

# BCCS Pulse Newsletter

A newsletter of the Bureau of Communications and Computer Services

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## Patch Management

### What is Patch Management?

Patch Management is the concept of keeping workstations updated with the latest critical updates and patches, thus keeping them free of security holes. The process is targeted, efficient, and effective, while identifying critical updates and applying them to those systems that require updates.

### Why do we need Patch Management?

State agencies depend on information technology resources. A security compromise of corporate assets can have disastrous consequences.

Viruses and worms can exploit security vulnerabilities in software allowing attacks on an individual computer and others. These vulnerabilities provide opportunities for attackers to compromise information and assets by denying access to valid users, enabling escalated privileges, and exposing data to unauthorized viewing/tampering.

Keeping your computing environment secure and reliable is a priority for CMS/BCCS. History has shown that failure to keep up to date on security patches (*and the prerequisite service packs*) can have a devastating effect on organizations when exploits become available.

Patch Management helps BCCS to maintain a healthy and secure network.



## PIM/Email Disaster Recovery

Many of you have indicated the criticality of Email/Blackberry service to your operations and CMS/BCCS is pleased to provide an effective solution. We are formally announcing the PIM **Enterprise Email service option for Priority Disaster Recovery** (PIM DR). This PIM DR service option is meant to reduce the risk of a major event and provide the service levels that agencies require to meet business needs.

Users of the standard PIM email service without the PIM DR option will also have their email, BlackBerry, and Enterprise Vaulting services recovered if a major disaster or other outage occurs. However, recovery will be on a "best efforts" basis with no implied commitment pertaining to recovery.

For those users whose continued email services are considered critical in terms of customer operations, the PIM DR option offers paramount reliability and assurance that those critical email services will be quickly recovered and continued even when facing a major disaster or other outage. This optional service requires that you are current Enterprise Exchange customers who already have a mailbox on the Shared Services Enterprise Email system or customers for whom CMS hosts their email.

If you have questions regarding the PIM DR service option and how to implement the service, please contact Rebecca Morgan at (217) 782-1102. If you have any questions regarding billing/rates, please contact Bev Connolly at (217) 785-1358.

For more details on the PIM DR option, refer to the BCCS Service Catalog at: <http://bccs.illinois.gov/BCCScatalog/services/email-pdr.htm>

## This issue

PIM Email DR P.1

Green Initiatives P.2

Audio Conferencing P.3

Texting While Driving Law P.4



**In the event of a major system problem or a disaster, the PIM DR service option is designed to enable:**

- All email services will be recovered in four to twelve hours
- Full off-site redundancy and recovery for Exchange/Outlook email, BlackBerry, and Enterprise Vaulting systems
- Fail over to a completely independent, off-site recovery location

### PIM DR Service Option Rate

A rate of \$3.00/user/month/ mailbox is charged for this option in addition to your current mailbox charge.

For all Enterprise Email users who take advantage of this new option the \$3.00/user/month/mailbox charge will be waived for the remainder of FY10.

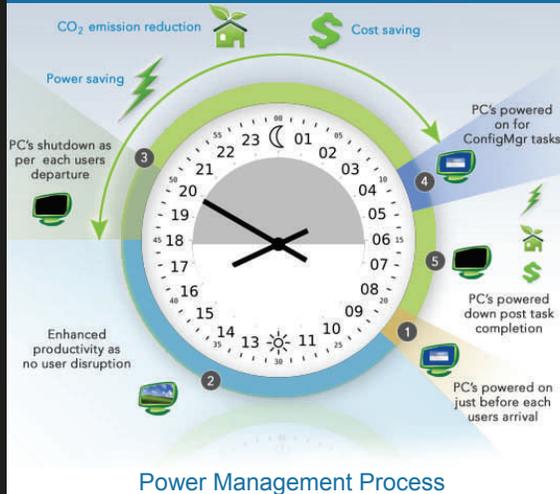
Users would start to incur the additional cost during the first billing cycle in FY11.

## CMS/BCCS is Driving Energy Efficiency with Green Planet

- Significant reduction in energy costs
- Reductions in CO2 emissions
- Unprecedented real-time visibility
- Power management policy enforcement
- Distributed Wake-on-LAN capabilities
- Enhanced productivity, no user disruption

## Green Government Awards

- Desktop Computer Power Management
- Electronic Pay Stub System (EPASS)
- Server Consolidation & Virtualization
- Video Conferencing Services
- Electronic Reports & Printing Reductions



Power Management Process

CMS/BCCS has been managing the power states on CMS systems for quite some time. When BCCS started the power management initiative, CMS systems were up an average of 20hrs/day. Currently the average uptime is 10.5hrs/day. Recently, a new power management application was rolled out to CMS/BCCS desktops. This new power management interface “**Green Planet**” allows users more control and flexibility within the entire process.

Green Planet software promotes best practices by making power management a collaborative process with end-users and system administrators. The application provides a client user interface, which enables end-users to customize power policies to their individual needs, within limits established by the system administrator. Green Planet also provides power usage and wastage information to end-users making them aware of their PC's energy usage performance.

By utilizing Green Planet Power Management software, the State of Illinois will have a significant reduction in energy cost and CO2 emissions statewide. BCCS plans to roll out Green Planet to all managed desktops in the near future. Contact Keith Klockenga at 217-524-2147 or [Keith.Klockenga@illinois.gov](mailto:Keith.Klockenga@illinois.gov) if you have any questions.

## Green Planet

*“By utilizing Green Planet Power Management Software, the State of Illinois will have a significant reduction in energy cost and CO2 emissions statewide”*

Kevin Rademacher, BCCS Chief Information Technology Officer

In December, the Governor's Office and the Illinois Green Governments Coordinating Council (GGCC) presented this year's Green Government Awards. BCCS was recognized in the category of Green Information technology. During 2009, CMS initiated several projects that produced significant energy savings:

**Desktop Computer Power Management Software** - BCCS installed software which provides active pc power management and pc “wake-up and shut-down” capabilities that allow for the power management and shut-down of desktop and laptop computers when not in use. This software has been implemented on 15,000 desktops and will be deployed to the remaining 20,000 devices in 2010. This feature alone has saved over \$600,000 annually in electrical usage across the 15,000+ PCs and laptops in our consolidated and managed enterprise.

**Electronic Pay Stub System (EPASS)** BCCS implemented an Electronic Pay Stub System (EPASS) that delivers to employees, an electronic pay stub. The new system has eliminated the costs associated with printing, envelopes, and mailing paper stubs.

### Server Consolidation and Virtualization

CMS/BCCS has reduced the number of servers used by thirteen consolidated agencies by a ratio of 8 to 1. BCCS is able to perform the same functions with fewer servers, reduced energy consumption and cooling requirements. The newer boxes are also more energy efficient overall. Energy cost savings realized by the virtualization technology has been calculated to be over approximately \$145,000 per year.

### Video Conferencing Services

BCCS encourages employees to utilize video and audio conferencing services to reduce travel costs, time and emissions. BCCS currently has 30 agencies, boards and commissions with 220 video conferencing rooms statewide.

### Electronic Reports & Printing Reductions

BCCS utilizes and promotes electronic report viewing and distribution through Mobius. Mobius is an online report viewing and distribution tool. Using Mobius can help reduce the direct cost of printing and cut down on transportation, postage, storage and disposal costs. Over the last year, BCCS has been able to reduce paper consumption by 1-2 million pages per month.



*“There are a number of methods that can be utilized to reduce audio conferencing costs”*

Theresa Starling  
BCCS CSC Manager

Depending upon the meeting, number of participants, location of participants and meeting logistics, there are a number of methods that can be utilized to reduce audio conferencing costs. Please communicate the following information throughout your agency on how to reduce audio conferencing costs.

From the Springfield, Collinsville or Chicago/Franklin Centrex (793 or 814), hosts can connect up to five additional callers (Centrex or Non Centrex) without even setting up a conference bridge! These hosts should use the **Station Dial Conference Calling** option from their analog or p-phone phones to connect up to five land or cell phones and pay only the applicable toll charge (i.e. \$0.03 per long distance minute) for each participant. **Station Dial Conference Calling** instructions are listed on the BCCS Website.

## Cost Saving Practices for Audio Conferencing

- Update your meeting invites and use the most cost-effective method if your meeting circumstances change.
- Do not set up a conference bridge to hold a meeting with one other person - call them directly.
- Within Springfield, Collinsville or Chicago/Franklin Centrex use the 4 or 5-digit phone number when dialing from one Centrex number to another Centrex number to avoid any local toll charges.
- Multiple users in one location should be encouraged to join the conference bridge using a speaker telephone in a shared location to eliminate multiple dial-ins.
- The host incurs the entire charge. When a vendor or other outside organization is hosting an audio conference meeting and we are merely participating, have them set up the call, if possible.

## Basic Facts About “AT&T Teleconference Service”

- The host incurs the charge for all participants (\$0.08 per minute/per caller).
- Requested special options and features are provided for an additional fee.
- Toll-free and caller paid dial-in options are both available.

To set-up either a one-time or 24x7 audio or web conference bridge for up to 125 participants, please work through your agency Telecommunications Coordinator. If you do not know who your Telecommunications Coordinator is, please contact the CMS Customer Service Center (CSC) at 217-524-4784 or 800-366-8768.

Telecommunications Coordinators may contact George Aguilar at 217-785-8665 with additional questions.



## Cyber Security

### What can you do?

The first step in protecting yourself is to recognize the risks and become familiar with some of the terminology associated with them.

#### **Hacker, Attacker, or Intruder:**

These terms are applied to the people who seek to exploit weaknesses in software and computer systems for their own gain. Although their intentions are sometimes fairly benign and motivated solely by curiosity, their actions are typically in violation of the intended use of the systems they are exploiting.

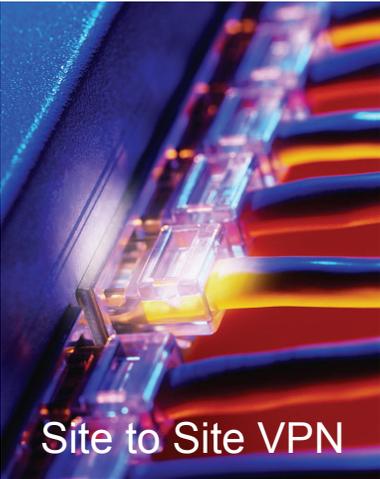
#### **Malicious code:**

Malicious code, sometimes called malware, is a broad category that includes code that could be used to attack your computer. Malware has the following characteristics:

- The action may require opening an email attachment or going to a particular web page.
- Some forms propagate without user intervention and typically start by exploiting a software vulnerability. The malicious code will attempt to find and infect other computers. This code can also propagate via email, websites, or network-based software.
- Viruses and worms are examples of malicious code.

#### **Vulnerability:**

Vulnerabilities are caused by programming errors in software. Attackers might be able to take advantage of these errors to infect your computer, so it is important to apply updates or patches that address known vulnerabilities.



## Site to Site VPN

In yet another effort towards "Keeping You Connected", Site-to-Site Virtual Private Network (VPN) Service is now available. Site-to-Site VPNs are IP SEC tunnels created from External Business Partners' Local Area Networks to the State of Illinois Network.

These VPNs accommodate various data communication needs between State of Illinois Agency resources and External Business Partners. The external business partner uses an Internet Service Provider for access to the Internet which provides transport for the VPN connectivity to the State of Illinois network. In this type of situation, the third party's access would be limited to specific areas of the network. The rest of the network would remain off limits to them and insuring network security would always be maintained.

Customers will work with their current providers to maintain their connections to their remote network's end of the VPN tunnel. From there, we will take your data traffic the rest of the way to the ICN. For more information about the new Site-to-Site VPN Service, please contact your Communications Systems Specialist.



## Do Not Text While Driving... It's The Law

Illinois is now among 19 states that have outlawed texting while driving to reduce the number of crashes and fatalities in Illinois. On August 6, 2009, Governor Pat Quinn signed into law House Bill 71 and House Bill 72 which took effect on Friday, January 1, 2010.

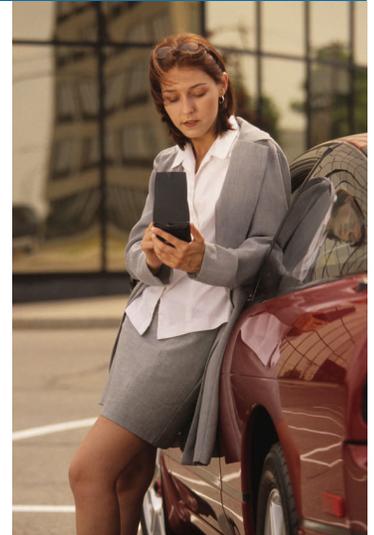
The Illinois Secretary of State and Illinois Department of State Police and Transportation have joined corporate partners to spread the news. The new laws represent a groundbreaking effort to reduce crashes and save lives by curbing distracted driving on Illinois' roadways.

### Motorists will now be impacted in three ways according to the two new laws:

1. No motorist will be allowed to compose, send or read messages or access the Internet while driving.
2. No motorist will be allowed to talk on a cell phone, even through a hands-free device, while driving through a construction zone or a school zone.
3. No motorist under the age of 19 can use a cell phone at all while driving. This ban includes personal digital assistants and portable or mobile computers, but does not include global positioning systems (GPS) or navigation systems.

Research shows driving while using a cell phone poses a serious distraction and reduces driver performance. The National Highway Traffic Safety Administration estimates that driver distraction from all sources contributes to 25 percent of all police-reported traffic crashes.

Please abide by our new state laws designed to make the roadways safer for all of us. For information regarding the IDOT's Division of Traffic Safety, go to [www.dot.state.il.us/safety.html](http://www.dot.state.il.us/safety.html).



## Money Saving Tips & Efficiencies



- Work with your agency Telecommunications Coordinator to ensure that your staff is on the appropriate cellular package.
- Share/consolidate peripheral equipment such as fax machines, printers, copiers, scanners.
- Disable and have CMS remove from inventory any phones or peripheral devices that are not in use.
- Utilize "pool" air cards for staff who travel and regularly need the internet. If they don't need it, don't provide an air card.
- Don't duplicate functions by carrying a pager and a state cell phone.
- Review audio conference service options and don't forget the station dial conference function for up to five participants.
- Utilize the video conference facilities available statewide, instead of incurring travel costs.