

BC&B Internal CIO
Network Security
February 2007

Our network security measures are in place to protect our computers from viruses, spam and offensive emails. There is no perfect method to completely protect or eliminate unwanted, damaging or offensive material; however, the BCB-IS staff is committed to a continuing effort to improve this service.

We hope that the protection offered by anti-virus devices, as well reduced numbers of unsolicited and potentially offensive emails, will improve your work environment.

Security Features

Firewall Protection

The BCB-IS firewall currently protects our network by allowing authorized only outside traffic to specific devices. Some specifics for this environment are:

- We subscribe to a service that blocks access to websites containing explicit sexual content. Because listings of inappropriate sites may contain errors, there are occasions when a legitimate business sites are blocked. *If you encounter a blocked legitimate business site, please contact IS to allow access to that site.*
- The firewall is set to eliminate a few types of attachments that are frequently used to transmit viruses and have no apparent business use.
- A list of several hundred email sites have been blocked from information received by our customers and have been identified as SPAM (unsolicited) email. Since a common tactic of SPAMMERS is to change the sender's id and email system, this is a moving target.

Virus Protection

We use a three-tier approach to protect our computers from viruses.

- As mentioned above, certain files commonly known to contain viruses are being stripped from emails.
- A second device scans all incoming emails. If the message is infected, this device either cleans the contents or quarantines the message when it cannot be cleaned.
- Symantec Antivirus software is installed on each computer, and new virus definitions that protect against viruses are updated automatically. This software provides additional protection for each PC, particularly from viruses arriving via DVDs, CDs, diskettes, flash drives and the Internet.

AntiSpyware Protection

The Symantec Antivirus software that scans for viruses also scans for spyware.

SPAM Email Protection

BCB-IS has looked at many different options to reduce the continuously growing number of SPAM emails.

- The device we purchased to help protect against viruses is also being used to reduce SPAM email. It scans incoming emails to search for specific words or phrases as well as characteristics which are commonly found with SPAM. Any incoming messages found that match any of these criteria are not delivered to the user's mailbox, but held in quarantine.
- The device contains numerous words and phrases. The general categories associated with these phrases are sales advertisements, sexual implications, "free" products, loan offers, etc. Because many of the emails contain words and phrases that are offensive, they are blocked from being delivered. *Please contact BCB-IS if you hear that a legitimate business email was not received and/or if the sender received a "banned content" error message. We will adjust the device to allow the email to come through.* Our goal is to provide the best protection against this growing problem without causing business difficulties.

Please note that outgoing emails are not being scanned for this content.

Statistics

This device was installed in the autumn of 2005. As of this writing, it has quarantined or deleted the following number of emails:

- 7,742 "virus" emails
- 592,708 "SPAM" emails
- 36,344 offensive language detection emails
- 14,112 "phishing" emails quarantined

For additional information on terms such as virus, SPAM, and phishing, go to <http://www.gs.sc.gov/business/is/IS-help-files.phtm>.