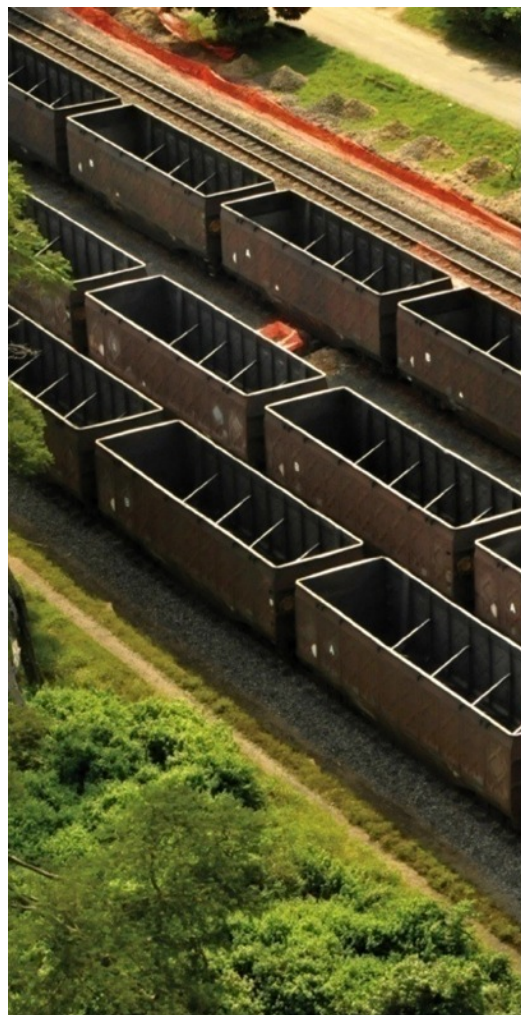


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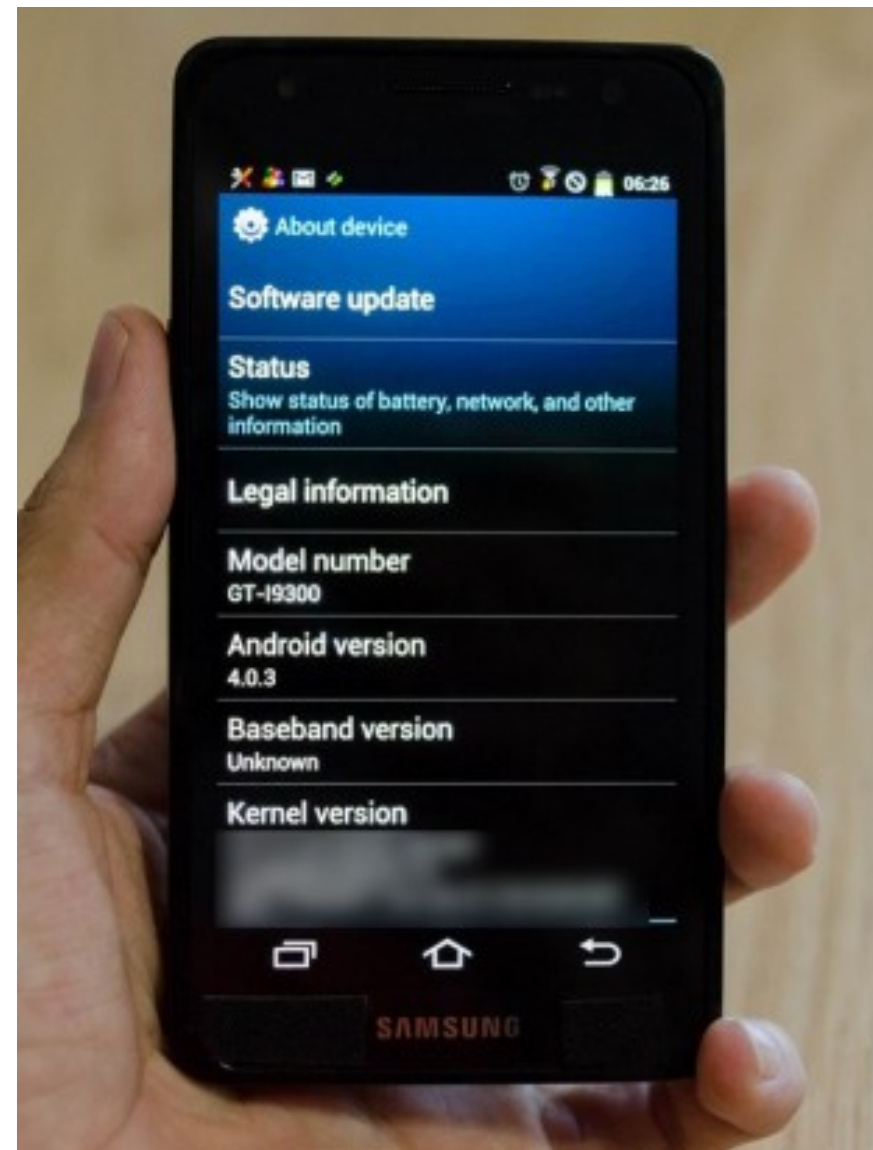
delivering freight reliably



Bring Your Own Device (workplace mobility)
ISACA Chapter meeting May 2012
Justin Williams

BYOD ? What are we talking about?

- The theory
- Policy
- Rollout
- Learning
- Discussion



Theory : Who is saying what?





Sony Ericsson

Our environment

- Corporate standard : Blackberry
- Exchange / Activesync
- Many devices
- Replacement cycles



Policy : principles

- Alignment to existing policies
- Structure
 - Umbrella policy
 - Supporting standards
- Simplification
- Implications



Four simple principles

- Compliant Password
- Wipe on lockout
- Remote wipe
- Encryption





Rolling out the standards

Blackberry Enterprise Server

Context of rollout

- Approved policy and standard
- **Company owned** devices
 - Split billing
 - +- 3000 devices
 - Various handsets & OS
- Previously no security policy



What to do?

- Paper policies translated to BES
- Pilot group
- Refine
- Communicate communicate
- Rollout
- Manage reaction



What happened

- Erratic rollout
- Massive reaction
- Crashed devices
- Lost data
- Massive chaos
- User revolt?

©Martin Mißfeldt - www.dynoxicon.de





Really?

Well ... yes ... maybe ... no?

Noise, lots of it

- Vocal minority
- Emotional outbursts
- Rumours and whispers
- Few facts





Revolution of the people

Emotional outburst

" My wife uses the phone for security, my neighbour was raped last week, now you are putting my family at risk ... "

" I drive home through unsafe areas, now my Bluetooth car kit doesn't work and I am at risk "

" I do not keep private e-mails, family pictures and videos, banking details and social network information on my BB, same as many other people. I have my own PC / Laptop with high quality security software protecting my private information. My phone is virtually exclusively used for business matters. "



There is always one ...

- In short...your roll-out has been great. Thank you!
Simple and easy.



Doubt, remorse



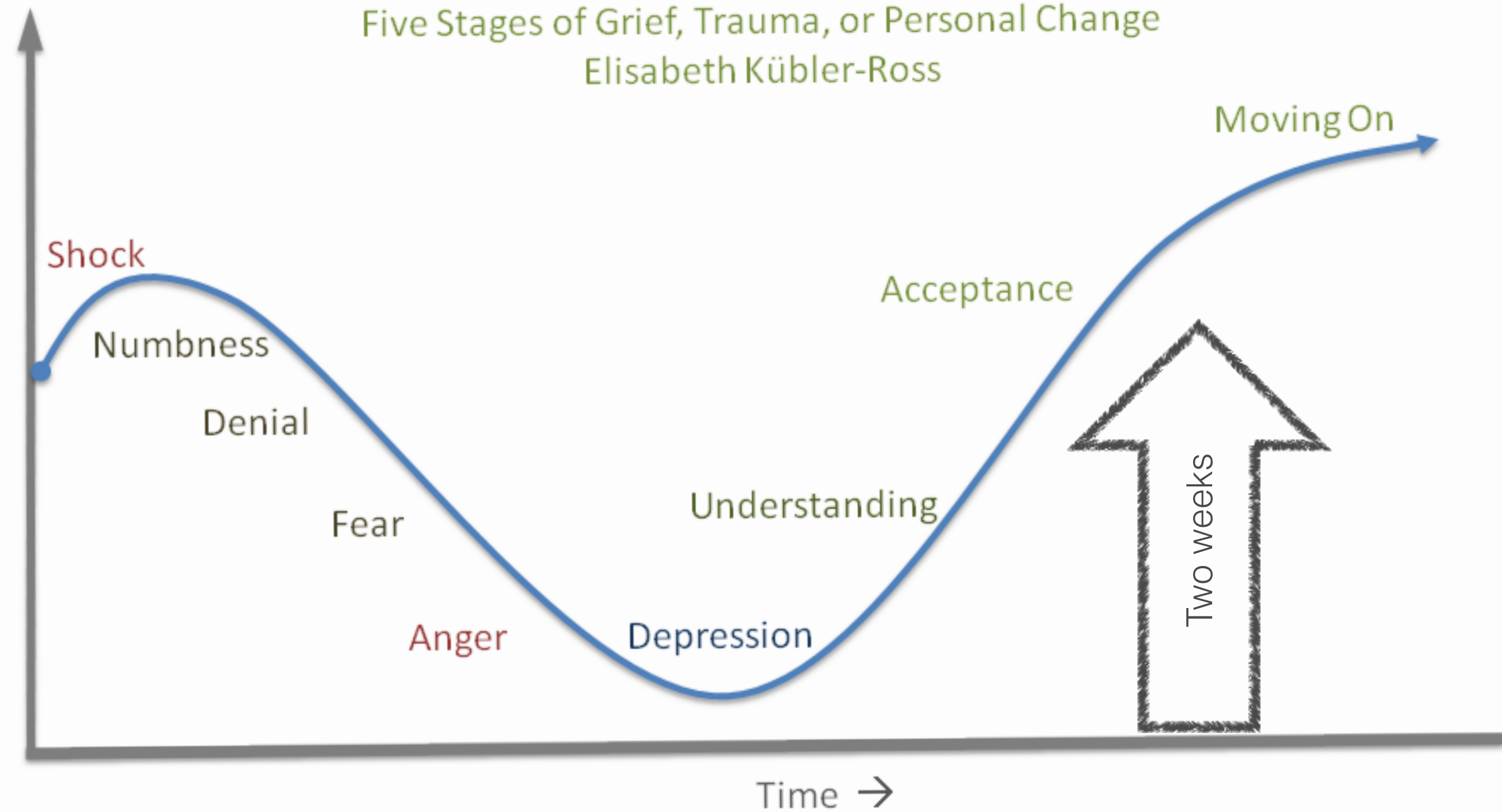
- Did we do enough?
 - Testing
 - Communications
 - Help desk
 - Executive support

Change management



- It's expected
- Give it two weeks
- Be strong
 - Don't give in
 - Don't allow exceptions
- Keep communicating

Five Stages of Grief, Trauma, or Personal Change
Elisabeth Kübler-Ross





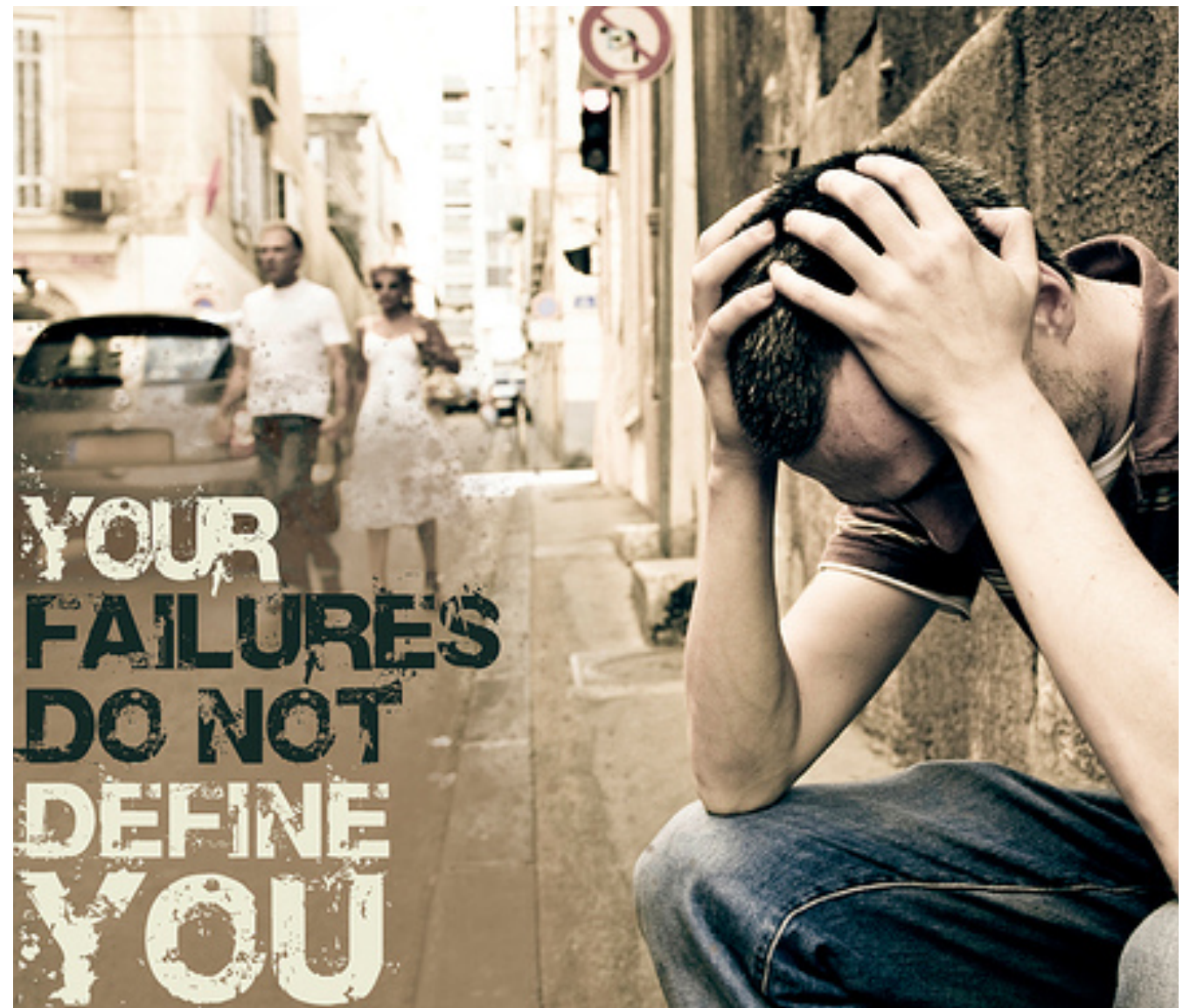
Learnings

What worked? What didn't?

What went wrong...

Not a lot but ...

- Old OS device failures
- Users messed passwords
- User unhappiness
- Slow BES delivery
- 1%-2% affected
- Poor BES reporting



Valid issues

- Battery life
- Media encryption
- Devices hanging
- Won't boot
- Slowdowns
- Split billing / work / personal
- Old OS (unpatched?)
- Holsters



Response ...

- Single voice
 - Champions
- Lists
 - People > personal responses
 - Questions > FAQ
 - Fixes > Fixit Guide
- Measured adjustments



Adjustments

- Lock on holster
- Encryption of media
- Geotagging
- Social media
- Dial from locked
- Called ID



What could we have done better?



- More communications
- Better timing
- Larger pilot
- Phased approach ?
- Device backups



And now?



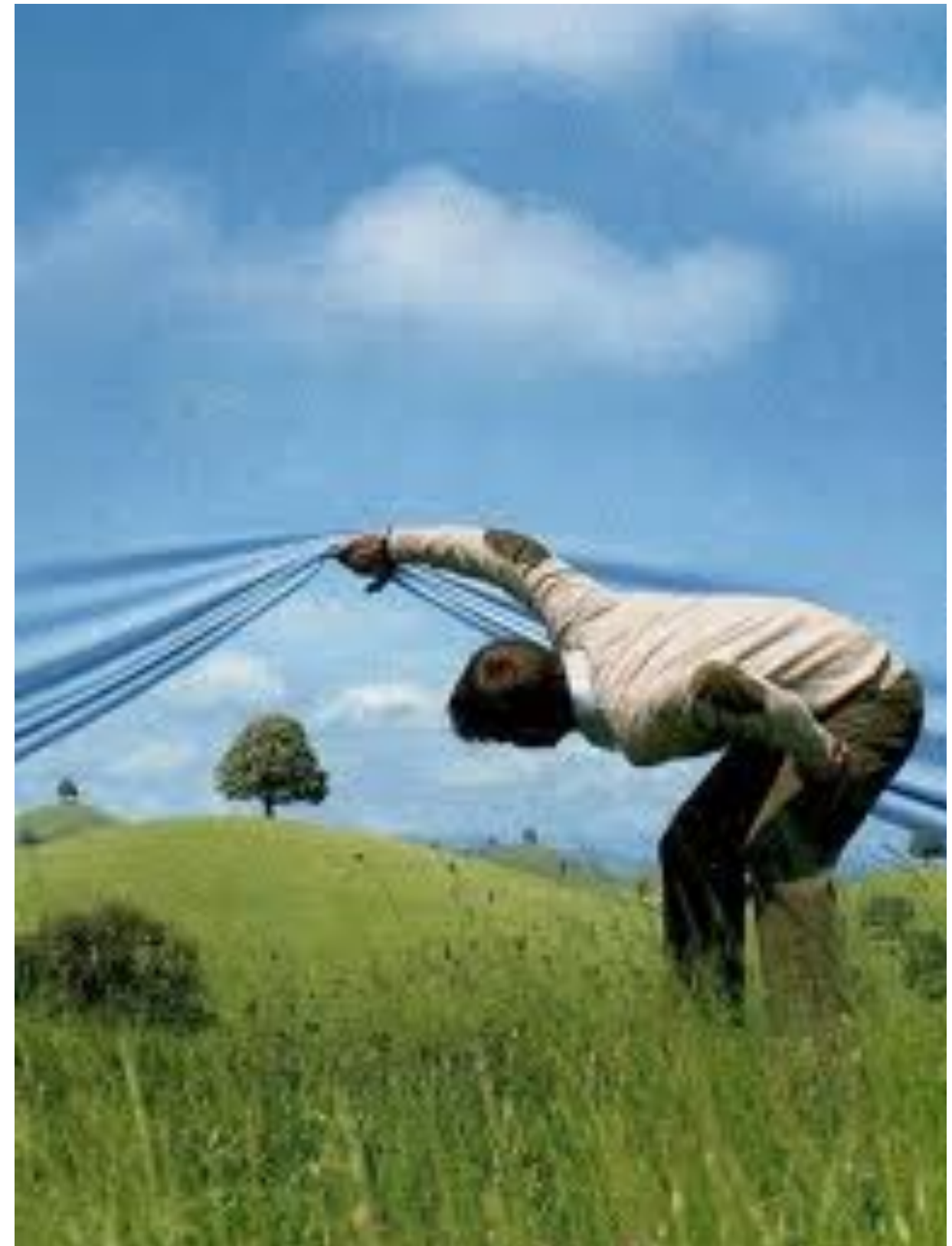
Most users aren't maliciously violating their company security policies, but simply seeking ways to get their jobs done.

- Rene Bonvanie, Palo Alto Networks 2010





- Continued iPad rollout
- Lock down ActiveSync
 - Secure current & future devices
- Full MDM
 - Focus on information protection
 - Info classification policy
 - Control, visibility, reporting
- Look to enable business



- Alt LGLG
 - View & mail logs
 - Clear
- Safe mode : Stops apps loading
 - Reboot by removing battery
 - 4+5 : press escape until loading screen
 - 6+7 : press escape after loading screen until hear beep
- JLoader
- Blackberry Swiss Army Knife



Q&A

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