14: Implementation approved (SCM).		1/7/2015 8:24:23 AM	scmcint
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 ocured on this change on 10.31.13, bri		12/12/2014 3:07:03 PM	wbbrizz
General Information	eCAB: 10/31/13 approved for Risk & Impact (SCM)		10/31/2013 3:10:03 PM	scmcint
General Information	Ready to on to eCab for R&I		10/18/2013 9:37:21 AM	cshall


# 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"> <li>RDP</li> <li>SCCM</li> <li>Lync</li> </ul>	Bomgar on the SRN	Bomgar  "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

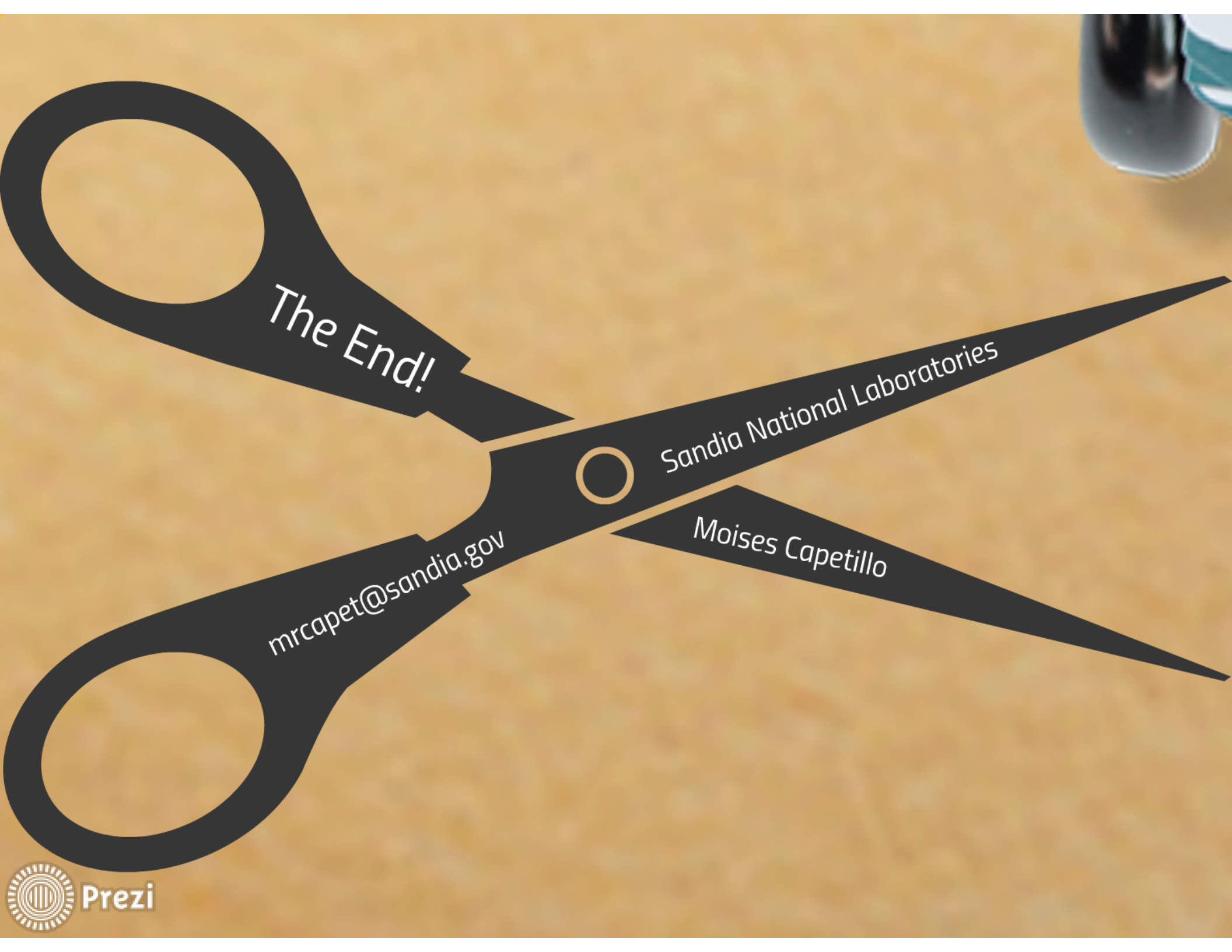


## Lesson Learned!

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?'*



The End!

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