

## Municipal Government of Vitória



### Declaring Victory over Malware and Spam with Symantec Solutions

Spurred by a national move toward a paperless environment, the Municipal Government of Vitória decided in 2005 to improve the security of its systems and data to ensure maximum availability for online services. The city contracted Symantec partner ISH Tecnologia Ltda. to install Symantec endpoint security, messaging security, and backup and recovery solutions, along with a security management solution that correlates and tracks all log data produced across the infrastructure. Since implementing the solution, the city has had no damage from viruses or malware, and is currently blocking 130,000 spam messages per month with no reports of false positives. In addition, backup and recovery success rates are now 100 percent.

#### Less Paper Requires Stronger Security

With its incomparable beaches and towering, emerald mountain peaks, the Brazilian state of Espírito Santo is nothing short of a tropical paradise. The municipal government of its island capital, the city of Vitória, wants to keep it that way, and is moving quickly from paper to the digital world. Government vendors in Brazil are now required to submit purchase orders online, and citizens are encouraged to pay their taxes using government Web sites.

The paperless initiative means that maintaining uptime for government systems and protecting data are more important than ever. When he was appointed by a newly-elected mayor in 2005, CIO Pedro Paulo Braga Bolzani decided it was time to implement a comprehensive plan for the security and availability of the city's data and infrastructure.

"We needed to ensure security in order to maintain credibility with our citizens," says Braga. "We oversee everything from police protection to the school system, from health clinics to social assistance. When IT systems go down, the city itself goes down."

Keeping those systems functioning is also critical to collecting tax revenue—roughly 300,000 USD per day.

**"The services provided by ISH Tecnologia and Symantec products have brought me peace of mind. We can provide quality services to our citizens whenever they need them."**

**Pedro Paulo Braga Bolzani**  
CIO

Municipal Government  
of Vitória

#### ORGANIZATION PROFILE

Vitória ([www.vitoria.es.gov.br](http://www.vitoria.es.gov.br)) is a Brazilian coastal city 400 kilometers northeast of Rio de Janeiro. Located on a small island within a bay, it is the capital of the state of Espírito Santo. Founded in 1551, the city now has a population of 313,000 and 10,000 municipal employees, within a metro area of 1,600,000 residents. In 1998, the United Nations rated Vitória as the fourth best state capital in Brazil to live in, based on health, education, and social improvement projects.

#### INDUSTRY

Government: State and Local

#### SOLUTION

Endpoint Security  
Messaging Security  
Security Management  
Backup and Recovery

Using Symantec solutions, the Municipal Government of Vitória is blocking 130,000 spam messages per month with no false positives.

**“Symantec Security Information Manager has made us much more aware of what’s hitting our network, and this makes us safer.”**

**Pedro Paulo Braga Bolzani**

CIO

Municipal Government of Vitória

## Finding the Right Solution

The City of Vitória asked ISH Tecnologia Ltda., one of Brazil’s best-known IT security consultancies, to conduct a security assessment. Based on the findings, ISH recommended a number of solutions from Symantec to protect the city’s data, network, and endpoints. ISH then assisted Braga’s team with the implementation of all of the new hardware and software. And the company now provides five consultants who work at city hall full time, managing the infrastructure on a day-to-day basis to keep the network secure.

“We have a great deal of trust in ISH, and they have helped us a lot,” says Braga. “The bottom line is that we simply would not have kept the city government functioning at an optimal level without the help of Symantec and ISH.”

## Securing 6,500 Endpoints

To protect more than 6,500 desktops and laptops, ISH installed Symantec AntiVirus™ and Symantec Client Security. The city is currently in the process of upgrading to Symantec Endpoint Protection, which includes an enhanced client firewall, intrusion prevention, and device control, providing more layers of security at the endpoint. Because the solution is centrally managed, one staff member is able to administer endpoint security across all the city government’s 165 locations, and the number of help desk calls has dropped by 70 to 80 percent.

“My network has been free of malware since implementing Symantec AntiVirus,” Braga asserts, “and the solution detects and remediates anything that comes in.”

As part of the rollout, Braga plans to test the optional Network Access Control (NAC) feature built into the Endpoint Protection agent. “We expect to see benefits with the NAC technology,” he says, “especially as the number of laptops increases.”

## SOLUTION AT A GLANCE

### Business Drivers

- Protect network and endpoints against damage from viruses and malware
- Filter spam to increase productivity
- Enhance reliability of data backup and recovery

### Technology Challenges

- Gain a comprehensive view of security threats
- Reduce manual processes associated with backup and recovery

### Solution

Endpoint, messaging, and security management tools with backup and recovery solution

### Symantec Products

- Symantec™ Multi-tier Protection with
- Symantec Endpoint Protection
- Symantec Mail Security for Domino
- Symantec™ Mail Security 8260
- Symantec™ Security Information Manager
- Symantec Backup Exec™ with
- Advanced Open File Option
- Agent for Lotus Domino
- Agent for Microsoft SQL Server
- Agent for Oracle

### Symantec Services

Symantec BasicSupport Services

Symantec Partner

- ISH Tecnologia Ltda. ([www.ish.com.br](http://www.ish.com.br))

### Technology Environment

- Applications: Lotus Notes, ColdFusion, PHP and .NET, Delphi, PostGres, Firebird
- Databases: Microsoft SQL Server, Oracle, MySQL
- Servers: Dell and HP servers; 80 running Microsoft Windows Server 2003, 8 running Linux Fedora, 1 running Red Hat Enterprise Linux, 5 running VMWare Server ESX.
- Storage: NetApp FAS3020 NAS
- Tape library: DELL PowerVault 110T

## BUSINESS VALUE AND TECHNICAL BENEFITS

- No damage from viruses or malware since implementing Symantec AntiVirus
- 70% to 80% decrease in help desk calls
- 130,000 spam messages blocked per month with zero false positives
- Better security due to improved awareness of threats
- Achieved 100% backup success rate (the rate was unknown previously)
- Recovery success rate increased from 50% to 100%

### Blocking 130,000 Spam Messages per Month

The municipality also purchased a Symantec Mail Security 8260 appliance, which filters out 130,000 spam messages every month—about one-third of the city's email volume. To deal with the small percentage of spam that manages to make it through the appliance, the city is using Symantec Mail Security for Domino for its Lotus Domino mail servers. "We only get an occasional spam message now in our inboxes, and I have not had a report of a false positive," Braga states.

### A Comprehensive View of Security

For an operational view of its security infrastructure, Vitória relies on Symantec Security Information Manager, which correlates log data from all incidents recorded on firewalls, intrusion detection and protection, antivirus, anti-spam, and Microsoft Active Directory systems. Armed with a complete log-file analysis that can be fed into a variety of reports, IT staff can generate custom email alerts to automatically notify them of events that require attention.

"Symantec Security Information Manager has made us much more aware of what's hitting our network," Braga says, "and this makes us safer."

### Raising Backup Success Rates to 100 Percent

The city also uses Symantec Backup Exec™ to protect a total of eight terabytes of data from its database, messaging, and file servers. Braga's team employs a disk-to-disk-to-tape backup strategy using NetApp hardware, and uses the Backup Exec Advanced Open File Option to ensure that open files are backed up.

With its previous backup software, the city experienced frequent backup failures and required manual changing of tapes. "Since implementing Backup Exec with the NetApp hardware, I haven't had reports of any problems with the backups," Braga states, "and every time we try to recover something, it's there."

### Serving Citizens Better

The name Vitória means "victory"—a fitting description for what Braga's team has achieved. "The services provided by ISH Tecnologia and Symantec products have brought me peace of mind regarding our infrastructure and security," he concludes. "We can provide quality services to our citizens whenever they need them."