ULTIMATE INTERNET access Internet Security Manager

Change Control System

As part of our efforts to obtain SAS-70 certification, Ultimate Internet Access (UIA) has implemented a Change Control System on our firewall network. SAS-70 certificates are required more and more by public companies and financial institutions such as banks. This means you will get the same level of protection and testing that a public company or a bank would receive. A SAS-70 certification generally puts vendors or service providers in another class of accountability and trust. UIA has completed the Type I SAS-70 certification, with the Type II certification underway. The Type II certification is targeted for later this year.

As part of the SAS-70 controls, we have developed a system of accountability for all ISM rule changes. Changes to the firewall rules are now collected, tested, and independently reviewed each time they are updated. Our testing system automatically scans the firewall for any open network ports facing the public, and then reports those open ports back to our staff for review and quality control.

This testing is an important part of the validation process. Open ports are discovered by a scan and not through a reading of the rules as a way to independently assess whether a port is open or not. For example, if a change is made to open a port outbound which should not affect any incoming packets from the general Internet, the ISM is still scanned in order to verify that the change did not affect the general configuration of the ISM and is still safe and configured as expected.

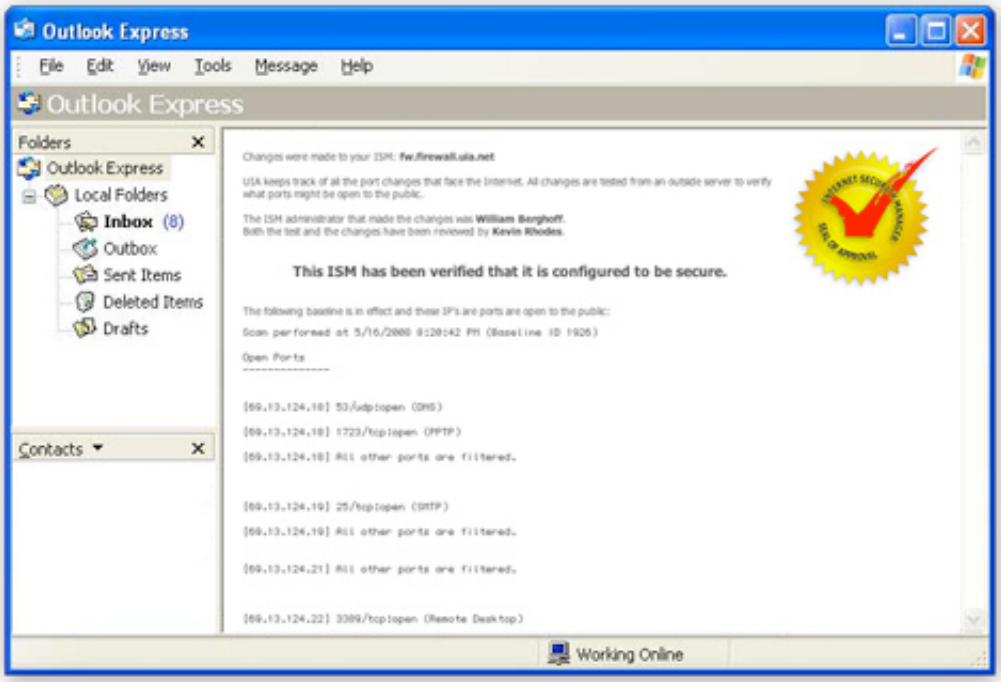
Our goal is to assure that changes to the firewall rules don't contain any unintended side effects that impact your network security. Once a change to your firewall rules has been reviewed, an email is sent out within 72 hours, containing the name of the ISM operator and the supervisor who reviewed the change. Additionally, any open ports facing the public or general Internet are listed. The email signifies that the current configuration is safe and does not contain errors such as unintended ports being left open.

Starting immediately, you will be receiving e-mails verifying any changes that are made to your ISM.

This new service is provided at no additional charge as part of your Internet Security Manager firewall solution. If you have any questions about this new service, please contact us at 800.982.6898.

Thank you,
The Internet Security Manager Team

Example of Internet Security Manager Certification E-mail


Outlook Express
File Edit View Tools Message Help
Outlook Express
Folders
Outlook Express
Local Folders
Inbox (8)
Outbox
Sent Items
Deleted Items
Drafts
Contacts
Changes were made to your ISM: fw.firewall.uia.net
UIA keeps track of all the port changes that face the Internet. All changes are tested from an outside server to verify what ports might be open to the public.
The ISM administrator that made the changes was William Berghoff.
Both the test and the changes have been reviewed by Kevin Rhodes.
This ISM has been verified that it is configured to be secure.
The following baseline is in effect and these IP's are ports are open to the public:
Scan performed at 5/16/2000 8:20:42 PM (Baseline ID 1926)
Open Ports
[69.13.124.18] 53/udpopen (DNS)
[69.13.124.18] 1723/tcpopen (PPTP)
[69.13.124.18] All other ports are filtered.
[69.13.124.19] 25/tcpopen (SMTP)
[69.13.124.19] All other ports are filtered.
[69.13.124.21] All other ports are filtered.
[69.13.124.22] 3389/tcpopen (Remote Desktop)
Working Online