

# [UPLOAD]

NEWS, REVIEWS, AND PERSPECTIVES



Stephen Trilling, Vice President  
Symantec Research Labs

## ■ SNEAK PEEK

## Symantec Research Labs

### BROWSER DEFENDER TO THE RESCUE!

Web sites may unwittingly harbor malicious code

No doubt the Internet is a fantastic place to visit for both work and fun—as long as you're careful to avoid malicious websites. In the past, one had to visit fundamentally dangerous sites to get infected, sites whose sole purpose was to host malicious threats. Today, however, completely legitimate sites may unwittingly harbor malicious code. The typical scenario is for a hacker to compromise such a site and post malicious spyware.

When users surf the infected site, the spyware automatically downloads itself to their computer, stealing keystrokes, passwords, and other confidential information.

"There are no safe areas on the Internet any more," says Stephen Trilling, vice president, Symantec Research Labs (SRL). "Sites you may have visited safely many times in the past can



be compromised at any time, without the knowledge of the site operators."

One such incident occurred just before Super Bowl XLI in 2007. Hackers broke into the Web site for Dolphin Stadium, where the game was played, and planted a malicious threat that could infect vulnerable computers visiting the site. Susceptible users had a keylogger installed on their computer, which could record the user's keystrokes to steal private information.

Now, researchers at Symantec Research Labs

have developed a new technology, called Browser Defender, which provides the strongest level of protection yet for surfing the Web.

"Browser Defender automatically blocks threats that attempt to attack your computer while you browse the Internet, even completely new attacks that we've never seen before," says Trilling. "In fact, internal testing at Symantec has revealed that Browser Defender protects

against an order of magnitude more threats than our competitors."

Browser Defender is currently available in Norton AntiVirus 2008 and Norton Internet Security 2008, and will be included in the upcoming Norton 360 2.0. This breakthrough technology will ship in Symantec's corporate client security products in a future release.

## ■ SYMANTEC CHRONICLES

### >>COMMUNITY

#### [ Uncovering the truth ]

Symantec Enterprise Vault software helped piece together the story of the American who flew to Europe last summer even though he had drug-resistant tuberculosis (TB). The case illustrates how email

archiving software can speed up e-discovery.

The Fulton County, Georgia, Department of Health and Wellness tried to stop Atlanta lawyer Andrew Speaker from flying to Europe for his wedding, fearing he might infect other passengers with his strain of TB. Speaker later said he hadn't

been specifically forbidden to fly. While researching the story, the Atlanta Journal-Constitution filed an open records request with Fulton County, which had to turn over all internal emails and voice mails related to Speaker.

Using Enterprise Vault, the county was able to retrieve the

requested messages in about 90 minutes. Without it, county officials said they would have had to do manual searches of hundreds of employees' e-mail boxes—which would have taken weeks or months. Read the full story at [www.computerworld.com](http://www.computerworld.com).

# Criminal Intent

The shadowy legions of hackers, thieves, con artists, and spammers who generate Internet attacks are becoming organized and businesslike

Symantec's Internet Security Threat Report, Volume XII, provides a six-month update of Internet threat activity for the first half of 2007. The main findings are part of a fundamental change Symantec has observed over the past few years. Attacks are less likely to be pranks or pure destructiveness. Rather, they are for financial gain.

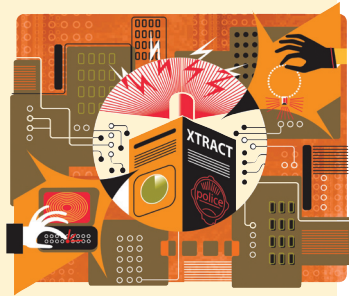
Stolen credit card numbers and innocent users' identities are already hot items on black-market Web sites. Now, malicious code is being "productized" and sold through the same channels, at a rate exceeding even Symantec's own predictions from 2006.

One example of this trend is MPack, discovered in May 2007. It's a professionally written collection of PHP software components sold ready to install on a server—complete with a series of exploit modules. Ready-made phishing kits help criminals build convincing imitations of legitimate e-commerce sites.

And hackers are increasingly deploying multi-stage attacks, using an initial data breach as a "beachhead." For example, upon finding a list of customer contacts, they initially launch spam messages. Next, they use the identifying information to create convincingly personalized phishing attacks. Victims who visit the proffered site or download the application might end up with "ransomware" that takes their personal files hostage, or a keystroke-logging tool that steals online banking passwords and credit card numbers.

The report provides more details on these and other aspects of Internet threats, including numbers and types of attacks, malicious activity by country, and the impact of Web 2.0 technologies on security. To download the report visit [www.symantec.com/threatreport](http://www.symantec.com/threatreport).

*Source: Symantec Internet Security Threat Report, Volume XII, which gathers data from a global network monitoring data threats in over 180 countries. The ISTR also collects intelligence from over 120 million customer systems, the BugTraq mailing list, and the Symantec Probe Network, which operates over two million decoy accounts.*



## Realizing their Vision

EIGHT VISIONARIES NAMED  
AT 2007 SYMANTEC VISION EVENT

For the past three years, industry leaders from around the world have been recognized at Symantec's annual Vision event for their innovative use of technology in running their businesses. Nominations for the 2007 Symantec Visionary Awards were accepted from the Symantec sales and services organizations around the world, with more than 60 customers submitted. The nominations were evaluated based on technology innovation, business value impact, and involvement of Symantec partners and services.

The eight Visionaries selected were acknowledged by Symantec Chairman and CEO John W. Thompson and Mike Vizard, Editorial Director at Ziff Davis Enterprise, a co-sponsor of the awards.

Representing a wide range of industries and global markets, the eight Visionaries for 2007 are

**ALLEN MONTGOMERY**, corporate director of systems and development at Baptist Health South Florida; **RICH JACKSON**, general manager of Global Information Risk Management at Chevron Information Technology Company; **GARY SCOTT**, senior architect and team leader for GE Global Infrastructure Services; **THEO GIBSON**, director of infrastructure at Honeywell Aerospace; **MARK KOLODZAJ**, vice president of IT and head of the infrastructure services department at ING Investment Management Group, LLC; **ALBERT-JAN BOER**, senior manager of communication services for the Defence Telematics Organisation, the IT supplier for the Dutch Ministry of Defence; **GILMAR RIBEIRO**, information security manager at Sistema Usiminas; and **LAXMAN BADIGA**, corporate vice president and global CIO for Wipro Limited.



Read more about the 2007 Symantec Vision. Visit <http://vision.symantec.com/Visionary.aspx>.

## >> Reader Poll

**What are your IT priorities for 2008?** Take our reader poll at [www.symantec.com/ciodigest/survey](http://www.symantec.com/ciodigest/survey). Results will be published in the January 2008 issue.

### [ Net addiction ]

It's not your imagination—there really is a cyber-generation gap. According to a poll Symantec commissioned in June, parents think their children are online about six hours a week—but the kids admit to at least 11.4 hours a week. And nearly a quarter of them (23 percent) report doing things online that their parents wouldn't approve of.

These startling statistics became the basis for Symantec's first-ever Norton Connected and Protected Town Hall meeting, held in partnership with Miss America 2007 Lauren Nelson, whose personal platform includes protecting kids online, and Giant Campus's Cybercamps. At the Town Hall meeting on

August 2nd in New York City, Symantec's Internet Safety Advocate, Marian Merritt, led parents and youngsters in interactive discussions about online safety. Half of the participants reported having a social networking site, but few had considered the consequences of posting personal information publicly; 23 percent of the

children had an encounter with a stranger online; seven percent met someone from the Internet in the real world, and 20 percent experienced cyber-bullying or pranks.

For helpful tips on how to keep children safe online, visit the Norton Family Resource Center Web site at [www.norton.com/familyresource](http://www.norton.com/familyresource). >

# [UPLOAD]



Mark Bregman,  
Symantec Executive VP and CTO

## ■ BLOGOSPHERE

## Technology Evolution at Symantec

### CONVERSATION WITH CTO MARK BREGMAN

Each month Symantec Executive VP and CTO Mark Bregman sits down with Symantec CIO David Thompson and a guest Symantec technologist or executive to discuss a current business initiative and look beyond its headlines, including opportunities and pitfalls likely to emerge in that area in years ahead.

“From its start 25 years ago,” Bregman says, “Symantec has been based on innovation—on improving the ways people get things done.” Each month, his new blog column—Technology Intersections on the Frontier—and podcast series—Innovation at Symantec—highlight topics that are relevant to the c-level audience. To participate in this conversation, visit <http://go.symantec.com/Bregman>.

### Blog columns: Technology Intersections on the Frontier

Readers can subscribe to RSS feeds to receive new posts to the monthly blog column in real time. Topics covered in recent months include:

- [How Will You Run Your Data Center in 2010?](#)

Bregman and Thompson explore the future of virtual-

ization with Robert Soderbury, Symantec’s vice president of the Storage Management Group.

- [e-Discovery Holes You Need to Close](#). Bregman and Thompson talk about how to minimize vulnerabilities in email-related litigation discovery with Nick Mehta, Symantec’s vice president of Product Management for the Information Foundation Group.

- [The Future of Altiris: Unifying Endpoint Management and Security](#). Bregman and Thompson explore the benefits of securing and managing endpoints from a single solution with Greg Butterfield, Symantec’s group resident for the Altiris Business Unit, and Kevin Stephens, a senior technical director in the Altiris Business Unit.

- [Seamless Integration: Symantec Enterprise Security](#). Bregman sat down with Tom Kendra, Symantec group president, Security and Data Management Group, and David Thompson to discuss Project Hamlet. Announced in June as Symantec Endpoint Protection 10.0, this new solution combines antivirus, antispymware, firewall, host- and network-based intrusion protection solutions, and application and device control under a single umbrella.

### Podcasts: Innovation at Symantec

- An Interview with Symantec CTO Mark Bregman
- Symantec Endpoint Security: An Interview with Brian Foster (Part One)
- Symantec Endpoint Security: An Interview with Brian Foster (Part Two)

## ■ SYMANTEC CHRONICLES

### [ Nurturing talent in India ]

Symantec Chairman and CEO, John W. Thompson, was recently in Chennai to inaugurate the company’s Chennai center. This is Symantec’s second R&D facility in India. The new center of innovation will accommodate 1,000 employees who will complement the company’s existing center of innovation in Pune, which has

2,100 employees. The Chennai center will help develop innovative products across Symantec’s portfolio and focus extensively on developing next-generation Security 2.0 products, including the Norton product line. In an exclusive interaction with Dataquest, Thompson spoke about Symantec’s role in enabling customers to proactively manage their digital assets, whether it is desk-

tops, notebooks, servers, storage, or mobile devices. Read the full story at <http://dqindia.ciol.com>.

### >>CUSTOMERS

#### [ Exterminate that spam ]

Global email provider USA.NET is using Symantec Brightmail AntiSpam to significantly improve its detection and blocking of unsolicited messages and spam-borne threats, giving its customers

better service and reducing the burden on its own messaging infrastructure. Brightmail AntiSpam helped USA.NET improve its catch rate by 300 percent for image-based spam, which traditional text-based filters don’t block. And because image-based spam messages take up five to seven times as much space as text-based spam, blocking this threat reduced the company’s server

MARGOT HARTFORD

## ■ THE TRIPLE BOTTOM LINE

# Two-Minute Drill

Social responsibility is becoming an increasingly popular measure of corporate success



David Stangis  
Director of Corporate Responsibility,  
Intel Corp.

**D**avid Stangis is Intel's first director of corporate responsibility, a position that brings together disparate socially conscious initiatives, from aggressive strategies for "going green" to actively promoting strong ethics, diversity, and the health and safety of employees and customers throughout the company's global operations. Stangis started his green-focused career working at Ford Motor Company's environmental control office. In 1996 he came to Intel to work on global worker health and safety initiatives. After the green piece of the corporate responsibility puzzle "exploded" at the end of the decade, he moved into his current role that emphasizes improving Intel's overall "footprint" on the planet.

**Q: What exactly does your job entail?**

**A:** We believe it's critical to talk to people who might not be familiar with Intel's work in social responsibility—particularly with regard to human rights and environmental standards. A major part of this involves seeking out investors, activists, and other concerned citizens, understanding their issues, and making sure internal stakeholders at Intel take action on them.

**Q: How important are corporate responsibility issues to the investment community?**

**A:** Increasing daily. And Intel is one of the top companies in every social responsibility investors' index out there. In fact, Intel has been in the Dow Jones Sustainability Index since its inception eight years ago, and the No. 1 technology company worldwide for six of those years. We depend on all the organizations and analysts and researchers who cover this area to help us find ways to improve. Just as we hold quarterly analyst briefings on our financial status, I hold regular corporate social responsibility briefings to keep investors up to date on our initiatives and progress.

**Q: Can you give an example of how Intel has managed to do well by doing good?**

**A:** When constructing three new factories in Arizona, we negotiated an agreement with all regulatory agencies—local, state, and federal—and the community—in which we promised to

meet environmental standards for air, water, and waste in exchange for a single, all-encompassing site permit. This was a significant breakthrough on the part of these regulatory bodies. And, since we were able to successfully deliver on our commitments to the community—which included publicly posting all emissions and other environmental metrics quarterly on the Web—we did not need to get a single additional permit for the future phases of the multi-billion dollar project. The bottom-line dollar impact on our operations from avoiding that red tape was enormous.

**Q: How committed is Intel to its triple bottom line?**

**A:** We've just redrafted our employee code of conduct to include it. Our message to everyone in our organization is that it's not just something nice to think about, but that they must constantly come up with new ways to implement socially responsible initiatives, both for the short and long term. Some recent initiatives include committing to making future generations of chips lead free and spearheading the Climate Savers Computing Initiative in collaboration with Google. The goal of the Climate Savers Computing Initiative is to reduce global computer CO2 emissions by 54 million tons per year by 2010—equivalent to the annual output of 11 million cars or 10 to 20 coal-fired power plants.

**Q: Who has most challenged your thinking on environmental issues over the past decade?**

**A:** That's a tough one. There are so many. Gordon Moore, one of Intel's founders and the creator of Moore's Law instituted an environmental culture at Intel that remains today. And over the last several years, John Elkington, who coined the phrase the "triple bottom line," has really pushed the envelope in environmental thinking and is at the top of my list. The triple bottomline refers to a growing awareness that in addition to the traditional bottom-line criterion—financial success—corporations must demonstrate that they are socially and environmentally successful as well. All three components must come together to get a full picture of how well a company is performing.

—Alice LaPlante

processing and storage demands by up to 90 percent.

[ Automate and save ]

Kitsap Community Federal Credit Union is protecting members' investments and complying with strict security and reporting standards, while lowering IT overhead, thanks to Symantec Control Compliance Suite. The Kitsap, Washington-based finan-

cial cooperative had to perform detailed, frequent IT security audits, as required by federal law and the National Credit Union Association. But the manual process took up to 40 hours per audit and was prone to errors. Symantec Control Compliance Suite helped the credit union automate the audit process, dropping the required time to two hours. The company is now

saving \$60,000 a year in IT staff time, with a lower error rate.

[ In top gear ]

Challenged by exponential growth in data storage requirements—in particular with email messages increasing in volume and size—the Automobile Association of the U.K. decided to deploy a centralized storage infrastructure. AA worked closely

with Company-i, now part of Symantec, to optimize the value and performance of the NetApp NAS environment. By assisting in the design, delivery and management of AA's IT infrastructure, Company-i has helped the AA achieve savings of \$2 million per annum on server management charges and reduce investment in storage hardware by 35 percent.