University **Information Security Office**
University of South Carolina

Success Stories

HRSM shares tips for installing Spirion & FireEye HX

Finding and protecting sensitive data can be a difficult task, but if you tackle that problem, you can rest a lot easier at night.

Here's how the College of Hospitality, Retail and Sport Management (HRSM) addressed the challenge.

HRSM Cuts Their Security Risk

When HRSM's Director of Information Technology Services, Doug Cogdell, set out to reduce risk, his goals were to:

1. Find and secure sensitive data,
2. Comply with **Minimum Security Standards**, and
3. Get his department's computers back on track faster, if they experienced a security incident.

Tools HRSM Used

Doug used two security software clients to accomplish his task—Spirion (formerly Identity Finder) and FireEye HX.

- **Spirion** searches files for socials, credit card numbers, and other high-risk data.
- **FireEye HX** is an incident response tool. When the inevitable happens, responders use FireEye HX to find and fix security incidents.

"I was surprised at the amount of sensitive data we had. But, the college pulled together and secured or removed hundreds—if not gigs—of risky files. We are safer now than before. I am more confident in where we stand." —Doug Cogdell

To deploy both programs, Doug used an application that pushes software to hundreds of computers simultaneously.

"It only took a day or two to install Spirion and FireEye on most of our computers," Cogdell said.

Recently, the UISO sat down with Doug and asked if he could share a few tips and lessons learned that could help others. Here is his advice:

4 Tips for a Successful Deployment

1. **Gain buy-in.** Gaining support is such a critical step. Meet with leadership to describe the need and what you're trying to accomplish.
2. **Pick the right time.** Choosing the right time will make your deployment easier. There are certainly times to avoid, but there are perfect times too. Take advantage of your windows of opportunity.
3. **Communicate.** Every minute spent communicating is worth it. Notify everyone several weeks in advance and then again before you deploy the software.

   Remember that email isn't always the best way to communicate. Every email in a person's Inbox is competing against the other for attention. But, you can maximize the chances your email gets read if it's sent by your department's leadership.

   Also, if your department has a regular get-together, this is the perfect opportunity to share your plan.

4. **Prepare for questions.** After your deployment, expect several questions, such as:

   "What is this new logo on my desktop?" and
   "What do I do next?"

   If you have links, FAQs, or responses ready, you can make the change as smooth as possible.

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