WEBVTT

1

00:00:00.900 --> 00:00:06.180

Famis Florida3: i'm seeing a question about okay great great well good morning everyone.

2

00:00:07.589 --> 00:00:17.430

Famis Florida3: You know when they set up a room here, I was thinking okay guys be nice quaint type situation would be sitting in this little room and I didn't realize, we were going to have.

3

00:00:18.449 --> 00:00:19.920

Famis Florida3: The taj mahal here so.

4

00:00:21.960 --> 00:00:29.040

Famis Florida3: Can everybody hear me all right all right great great so well, we want to get started and.

5

00:00:30.300 --> 00:00:32.370

Famis Florida3: This topic is going to be about.

6

00:00:33.900 --> 00:00:40.710

Famis Florida3: What what county which i'm from let me, let me get started this way, my name is Henry Martin on the CIO from walton county and.

7

00:00:41.610 --> 00:00:46.350

Famis Florida3: there's gonna be other people up here i'm going to ask them to introduce themselves in a second.

8

00:00:46.830 --> 00:00:57.870

Famis Florida3: And we're going to go ahead and share with you about the experience that what I went through in this product that we actually are starting to use right now so before we do anything else.

9

00:00:58.290 --> 00:01:04.290

Famis Florida3: Gary you want to go ahead and concert Hello Hello everybody thanks for making the way here, I know it's kind of confusing to so that gets these.

10

00:01:04.710 --> 00:01:13.350

Famis Florida3: sessions, I appreciate to be here, my name is Gary, but of course i'm teams chief technology officer and will be shared, a little bit about what that is a little bit later, but thank you for being here.

11

00:01:15.780 --> 00:01:28.170

Famis Florida3: Sure, so my name is TIM Sanders i'm a titanium sales engineer, and I help walk through a lot of their stuff on their network that we're going to talk about and we'll be here, most of the Conference, so swing by and say hello.

12

00:01:29.310 --> 00:01:33.930

Famis Florida3: Alright, so let's get started go ahead and get him in a second.

13

00:01:37.560 --> 00:01:38.490

Famis Florida3: let's see here.

14

00:01:41.130 --> 00:01:41.550

On.

15

00:01:45.060 --> 00:01:45.360

work.

16

00:01:47.130 --> 00:01:47.460

Famis Florida3: There you go.

17

00:01:49.980 --> 00:01:51.330

Famis Florida3: Okay whoops.

18

00:01:59.430 --> 00:01:59.970

Famis Florida3: Okay.

19

00:02:01.260 --> 00:02:09.720

Famis Florida3: here's the kind of some things to just want you to kind of think about as we get started and we're going to go back over this little bit later.

20

00:02:10.860 --> 00:02:20.460

Famis Florida3: As far as different things in your environment just kind of food for thought, few ideas you know what how many devices, do you have in your environment.

21

00:02:21.750 --> 00:02:37.980

Famis Florida3: What is your patch advocacy and different things like that and we're going to talk about some of these items a little bit more in detail, but just kind of a give you a little insight on on a few of the things that we're going to be discussing as we start this so.

22

00:02:39.000 --> 00:02:44.070

Famis Florida3: What I wanted to talk to you about is how I got here and why I decided to look into this.

23

00:02:45.300 --> 00:02:50.100

Famis Florida3: So, but before I do that the person actually got me started and.

24

00:02:51.480 --> 00:03:08.700

Famis Florida3: offered this PLC to me was Jim and so on, as Jim to come up here and introduce himself and he's with the Florida technology Council and we both are, and so I want him to share a little bit about that and kind of what that is and how that process took place.

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00:03:12.390 --> 00:03:19.560

Famis Florida3: Like to introduce these June Taylor instead of James Taylor does that I can avoid all the carly Simon questions, will you sing.

26

00:03:21.450 --> 00:03:25.020

Famis Florida3: The Florida tech comm for the tech Council is a bit of a unique group.

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00:03:26.970 --> 00:03:27.360

Famis Florida3: Of folks.

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00:03:29.700 --> 00:03:31.530

Famis Florida3: Start hearing what's happening.

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00:03:32.550 --> 00:03:41.730

Famis Florida3: In technology and then looking to see in 2014 to actually represent one of our state agencies to be able to speak on why we need a text association.

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00:03:42.300 --> 00:03:59.910

Famis Florida3: or a tech organization for the state of Florida and working with and keeping that agency alive brought us an awful lot of national notoriety of national recognition and expanded us we're now we don't only just help that one particular agency, but we help state agencies we help me.

31

00:04:01.230 --> 00:04:03.570

Famis Florida3: We work with private and public sector.

32

00:04:05.820 --> 00:04:14.280

Famis Florida3: yeah there is an advisory organization so members of the tech Council on my board I haven't T sits on our board college Presidents sit on our board.

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00:04:14.700 --> 00:04:25.980

Famis Florida3: So we're not an organization itself we're an organization that provides education and guidance and strangely enough, we don't charge for that either folks become members of that organization.

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00:04:27.360 --> 00:04:37.680

Famis Florida3: Because they want to make a difference, within the state and our whole reason for existing is to make a stronger safer better, more efficient state so that was one of the ways that I actually met.

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00:04:38.400 --> 00:04:42.090

Famis Florida3: Was through one of the meetings that was happening, we started speaking and I realized.

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00:04:42.480 --> 00:04:51.120

Famis Florida3: That we need Henry sitting on our CIO Council to represent the state of Florida for education, because we were not having solid representation there.

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00:04:51.600 --> 00:05:00.510

Famis Florida3: And our conversation just continued to grow and grow and grow and we saw areas where we could help more and more, and one of those is that challenge that.

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00:05:01.680 --> 00:05:11.370

Famis Florida3: Municipalities or school districts or schools even our state agencies have is we know we have a need, but in order to solve that need I usually have to talk to a sales person.

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00:05:11.850 --> 00:05:22.440

Famis Florida3: And that's a real challenge because quite often sales people want to sell you their product, not necessarily address the need the need, so we could act as that intermediary.

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00:05:23.070 --> 00:05:30.660

Famis Florida3: For the vendor community and then private sector others in the public sector that can show you.

41

00:05:31.200 --> 00:05:39.810

Famis Florida3: that's not always the case here's a group that you need to talk with a work with to find out what are your needs truly and that's where Damien was such a great fit.

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00:05:40.350 --> 00:05:42.630

Famis Florida3: For your district, and some of the districts.

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00:05:43.290 --> 00:05:55.230

Famis Florida3: But again, to do that quite often we find well let's do that as a pilot project, so we can go into a district show them here's what you really need here's the answers at your the questions that you have to answer first.

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00:05:55.590 --> 00:06:06.960

Famis Florida3: Before you can take those next steps so that's one of the things that i'm excited to have you show today on what team was able to do and again we do that without a cost to a district without a cost to our state.

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00:06:07.710 --> 00:06:11.250

Famis Florida3: So it puts us in a great seat people don't mind calling you so much, when you're not going to charge them.

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00:06:12.480 --> 00:06:21.930

Famis Florida3: And you're going to help them so it's been phenomenal to work with your district, and with with you i'm sorry it is here you're retiring and i've been sorry for six months I first heard.

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00:06:24.000 --> 00:06:35.760

Famis Florida3: But I know, continue to be able to work together and tammy and I can't Thank you enough you guys have been remarkable with with the way you've stepped up and held true to your word that we want to help these areas it's not about cost.

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00:06:36.540 --> 00:06:45.030

Famis Florida3: Charging about making that difference and and that's what we do so if we can help you I should be here for all three days I must I do something they throw me out.

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00:06:46.050 --> 00:06:51.150

Famis Florida3: But, but please feel free to reach out to me i'd be happy to work with you all, as well, thanks.

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00:06:54.840 --> 00:06:56.880

Famis Florida3: So as Jim mentioned.

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00:06:58.650 --> 00:07:04.950

Famis Florida3: Initially, what would it have Jim called me up and said hey you know there's this company called stadium and.

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00:07:05.610 --> 00:07:11.190

Famis Florida3: We really like to see what their product is and how it works, and we would you be interested in a proof of concept, and I said sure.

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00:07:12.150 --> 00:07:22.200

Famis Florida3: So anything with security or something like that blade around like that i'm always interested in i'm always looking for a new technology, new process something that's going to enhance my environment, so I.

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00:07:23.460 --> 00:07:30.120

Famis Florida3: started working with titanium, and so we started testing different things, what we're going to do, and they said, well, the first thing we want to do.

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00:07:32.580 --> 00:07:40.410

Famis Florida3: Is let's just look at your system and see what it looks like I said okay that's that's fair enough, so we actually.

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00:07:40.980 --> 00:07:55.650

Famis Florida3: ran a test and actually looked at what we're doing stores patchy and soon when the results came back back that we were about 70% compliant and i'm thinking well that's not good.

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00:07:58.350 --> 00:07:59.850

Famis Florida3: So what are we going to do here, I said.

58

00:08:01.050 --> 00:08:07.890

Famis Florida3: So what we would what we what we started to do is go through a say okay here the deficiencies that we have in our system.

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00:08:08.400 --> 00:08:26.700

Famis Florida3: So we're looking at patching were areas that we haven't had patches for several years, and these were some windows patches and we're like critical patches and so you know we're like wow Okay, we definitely have a problem here, how are we going to solve this problem.

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00:08:28.740 --> 00:08:32.700

Famis Florida3: So I said okay well let's do this we're going to do it another proof of concept.

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00:08:34.290 --> 00:08:45.000

Famis Florida3: we're going to run to them on a patch Tuesday and we're going to run my current platform which is SEC PM we're going to run them both and let's see what happens.

62

00:08:45.540 --> 00:08:57.810

Famis Florida3: So we ran that test, and then the results came back, and these were Microsoft patches results came back that tedium actually went out and did 75% compared to the 25% of Microsoft.

63

00:08:58.470 --> 00:09:09.870

Famis Florida3: I thought well that's kind of unusual, because these are Microsoft patches, and so I thought okay that's interesting that team actually went out and actually did this patching the head of Microsoft and Microsoft product.

64

00:09:10.530 --> 00:09:21.000

Famis Florida3: So, then, we started looking at it, and so my next question was OK, we have you know 30% of devices not being patched I said.

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00:09:22.050 --> 00:09:30.120

Famis Florida3: You know what's The next step here, he goes well here's the logic behind tannin which is, which is dynamic.

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00:09:30.780 --> 00:09:43.710

Famis Florida3: team has an API interface, where you actually ask it questions you type in questions and you ask it to find new things, so they initially showed so let's go out and find out all the machines.

67

00:09:45.210 --> 00:10:01.170

Famis Florida3: That haven't been patched you ask for the computer name the IP address many things that you can ask for, and so, then we were able to find all these machines like okay that's great so now, I know what machines have failed and are not taking patches.

68

00:10:01.500 --> 00:10:15.060

Famis Florida3: The next thing that we're able to do is like Okay, we can actually go in deeper and find out what the next step is going to be and how we can do that is to find out what the actual problem is machine.

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00:10:16.440 --> 00:10:24.480

Famis Florida3: Some of the things that we found out when we first started, we had machines that were functioning properly, but not taken update so.

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00:10:25.350 --> 00:10:34.140

Famis Florida3: they're not broken they're working but they're not getting updates and The thing is, you asked a question and it actually comes back, and it will tell you.

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00:10:34.530 --> 00:10:43.980

Famis Florida3: What the problem is, for example, we have machines that the hard drives are filling up and they would not take another patch they would not take another version of anything.

72

00:10:44.520 --> 00:10:53.400

Famis Florida3: But they were still operate so that was a problem we have machines out there that have been doing that for a long time, so you know this story.

73

00:10:54.690 --> 00:10:55.260

Famis Florida3: You know.

74

00:10:56.910 --> 00:11:04.320

Famis Florida3: Okay, so i'm kind of like an idea that now that I can find out what machines, I have what's working and what's not working.

75

00:11:04.830 --> 00:11:15.180

Famis Florida3: And so, at this point we're able to go and analyze even deeper the different things that were going on with these machines and then we can set up other strategies actually going back and.

76

00:11:15.960 --> 00:11:33.480

Famis Florida3: move moving forward with this patching and i'm not even getting real detail i'm gonna let Gary go into a lot more detail on this exactly how it works, but what we eventually did and and i'll show you on this graph if you can see, this graph that we here at the beginning.

77

00:11:34.680 --> 00:11:45.000

Famis Florida3: Where the the efficacy of it is and where we started out and then, if you look at the the green area, so I can you read this year's.

78

00:11:47.430 --> 00:11:52.590

Famis Florida3: The legend at the bottom i'm sorry I can't read exactly what that says, but i'm sorry.

79

00:11:54.240 --> 00:12:11.130

Famis Florida3: So i'm patch Tuesday, you can see where the patching took place, you can see how we're in the red at one time, which was non compliant and then, as we started moving forward the compliance started going up that was in the green so.

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00:12:12.540 --> 00:12:21.360

Famis Florida3: we're really excited about this, because this is, you know, like to say we're still in a proof of concept tanning still working with this showing us all the different things, you can do in our environment.

81

00:12:21.750 --> 00:12:32.490

Famis Florida3: So you look at the bottom interface also you see where that error was that's where we started looking at the patches and and looking at our environment and you can see how far out of compliance, we were.

82

00:12:33.000 --> 00:12:40.950

Famis Florida3: And you know as as a CIO is like wasn't really impressed, because you know i'm trying to make sure that security is up to date.

83

00:12:41.250 --> 00:12:49.410

Famis Florida3: You know, but patching and, in all honesty is one of the things that yes, it's running and yeah it's it's working, but you know.

84

00:12:49.740 --> 00:13:00.060

Famis Florida3: it's one of these afterthoughts almost because I have so many other projects like you were doing so many other things during the day that it's running so we're hoping that everything's working right.

85

00:13:01.500 --> 00:13:09.720

Famis Florida3: So when when I saw this and I saw that the patch was where was I was just like wow this is.

86

00:13:10.290 --> 00:13:20.790

Famis Florida3: You know i'm not really happy with with my environment and doing this, so what we did he goes let's go and let's let's start running it and let's see what we can do and find out so.

87

00:13:21.000 --> 00:13:28.440

Famis Florida3: As you can see that graph and the days on there when we first started running titanyen look at how many machines were patched.

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00:13:29.580 --> 00:13:49.080

Famis Florida3: And those machines haven't been patched in a long time, some lemon years, and all we did was run them Okay, and just run the same patches but with titanium and the results came back and they were starting to get fixed and that was just amazing to me because you know.

89

00:13:50.760 --> 00:14:04.410

Famis Florida3: For so long we've been running this and we just you know me personally, I you know, I have to take the blame for this I just thought it was working and realize that we were that inefficient in our patching and our compliance.

90

00:14:05.490 --> 00:14:17.640

Famis Florida3: So the really in depth thing that we started I started learning on this was is that, even though we had machines that failed, we would then go into it.

91

00:14:18.330 --> 00:14:26.280

Famis Florida3: And they say Okay, let me find all these machines that failed, and it would bring me a list of machines that failed, and then we go into a deeper and could find out why they failed.

92

00:14:26.790 --> 00:14:35.100

Famis Florida3: And that was to me, is just you know the light went off is like now, what I can do, I can actually go out.

93

00:14:35.430 --> 00:14:47.190

Famis Florida3: Have work orders made and the texts can go out and fix these machines, because we found out where they're at what school, they were at, and now I can even bring my compliance into a much better area than even.

94

00:14:47.490 --> 00:14:58.290

Famis Florida3: The numbers you're seeing here so that was extremely exciting to me, because now, I can not only see the problem, and now I can know what can go out and fix the problem so that that was just.

95

00:14:58.980 --> 00:15:06.870

Famis Florida3: amazing to me another video yeah, this is the next thing I want to talk to you about something we found that by accident.

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00:15:07.500 --> 00:15:17.610

Famis Florida3: So we're doing a proof of concept and, one day, Michael my network administrator he came up to me said we're having a problem on our firewall.

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00:15:17.910 --> 00:15:26.940

Famis Florida3: there's 84 machines that are running a dll that the firewall is notifying us that there's a problem out there that shouldn't be running just yet Hello.

98

00:15:27.540 --> 00:15:34.860

Famis Florida3: So I said, you know let's try something let's let's go into titanium titanium what machines are running this dll.

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00:15:35.580 --> 00:15:42.660

Famis Florida3: And within I don't know a minute or two these machines came back, we found out what the computer name was we found.

100

00:15:43.200 --> 00:15:50.040

Famis Florida3: wasn't the IP address there were multiple things that we actually asked for it came back to us at that point.

101

00:15:50.610 --> 00:15:57.930

Famis Florida3: Michael went out and pushed a specific ED or solution to these machines and within a couple hours of not leaving.

102

00:15:58.620 --> 00:16:06.960

Famis Florida3: We had all these machines passed throughout the entire county and Michael did it from his desk and with titanium and we.

103

00:16:07.530 --> 00:16:20.610

Famis Florida3: Gaining wasn't there we figured this out by ourselves, and we were able to go ahead and patch these these machines and then at that point forward none of these machines ran that dll anymore, and to me that was just amazing.

104

00:16:21.270 --> 00:16:33.990

Famis Florida3: Because we did this, we fixed it and we were brand new in the PLC process, but we able to just go and ask questions type in and just ask us questions and we solve the problem.

105

00:16:34.410 --> 00:16:44.700

Famis Florida3: So I mean that to me when my client looked at that were like wow this this product, this is really great this is doing something we were we were never able to do before.

106

00:16:45.240 --> 00:16:50.340

Famis Florida3: And one of the other great things about this is as most of you here you have small staff.

107

00:16:51.180 --> 00:17:01.350

Famis Florida3: You wear many hats and what we needed to do what I always try to strive to do is get an application or a process in place that's going to make me more efficient.

108

00:17:01.530 --> 00:17:11.400

Famis Florida3: Because I don't have somebody dedicated to do a lot of these things, most of my staff do four or five things so I needed, something that was going to make.

109

00:17:11.910 --> 00:17:25.800

Famis Florida3: make this thing run automatically and working in the background, and like say when Gary comes up he's going to go into more detail on exactly how this product is going to work and the many other things that it can do even besides what i'm just telling you right now.

110

00:17:29.310 --> 00:17:31.230

Famis Florida3: So, as you can see over here.

111

00:17:32.250 --> 00:17:44.370

Famis Florida3: We did some reporting and you can see that, where we started at in the very beginning, the top graph the failure rate and then you can see how many machines now are in compliance and so.

112

00:17:44.850 --> 00:17:56.340

Famis Florida3: That is just amazing compared to where we were and now we're able to be able to go back and fix everything, as you can see right now out of the 10,000 machines that I have, I have 100.

113

00:17:56.880 --> 00:18:01.110

Famis Florida3: That are still having issues compared to several thousand.

114

00:18:01.680 --> 00:18:11.550

Famis Florida3: Previously, so we're excited about this we're excited that now we can feel comfortable about patching machines and making sure that we're going to be in compliance.

115

00:18:11.850 --> 00:18:18.180

Famis Florida3: And that we're going to be able to take care of our environment, protect our environment, because we all know, the cyber attack that's out there.

116

00:18:18.660 --> 00:18:28.380

Famis Florida3: it's real and it affects everyone, so we have to be proactive, to be able to make sure that we can protect our environment, the best way possible, we have to do our due diligence.

117

00:18:30.210 --> 00:18:43.320

Famis Florida3: So this next slide shows all the applications, if you can look at, not all the applications, but the top applications here that we found that were installed.

118

00:18:44.130 --> 00:18:51.540

Famis Florida3: And what's really interesting about this is is that within environment our size which we have 17 schools.

119

00:18:52.320 --> 00:19:02.790

Famis Florida3: And just all kinds of educational applications, but one of the things that really bothers me and worries me a lot of times are applications that sit out there.

120

00:19:03.150 --> 00:19:12.690

Famis Florida3: that are causing issues that are being updated and for example adobe we found 17 versions of adobe in our environment which we didn't need.

121

00:19:13.710 --> 00:19:27.540

Famis Florida3: So again, the neat thing that we can do now is, we can go out and let's say, for example, we need three versions adobe because of the different classes that are teaching on adobe we actually can update those three automatically.

122

00:19:28.200 --> 00:19:37.410

Famis Florida3: And then we can install the rest and do the same thing with Java flash and other things that are out there, like that, so you can go through and customize your environment.

123

00:19:37.650 --> 00:19:47.370

Famis Florida3: To be able to make sure that you are updating what needs to be updated and then uninstalling things that don't need to be there and clutter up machines clutter up your computers.

124

00:19:47.610 --> 00:19:58.020

Famis Florida3: So that that in itself was dynamic, because now we have full control of what we want to patch the Apps and the updates, we want to do.

125

00:19:58.290 --> 00:20:15.390

Famis Florida3: And that's something that you know we really didn't have control of it before, because you know we image machines and we put them out there and then going back it's like Okay, did we update adobe did we do that, we do that keep all the browsers updated.

126

00:20:16.470 --> 00:20:19.800

Famis Florida3: So it is good, we didn't have to.

127

00:20:21.060 --> 00:20:35.460

Famis Florida3: Do before so i'm going to ask Gary to come up your next be able to speak a little bit more in depth, probably a lot more in depth about 10am and the different functionality that he yes thanks.

128

00:20:37.470 --> 00:20:44.250

Famis Florida3: So thank you everybody appreciate it, and one of the things that's really interesting about the story, this is not unique.

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00:20:45.030 --> 00:20:53.700

Famis Florida3: We see this with almost every customer we go into and really what the root cause of the issue is not just Patrick.

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00:20:54.450 --> 00:21:00.390

Famis Florida3: it's not just multiple third party applications its lack of visibility, so when you think about.

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00:21:01.380 --> 00:21:08.790

Famis Florida3: If you can't see it you can't control it, you can't manage it, you can't protect it, so one of the things that team does very uniquely.

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00:21:09.180 --> 00:21:26.490

Famis Florida3: Is that we provide an ass actually its unparalleled visibility across your entire enterprise like Henry specific across 17 schools unparalleled visibility at such high level and fidelity and we do it on a single platform with no infrastructure and one small agent.

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00:21:27.570 --> 00:21:34.770

Famis Florida3: What that does is it helps you fix the problems of having a bunch of different point solutions that have gaps.

134

00:21:35.520 --> 00:21:41.190

Famis Florida3: But one thing Henry didn't mention he did mention a little bit, but what makes potassium very unique.

135

00:21:41.610 --> 00:21:51.450

Famis Florida3: Is that we combine in a single platform unified endpoint management with things like asset inventory patch management third party application patching.

136

00:21:52.020 --> 00:22:02.040

Famis Florida3: Together with basically a unified security cloud management platform, so we can do things like compliance, we can do things like threat remediation prep response.

137

00:22:02.640 --> 00:22:10.050

Famis Florida3: So all those capabilities run on a single pane of glass and what makes that really unique is that we don't work on cash data.

138

00:22:10.650 --> 00:22:18.510

Famis Florida3: We do live queries we have a very lightweight agent to henry's point we ask simple questions you don't have to have a program or do.

139

00:22:19.140 --> 00:22:25.500

Famis Florida3: You can just have to write it will self correct it is called natural language engine based on our search bar it's almost like a Google search.

140

00:22:26.070 --> 00:22:32.670

Famis Florida3: And anything you want to know about your enterprise, whether it be a piece of software, whether you have a vulnerability that just got released the zero day.

141

00:22:32.970 --> 00:22:44.790

Famis Florida3: We can ask that question across your entire environment and returned back to you in a matter of seconds not days not weeks not months so when you think about it it's really not just a.

142

00:22:46.020 --> 00:22:56.370

Famis Florida3: evolutionary way of thinking about enterprise endpoint management it's really a revolutionary way to do it part of its architecture i'm not going to go into that for you, but this.

143

00:22:57.150 --> 00:23:06.300

Famis Florida3: is offering to them as a service again no infrastructure on your part, but you get that high fidelity visibility, what does it give you Besides this.

144

00:23:07.410 --> 00:23:09.540

Famis Florida3: I can see what I see what we find.

145

00:23:53.670 --> 00:23:55.770

Famis Florida3: you're learning environment we don't need that.