

Key Challenges

With the mission of driving Westchester County's information technology (IT) operations, the Department of Information Technology supports 30 specialized departments and divisions, as well as a number of non-core IT services across the county. The sheer size of the county and diversity of support activities makes securing systems and assets a complex activity.

The Problem

In order to strengthen the county's security posture, the Department of Information Technology needed a security partner that could serve as the backbone of operations, as well as offer the following:

- Integration with other solutions deployed across the county
- The portfolio to fill any gaps in security
- A holistic approach to cybersecurity to include managed services

Solution

Westchester County worked with Symantec to implement a number of solutions to provide comprehensive, end-to-end protection that significantly improved the overall security posture and reduced risk county-wide.

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Westchester County, New York's Focus on Risk Mitigation

As a major suburb of New York City, Westchester County is home to nearly a million people, making it one of the most populated counties in the state outside of the five boroughs. The county government's size is proportional to that of its population with more than 30 specialized departments and divisions, including health, public safety, social services and employment.

At the center of government operations is the county's information technology department. Headed by Chief Information Officer John McCaffrey, Westchester County's Department of Information Technology designs, builds, procures, implements and supports information systems and technology to help every department and, as significant, is considered the resource for business process transformation for the county.

That, of course, is just the beginning. McCaffrey's office provides a number of non-core IT services as well, including radio communications systems for public safety, records management including the county's digital archives, and 9-1-1 communication services for the 40+ police agencies in the county, to name a few.

"Our reach is so broad, even extending beyond the county proper," said McCaffrey, who was named one of *Government Technology* magazine's "Top 25 Doers, Dreamers & Drivers of 2017". "With this level of coverage, we are always looking for tools that could work to secure the complexity of our systems."

Identifying a Security Partner

One of McCaffrey's main missions has been to increase the provision of shared services to other municipalities in New York State. While Westchester County has not yet invested in cloud computing technologies, McCaffrey has been preparing the county for an eventual move in this direction. He has prioritized the use of shared resources whenever possible, both as a cost savings measure, but also one that can get the most out of county resources.

As he looked to strengthen the county's overall information technology he wanted a security partner that could serve as the backbone of operations. His goal was not to turn the enterprise over to one provider, but to work with one that could easily integrate other solutions and services to fill gaps when needed.



We knew what Symantec offered fit with what we needed, and their solutions easily integrate with the other technologies we have in our systems, giving us the flexibility we needed.

— John McCaffrey
Chief Information Officer
Westchester County

For McCaffrey, the choice was as much about his working relationship with Symantec as with the company's technology. McCaffrey joined the county as deputy CIO in 2011 and became CIO a few months later. He said that from the beginning, the county used Symantec for security services, at first primarily for endpoint protection.

“Symantec came in before and helped with different projects,” McCaffrey said. “When we started this project we did our due diligence to look at all the options available. We knew what Symantec offered fit with what we needed, and their solutions easily integrate with the other technologies we have in our systems, giving us the flexibility we needed.”

Integrating an End-to-End Capability

Symantec worked with McCaffrey and his team to implement a number of solutions to provide comprehensive, end-to-end protection, significantly improving Westchester County's overall security posture and, importantly, reducing risk. In addition to Symantec's managed security services, the county has implemented the following across its massive technology infrastructure:

- **Advanced Secure Gateway** – effectively monitors, controls and secures traffic to ensure a safe web and cloud experience
- **Endpoint Management** – manages and services network-based endpoints – from mobile devices, laptops and desktops to servers and storage assets
- **Endpoint Protection** – fuses artificial intelligence with critical technologies to deliver the most complete endpoint security
- **Encryption** – safeguards data on computers, laptops, tablets, hard drives, removable media, files, email systems and cloud-based applications
- **Advanced Threat Protection** – uncovers, prioritizes and remediates advanced attacks across endpoints
- **Data Loss Prevention** – discovers, monitors and protects sensitive data
- **Email Security** – prevents new and sophisticated email threats such as spear phishing, ransomware and Business Email Compromise with multi-layered protection
- **Messaging Gateway** – secures email with powerful advanced threat protection and anti-spam capabilities
- **Web Application Firewall & Reverse Proxy** – secures and accelerates web applications
- **Symantec VIP** – provides multi-factor authentication



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— John McCaffrey
Chief Information Officer
Westchester County



Reducing Risk

The end result of this integration was a higher confidence level in security and a decrease in risk across the environment. McCaffrey is quick to note that every system – no matter how secure administrators believe it is – has vulnerabilities, meaning the focus on risk mitigation as part of the county's strategy was so important. In fact, when the county's administrators, for example, ask if the system is completely secure, McCaffrey will pointedly answer "no."

"'Secure' means there is no risk and there is always risk when it comes to information security," McCaffrey said. "The breadth and the depth of the threat landscape only continues to grow, so we need security solutions that can keep pace. That's the nature of the problem. You just keep fighting."

McCaffrey specifically points to Symantec's email blocking technology. He said it currently blocks about 75 to 80 percent of the email traffic sent to government inboxes, scanning them for suspicious code, links or attachments to limit the possibility of employee error. He said despite training there are still too many employees – in organizations in general – that will open suspicious email and even give personal information when prompted.

The Road Ahead

McCaffrey's next major project will be to take Westchester County to the cloud and to further increase the county's offerings of shared services. He feels confident in doing this with the structure in place from Symantec. The county was again named one of the nation's top digital counties, number one in its population category for 2017, a remarkable achievement and one McCaffrey hopes to continue to build upon.

"Security is an ever-growing concern," he said. "Systems today are complex and you need a partner to help fight these challenges. The work we are doing from a security perspective has significantly reduced our risk footprint, but we can't stop there. We must continue to evolve as an organization."

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps businesses, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).

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