



The Smart Way to Manage Computer Security Incidents

Product Overview

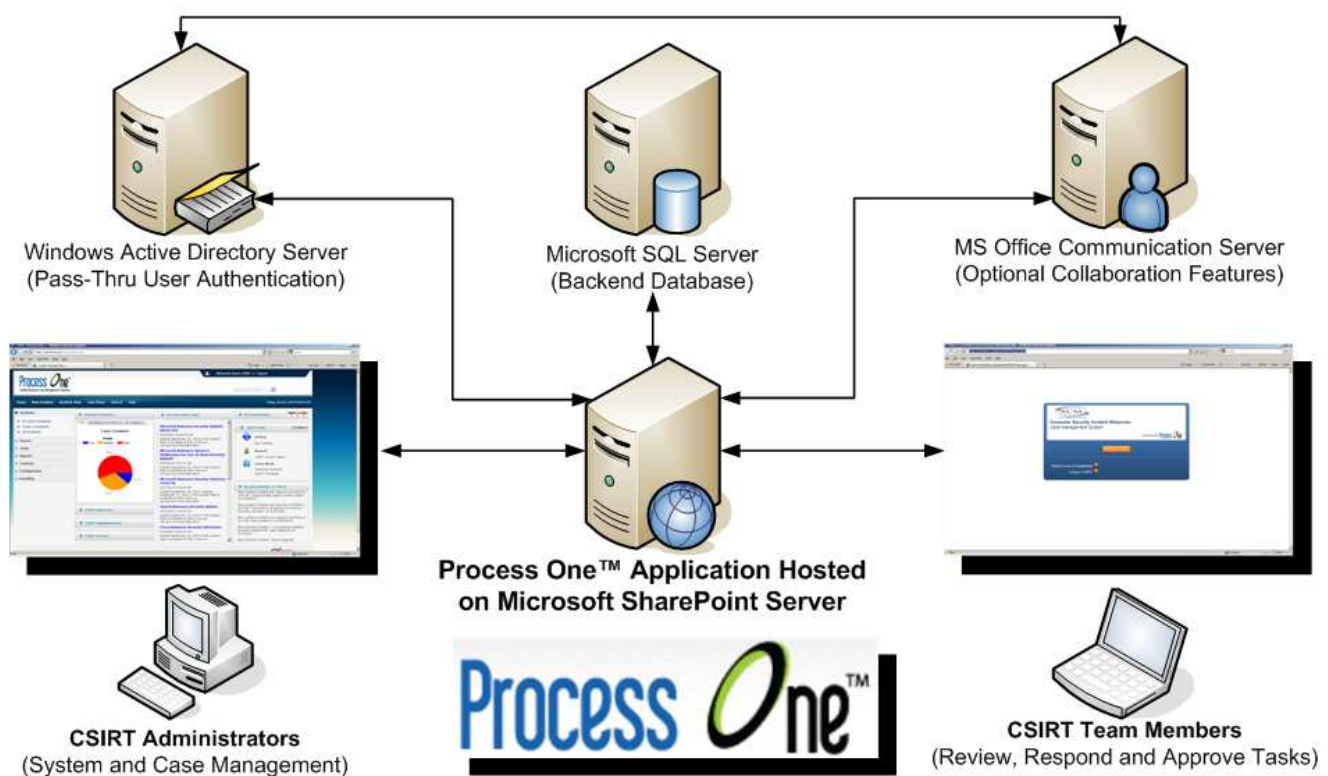
The Process One™ Incident Case Management solution has been developed with conventional Microsoft .NET Framework. The application integrates Microsoft (MS) SharePoint Server technology to present the application in a web-based user interface (UI). The core design model is to provide a mainstream flexible business solution which easily adapts to the unique requirements of each client without the need for code-level customization.

The daily system use and configuration is performed within the UI and does not require a dedicated SharePoint Administrator/expert or an enterprise SharePoint infrastructure. Process One™ is designed to operate in a highly secure, standalone environment due to the sensitive nature of Computer Security Incident Response Team (CSIRT) data. The standard implementation model minimizes deployment time while leveraging existing Microsoft Services.

Microsoft SQL Server is used for an encrypted backend database, which can be setup on the same SharePoint-Process One™ Server, or on a dedicated SQL Server depending on security and transaction volume and requirements.

The Implementation Manager / Client Advocate assigned to your account will provide guidance to develop an architectural plan optimized for your environment.

Standard Implementation Model



Process One™ Server Roles

Windows Active Directory Server

The SharePoint Server is configured for Pass-Through Windows Authentication mode. This allows users to be authenticated by Microsoft Windows Active Directory (AD) infrastructure, and eliminates the inefficiency of administering separate system accounts. AD Domain Members are automatically authenticated according to their SharePoint Group assignments.

Microsoft SharePoint Server

The Process One™ .NET web-based application is hosted on Microsoft SharePoint Server. System privileges (roles) are managed through SharePoint Group assignments. Standard SharePoint services are used to configure and store incident metadata, workflows, documents, tasks, surveys, announcements and advisories etc.

Routine system operations are performed within the Process One™ interface. Therefore, it does not require a dedicated SharePoint administrator/expert or an enterprise SharePoint infrastructure. The system is designed to operate in a highly secure, standalone environment due to the sensitive nature of Computer Security Incident Response Team (CSIRT) data. Process One™ can also leverage existing SharePoint Server Farms and infrastructure.

Microsoft SQL Server

The Process One™ application maintains a secure connection to an encrypted Microsoft SQL Server database (DB). The backend DB contains all incident and task data, dynamic data, configuration information and other product features. The SQL DB can reside on the SharePoint-Process One™ Server or on dedicated SQL Server depending on security and processing requirements.

Microsoft Lync 2010 Option (formerly MS Office Communication Server)

The Process One™ solution can optionally be integrated with Microsoft Lync 2010 (formerly MS Office Communication Server) infrastructure for enhanced collaborative features such as user presence, instant messaging, conferencing, and enterprise voice capabilities.

MS Office SharePoint Server to SharePoint Server 2010 Migration

Migration Process and Tools

Only standard SharePoint components and services (Workflows, Lists, Documents, Surveys, Announcements, etc.) are used by the Process One™ application to permit a seamless migration to newer SharePoint versions. Microsoft provides a utility to verify upgrade compatibility and will produce an HTML report of the results.

Example command: `C:\>stsadm -o preupgradecheck`

The SharePoint Setup program will detect previous versions of the product and will prompt the Administrator for confirmation to perform an in-place upgrade. To complete the configuration of your server, you must run the SharePoint Product and Technologies Wizard after Setup has completed.

Recommended System Requirements

The Process One™ solution operates on standard Microsoft Server technology. It is recommended that the current version of the required Microsoft components be utilized when possible. This will minimize the need to migrate the Process One™ system to avoid “end-of-life support” on previous Microsoft software versions.

Current Microsoft Software Components

- Windows Server 2008 R2 Standard* - <http://www.microsoft.com/windowsserver2008/en/us/2008-std.aspx>
- SQL Server 2008 Standard - <http://www.microsoft.com/sqlserver/2008/en/us/standard.aspx>
- SharePoint Server 2010 Standard - <http://www.microsoft.com/sqlserver/2008/en/us/standard.aspx>

*Windows Server 2008 R2 is 64-bit Operating System. SharePoint and SQL must also be the 64-Bit versions with this OS.

Minimum System Requirements

Microsoft SharePoint Foundation 2010 Option

For Small and Medium Business use, Process One™ can optionally be deployed using Microsoft SharePoint Foundation 2010. This version is available at no cost with a properly licensed version for Microsoft Windows Server 2010. Process One™ is fully compatible with SharePoint Foundations but does not support previous versions of Windows SharePoint Services. This option is only recommended for single-site low transaction implementations.

- SharePoint Foundation 2010 - <http://sharepoint.microsoft.com/en-us/product/Related-Technologies/Pages/SharePoint-Foundation.aspx>

Previous Microsoft Software Component Options

Process One™ is fully compatible with previous versions of the required Microsoft Server technology that is still widely deployed.

- Windows Server 2003 Standard - <http://technet.microsoft.com/en-us/windowsserver/bb512919.aspx>
- SQL Server 2005 Standard - <http://technet.microsoft.com/en-us/sqlserver/bb671245.aspx>
- Office SharePoint Portal Server 2003 - <http://technet.microsoft.com/en-us/office/sharepointserver/bb267364.aspx>
- Office SharePoint Server 2007 - <http://technet.microsoft.com/en-us/office/sharepointserver/default.aspx>

Note: When Process One™ is implemented on 64-Bit Operating Systems it is recommended that all other software components should be 64-Bit versions to mitigate compatibility issues.

Licensing Requirements

Process One™ requires Microsoft Server product licensing, and the following Client Access Licenses (CAL's) for proper operation.

- MS SQL Server CAL - 1 per database: The standard implementation uses only one SQL database
- MS SharePoint Server CAL - 1 per user: Each CSIRT Team Member with access to Process One™ will require 1 CAL. This is also required when using MS SharePoint Foundation 2010.

Due to the complexities of Microsoft licensing, please consult your procurement department and/or Microsoft Sales Representative to confirm the optimum licensing model for your company. The ACM Business Solutions (ACMBS) Implementation Manager / Client Advocate can assist with licensing questions regarding the Process One™ application and system architecture.

Hardware Requirements

The Process One™ solution requires business class Intel-based servers. It is recommended that the infrastructure (server chassis, mainboard, network connection) should be scalable to meet current and future processing requirements. System performance will be relative to transaction volumes and data transmission.

Virtualization

Process One™ can also be deployed in virtual environments such as VMware vSphere and Microsoft Hyper-V Server. It is recommended that the MS SQL Database reside on a separate physical server, which may also be a member of a virtual farm.

For more information please email processone@acmb.com and a representative will contact you.

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