Harvey Renfurm

Maarssen 17 april 2012

Smurfit Kappa

Agenda

- Introduction Smurfit Kappa Group
- Overview & Activities Infra Operations
- Hosted Email Security
- Web Security Solution
- Questions

Smurfit Kappa

Smurfit Kappa Group Presentation

Smurfit Kappa

At a glance

- Employees (FTE) 37,600
- Presence
  - European countries 21
  - Latin American countries 9
- Operating Facilities 331
  including 1 BIB in Canada

Full Year 2011

- Net Sales (€ billion) 7.4
- Containerboard (million tonnes) 5.1
- Corrugated Packaging (million tonnes) 5.0

Smurfit Kappa Group

Group Profile

Packaging Europe

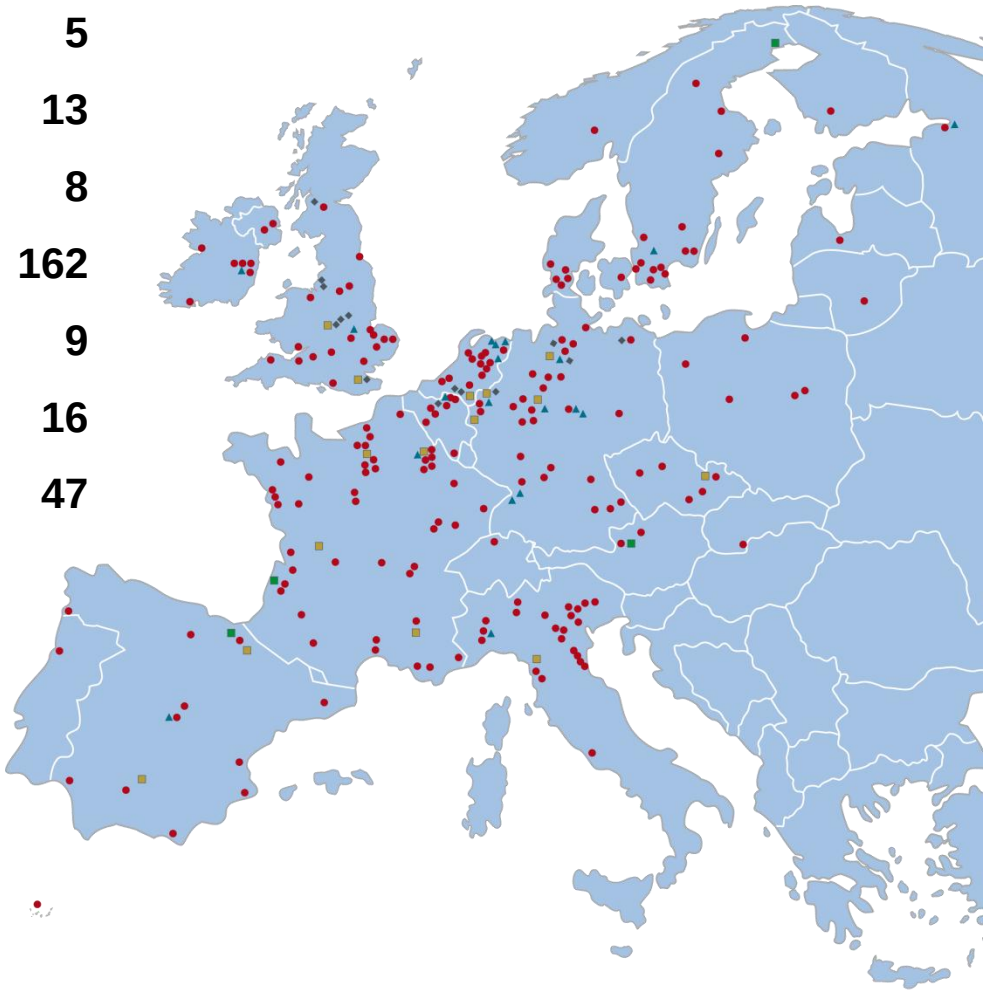
Sales Volumes	(million tonnes)
Kraftliner	1.4
Recycled Containerboard	2.9
Other Paper and Board	1.1
Corrugated	4.2
Solid Board Packaging	0.3

Latin America

Sales Volumes	(million tonnes)
Containerboard	0.7
Other Paper and Board	0.4
Corrugated	0.7

European Operations

Virgin Mills	5
Recycled Containerboard Mills	13
Other Recycled Paper and Board Mills	8
Corrugated	162
Cartons and Solid Board Packaging	9
Recovered Fibre	16
Other	47



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Latin American Operations

Virgin Mills	2
Recycled Paper and Board Mills	9
Corrugated	27
Cartons	3
Paper Sacks	5
Recovered Fibre	24
Other	1

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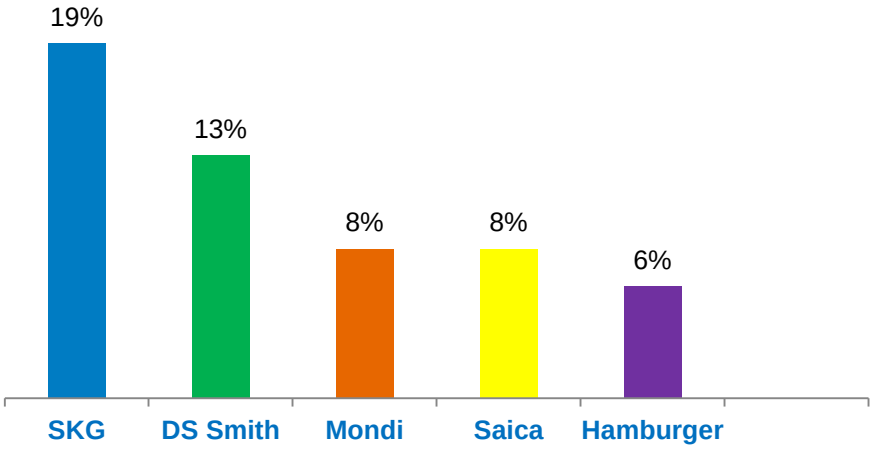
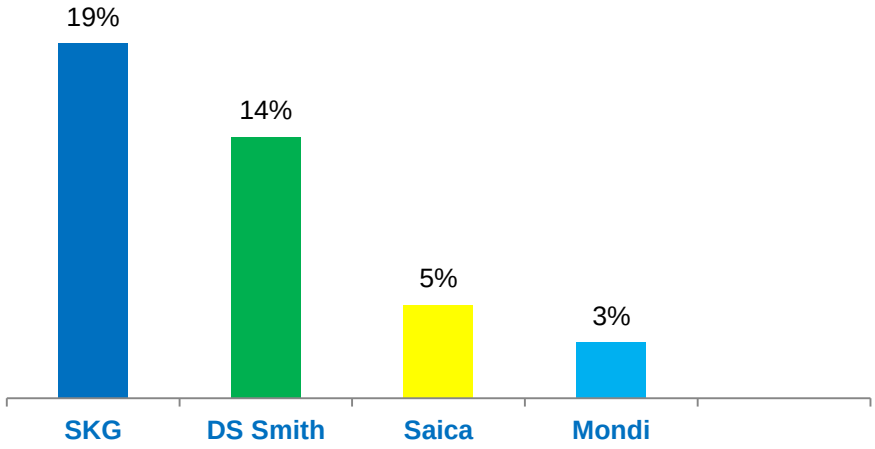
Market leader in Europe

European Containerboard Market 2011 Production (est)



European Corrugated Market 2011 Production (est)



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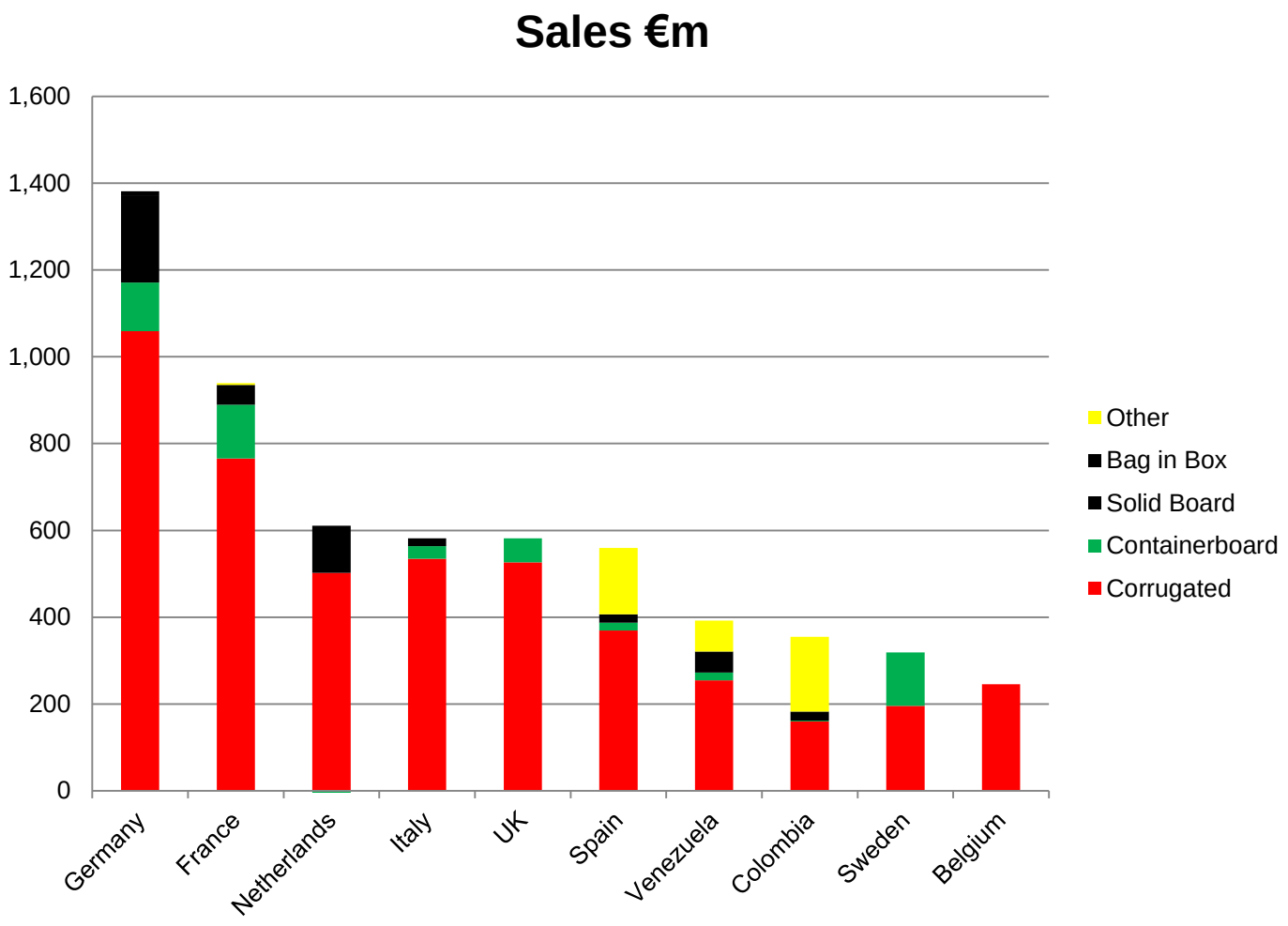
Top 10 Markets



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European Packaging – Paper

- Grades produced:
  - Brown Kraftliner
  - Brown Recycled Containerboard
  - White Top Kraftliner
  - White Top Testliner
  - High Performance Fluting
  - MG Paper
  - Sack Kraft

- N°1 producer on the European market in Containerboard
- The Division operates as one group on the European market with a central paper sales organisation in Paris and a network of regional sales offices
- The Division has its own paper recovery operations in several countries, in order to guarantee the supply of recovered fibre

European Packaging - Corrugated

- **Solid board & solid board packaging**
  - N°1 on the European market
  - Advanced machine systems for Fruit & Vegetable, Meat and Beverages packaging

- **Carton board and folding cartons**
  - N°3 on the European market
  - Advanced packaging systems, high quality consumer retail packaging
- **Graphic Board**
  - N°1 on the European market

- **Bag-in-Box™**
  - N°1 worldwide in taps
  - Bags for a wide range of applications
  - One stop shop: integrated machine and box solutions

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Our Vision

SKG's vision is to be recognised as the most successful paper based packaging company in its chosen market sectors. To achieve this we will:

- act for the general good of the countries and communities in which we are privileged to operate,
- provide the safest possible natural environment, a sense of identity and a rewarding career opportunity for our employees,
- generate the highest level of satisfaction to customers,
- optimise returns to shareholders.

Our Mission

To be a customer-oriented, market-led company where the satisfaction of customers, the personal development of employees and respect for local communities and the environment are seen as being inseparable from the aim of creating value for the shareholders.

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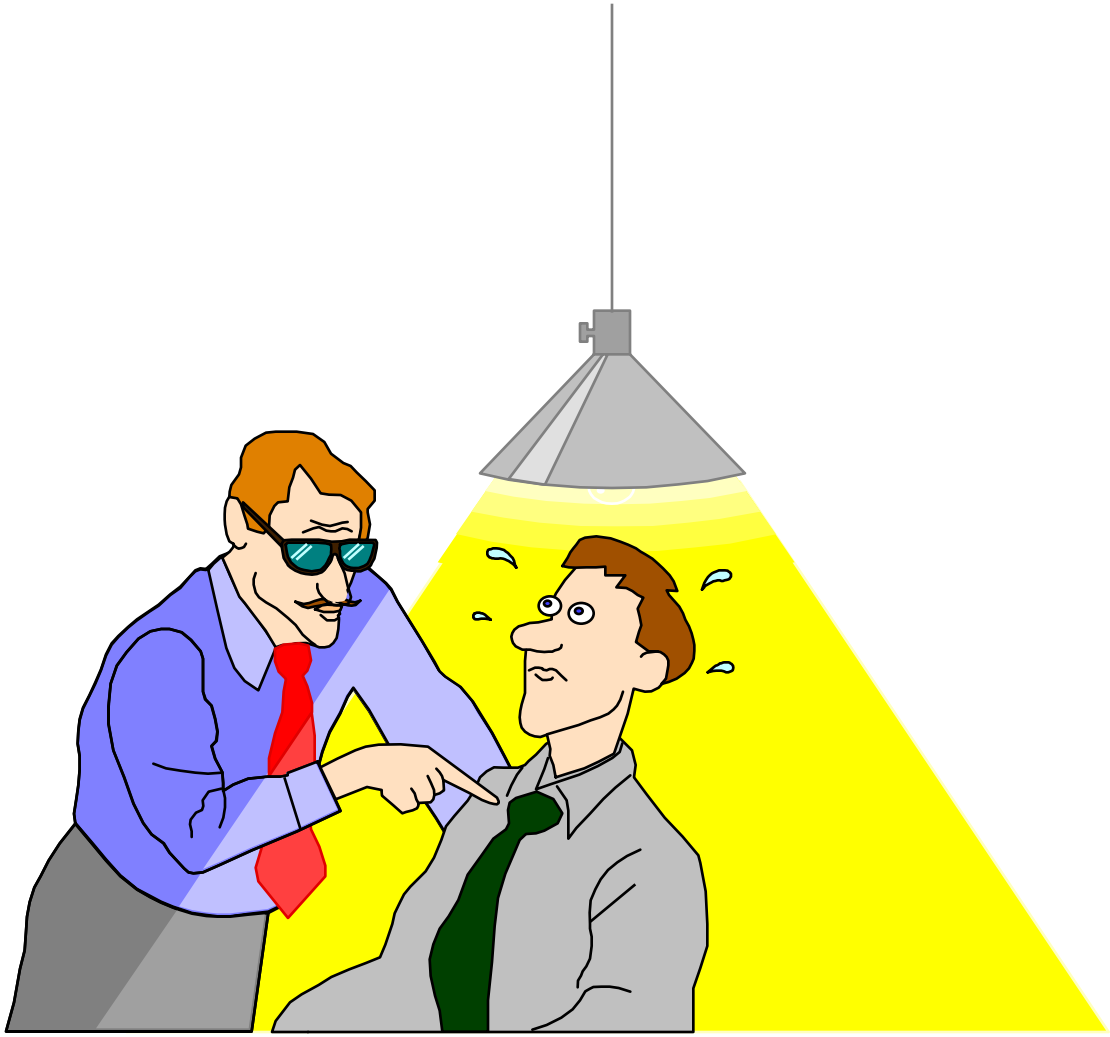
Questions ?



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Infra Operations

April 2012

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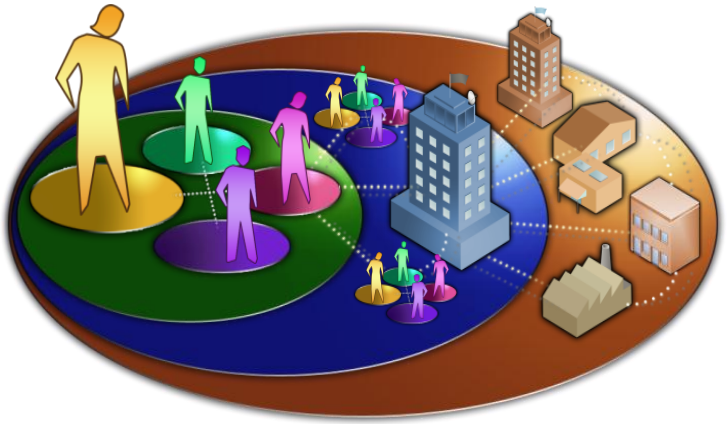
Introduction

- Started in 2004:
  One engineer supporting Kappa central services and Opco's and managing **25** servers.

- Currently:
  The Infra Operations team now consists of **21** individuals
  The department is responsible for the management of **532** servers in the Group Active Directory.

Scale

- In 2005
  - 6.500 clients
  - 16000 Employees
  - 21 countries in Europe
  - 120 sites



- Currently
  - 18.000 clients
  - 38.000 employees
  - 21 countries in Europe
  - South and Latin America
  - 330 sites
  - Supporting 56 MS Active Directory domains

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Services

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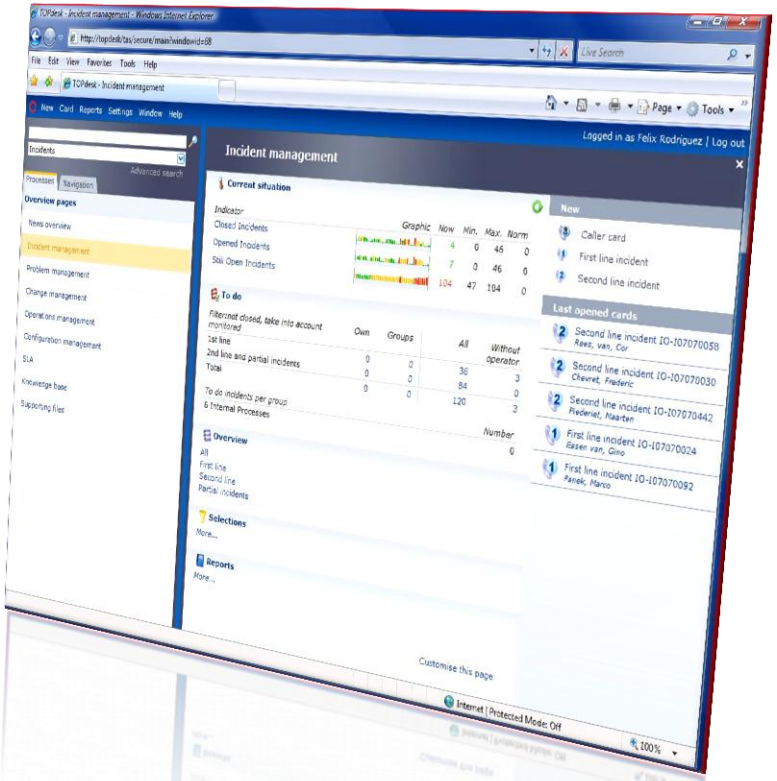
Infra structure

- Central Directory Infrastructure services
  - Contains services such as Active Directory, certificate services, DNS, WINS, DHCP and NTP.
- The SKG AD forest contains 56 domains and 370 DC’s in 292 sites.
- Infra Ops manages 6 central domains with 24 DC’s.
  - Assist Opco’s with major issues on their domain infrastructure as this has implication throughout the entire forest.
- Representative testing environment

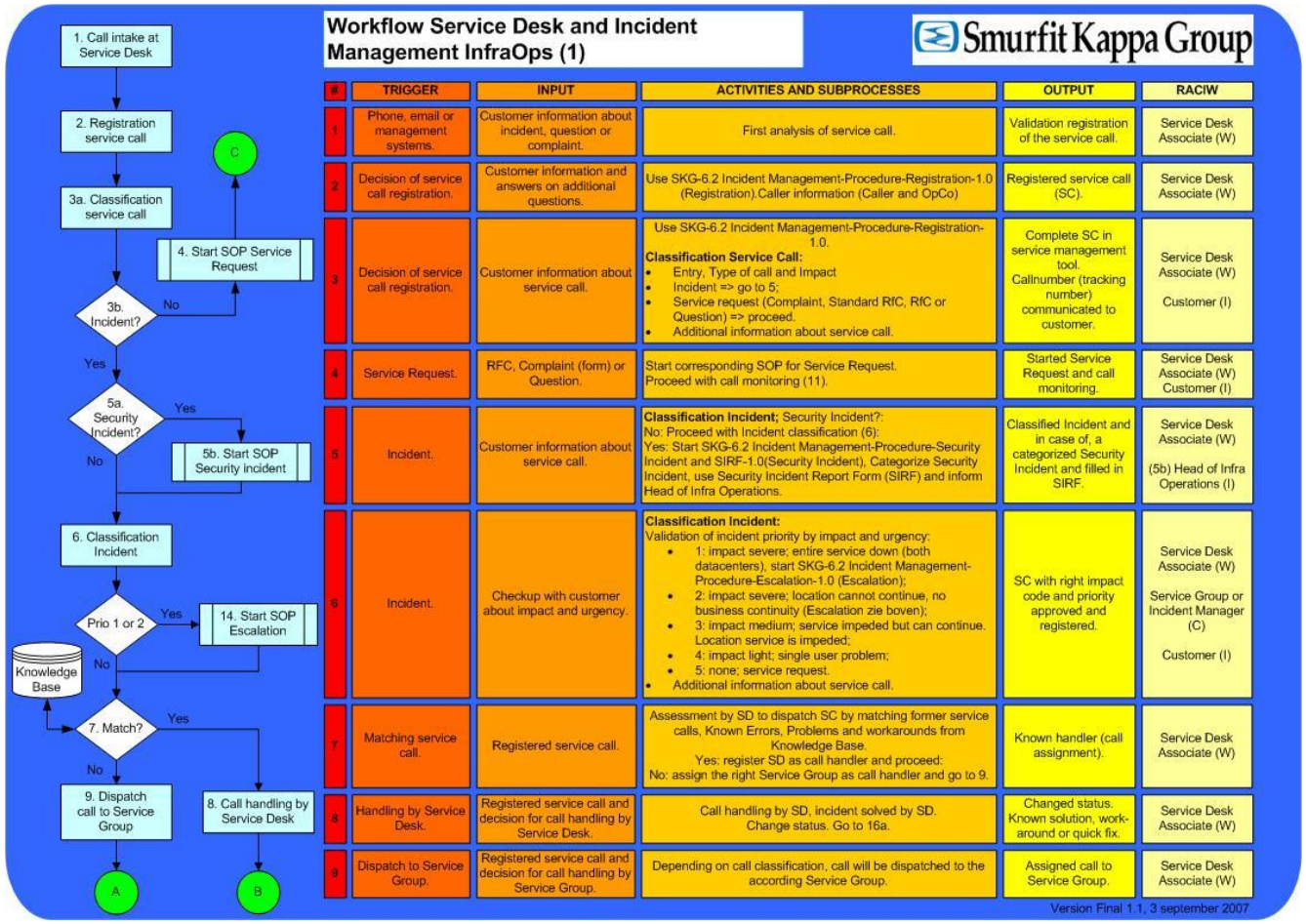
Support

- TOPdesk
  - Call registration
  - Streamline operations following COBIT
- ITIL processes
  - Incident Management
    average of 350 incidents/week
  - Change Management
  - Problem Management
  - Operations Management



Incident Management

ITIL processes workflow implemented in Topdesk



Workflow Service Desk and Incident Management InfraOps (1)

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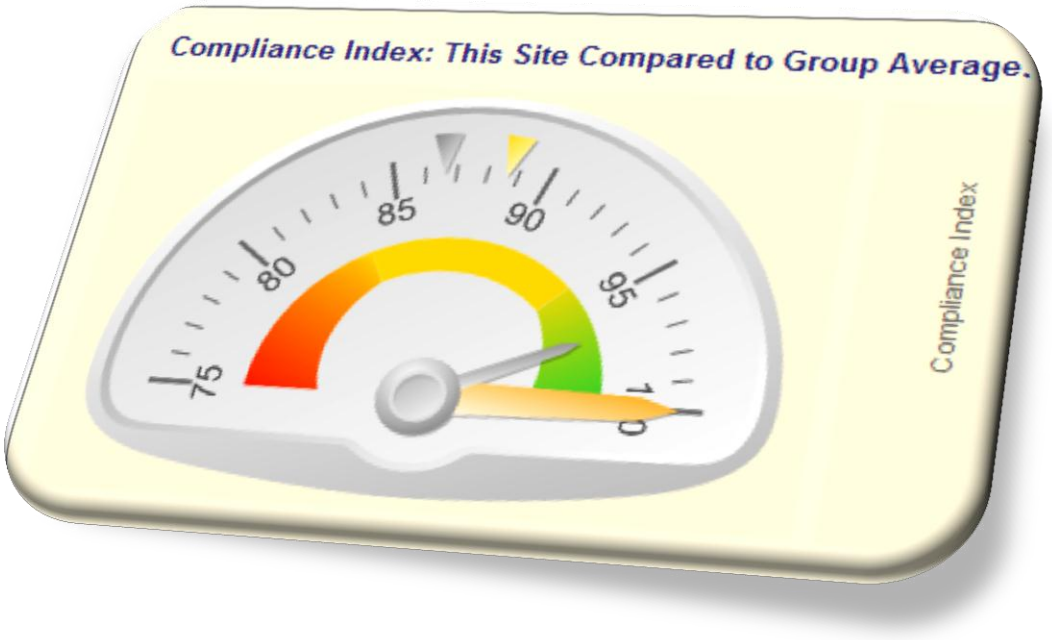
#	TRIGGER	INPUT	ACTIVITIES AND SUBPROCESSES	OUTPUT	RACIW
1	Phone, email or management systems.	Customer information about incident, question or complaint.	First analysis of service call.	Validation registration of the service call.	Service Desk Associate (W)
2	Decision of service call registration.	Customer information and answers on additional questions.	Use SKG-6.2 Incident Management-Procedure-Registration-1.0 (Registration).Caller information (Caller and OpCo)	Registered service call (SC).	Service Desk Associate (W)
3	Decision of service call registration.	Customer information about service call.	Use SKG-6.2 Incident Management-Procedure-Registration-1.0. **Classification Service Call:** • Entry, Type of call and Impact • Incident => go to 5; • Service request (Complaint, Standard RfC, RfC or Question) => proceed. • Additional information about service call.	Complete SC in service management tool. Callnumber (tracking number) communicated to customer.	Service Desk Associate (W) Customer (I)
4	Service Request.	RFC, Complaint (form) or Question.	Start corresponding SOP for Service Request. Proceed with call monitoring (11).	Started Service Request and call monitoring.	Service Desk Associate (W) Customer (I)
5	Incident.	Customer information about service call.	**Classification Incident;** Security Incident?: No: Proceed with Incident classification (6): Yes: Start SKG-6.2 Incident Management-Procedure-Security Incident and SIRF-1.0(Security Incident), Categorize Security Incident, use Security Incident Report Form (SIRF) and inform Head of Infra Operations.	Classified Incident and in case of, a categorized Security Incident and filled in SIRF.	Service Desk Associate (W) (5b) Head of Infra Operations (I)
6	Incident.	Checkup with customer about impact and urgency.	**Classification Incident:** Validation of incident priority by impact and urgency: • 1: impact severe; entire service down (both datacenters), start SKG-6.2 Incident Management-Procedure-Escalation-1.0 (Escalation); • 2: impact severe; location cannot continue, no business continuity (Escalation zie boven); • 3: impact medium; service impeded but can continue. Location service is impeded; • 4: impact light; single user problem; • 5: none; service request. • Additional information about service call.	SC with right impact code and priority approved and registered.	Service Desk Associate (W) Service Group or Incident Manager (C) Customer (I)
7	Matching service call.	Registered service call.	Assessment by SD to dispatch SC by matching former service calls, Known Errors, Problems and workarounds from Knowledge Base. Yes: register SD as call handler and proceed: No: assign the right Service Group as call handler and go to 9.	Known handler (call assignment).	Service Desk Associate (W)
8	Handling by Service Desk.	Registered service call and decision for call handling by Service Desk.	Call handling by SD, incident solved by SD. Change status. Go to 16a.	Changed status. Known solution, work-around or quick fix.	Service Desk Associate (W)
9	Dispatch to Service Group.	Registered service call and decision for call handling by Service Group.	Depending on call classification, call will be dispatched to the according Service Group.	Assigned call to Service Group.	Service Desk Associate (W)

Version Final 1.1, 3 september 2007

Smurfit Kappa

Sarbanes Oxley

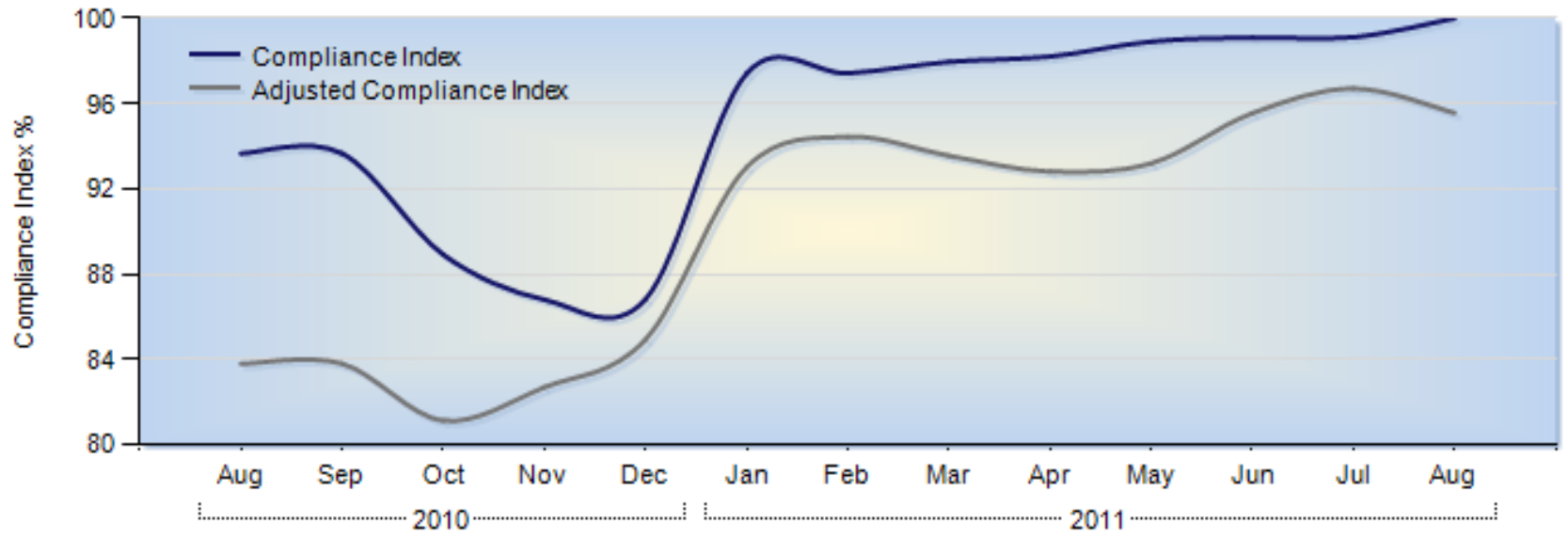
- BOSSS compliance
  - 45752 rules for our servers
  - Monthly review and remediation
- Self assessments
  - 100% score on IT-CSA
  - ISD KPI reports
- Internal audits
  - Four years in row highest score possible



ISD KPI reports

Smurfit Kappa Group IT Compliance Key Performance Indicators (KPIs)

IT Compliance Index - Source: IT-CSAs, KPIs, RVIS Solution



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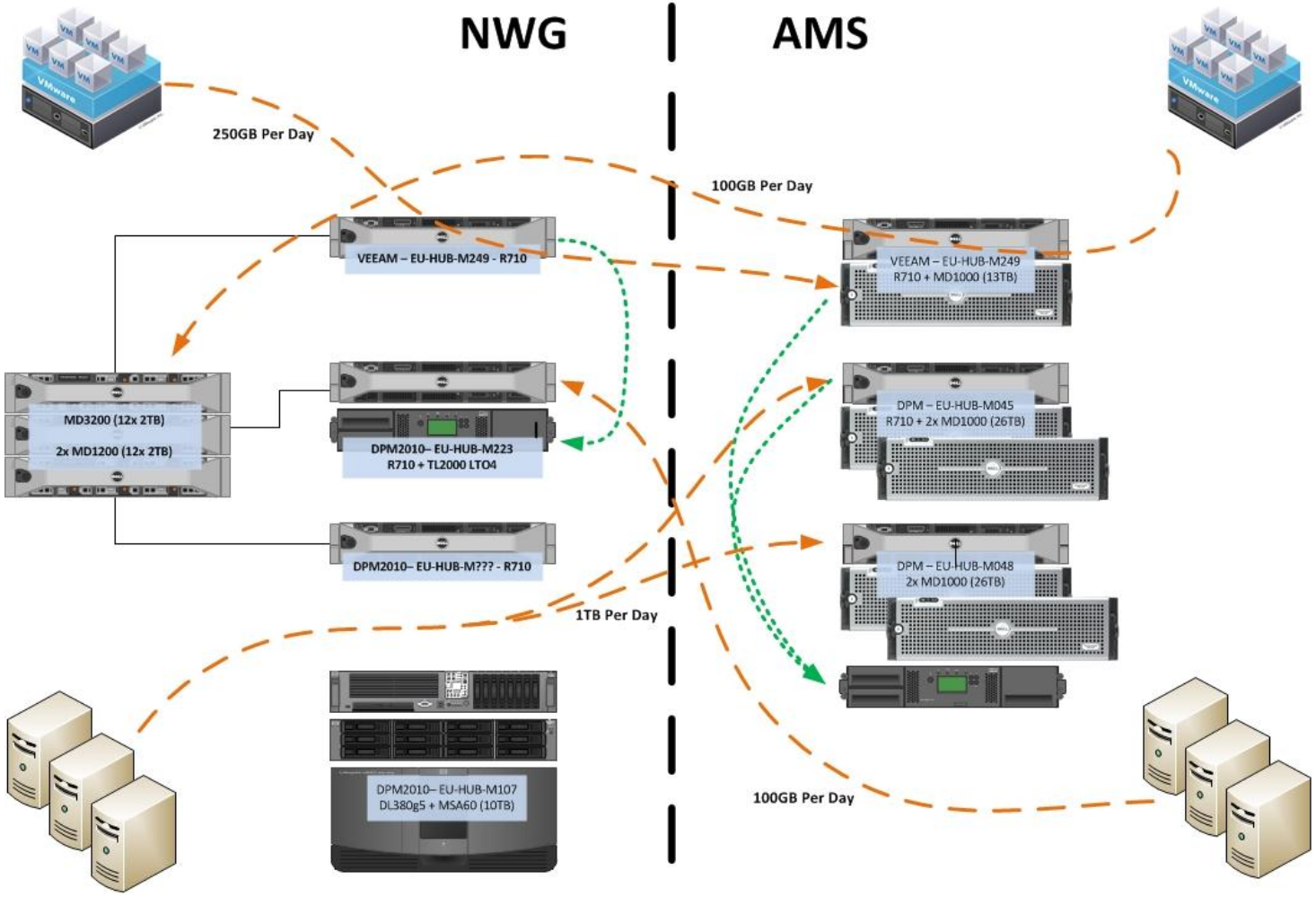
Datacenter Crossover offsite back-up



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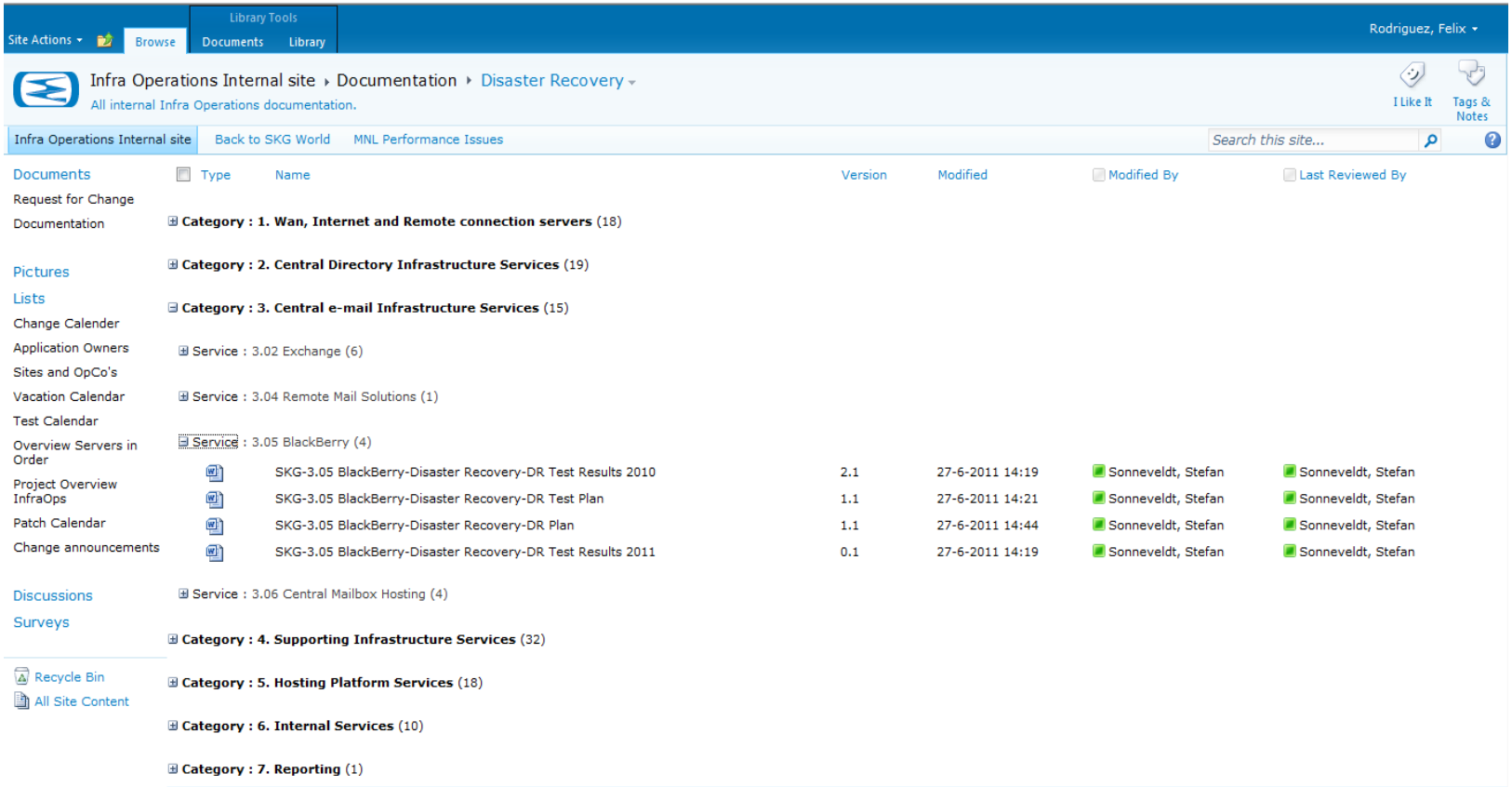
Disaster Recovery

- Within our Sharepoint site all DR documents are structured as a service.



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Network security

- Some of the components we use to safeguard the infra structure
- McAfee
  There are 23000 managed clients and 227 repositories over 248 locations
- SCOM
  Capacity management and alert system on predefined triggers
- Websense
  Webfiltering tool with load of up to 40.000 request/day
- WSUS
  Patch management tool to keep servers up-to-date with MS security updates
- Secret Server
  Central password storage tool with AD integration and delegation of control

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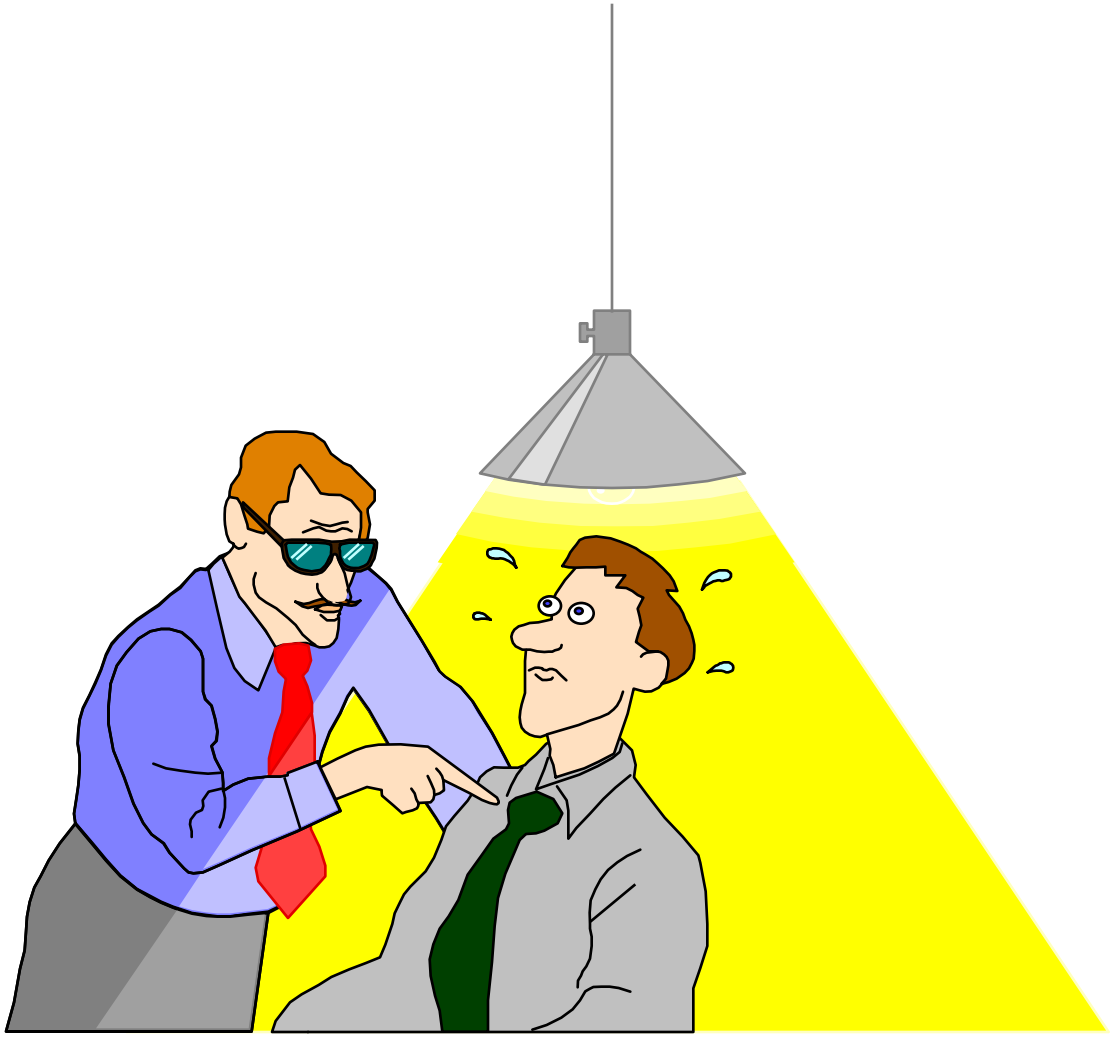
Questions ?



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Websense Hosted Email Security

April 17th 2012

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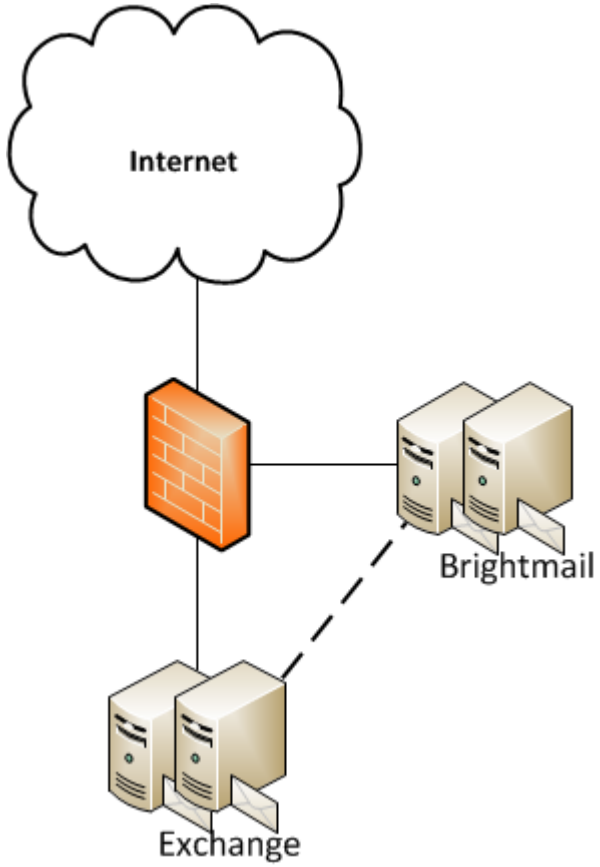
Smurfit Kappa - Previous Mail Security Solution

Smurfit Kappa is responsible for 50 email domains, which are used in Europe, Russia and South Latin America.

Before Websense integration, Smurfit Kappa was using Appliances from another brand.

Due to high load of monitoring and maintenance of physical security appliances in our datacenters it was necessary to investigate for another Email Security solution.



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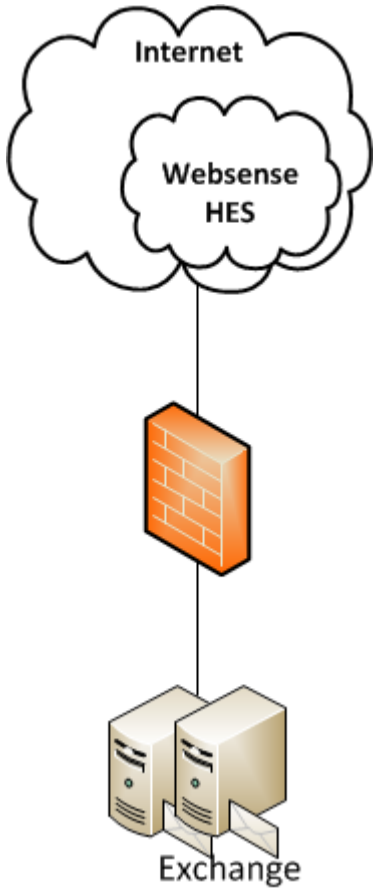
Smurfit Kappa – Websense Mail Security Solution

July 2010 Smurfit Kappa started with the implementation of Websense Hosted Email Security.

After running a successful pilot in July 2010, we started with transferring all remaining domains to Websense Hosted Email Security, which was completed in September 2010



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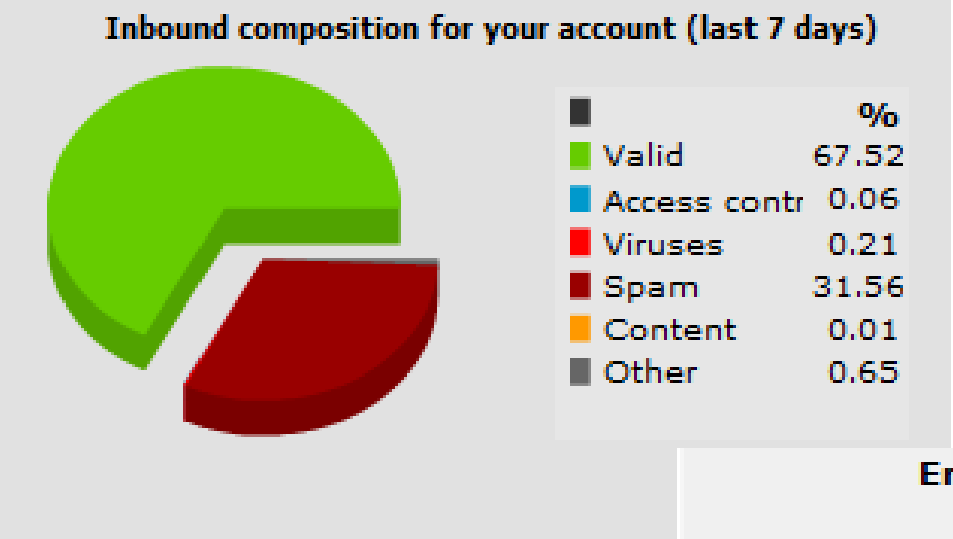
Smurfit Kappa – Websense Mail Security Solution

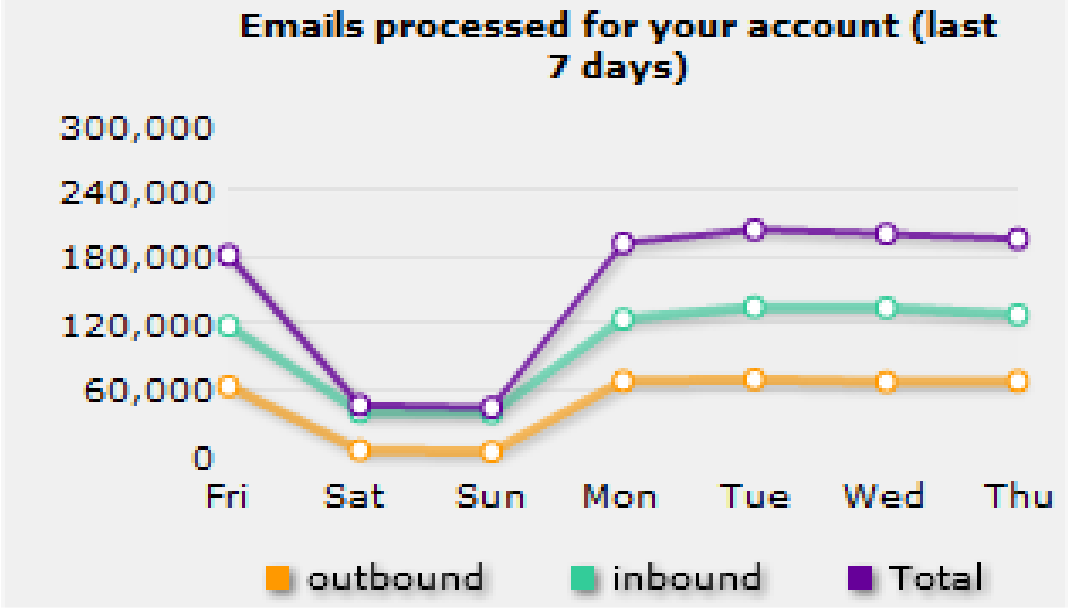
During the next two months after implementation we noticed more email was quarantined then usual, which also contained business information.

After investigation, Smurfit Kappa noticed these email contained unsecure or not allowed content, which were not detected and quarantined by the previous (XYZ) email security.

This indicated that the replacement of our old email security appliances was necessary for delivery of a secured environment for all our end users.

Smurfit Kappa – Websense Mail Security Solution





Smurfit Kappa – Websense Mail Security Solution

Total Messages

Time	Count
2011-03, March	4,600,066
2011-04, April	3,851,685
2011-05, May	4,250,774
2011-06, June	4,163,827
2011-07, July	3,790,886
2011-08, August	3,834,411
2011-09, September	4,272,769
2011-10, October	4,071,543
2011-11, November	4,247,850
2011-12, December	3,806,544
2012-01, January	4,210,276
2012-02, February	4,218,377
12 rows reported	**49,319,008**

Inbound Volumes

Time	Count
2011-03, March	3,125,880
2011-04, April	2,602,708
2011-05, May	2,840,683
2011-06, June	2,833,895
2011-07, July	2,522,333
2011-08, August	2,558,360
2011-09, September	2,800,871
2011-10, October	2,694,499
2011-11, November	2,814,366
2011-12, December	2,503,236
2012-01, January	2,686,451
2012-02, February	2,806,878
12 rows reported	**32,790,160**

Outbound Volumes

Time	Count
2011-03, March	1,474,186
2011-04, April	1,248,977
2011-05, May	1,410,091
2011-06, June	1,329,932
2011-07, July	1,268,553
2011-08, August	1,276,051
2011-09, September	1,471,898
2011-10, October	1,377,044
2011-11, November	1,433,484
2011-12, December	1,303,308
2012-01, January	1,523,825
2012-02, February	1,411,499
12 rows reported	**16,528,848**

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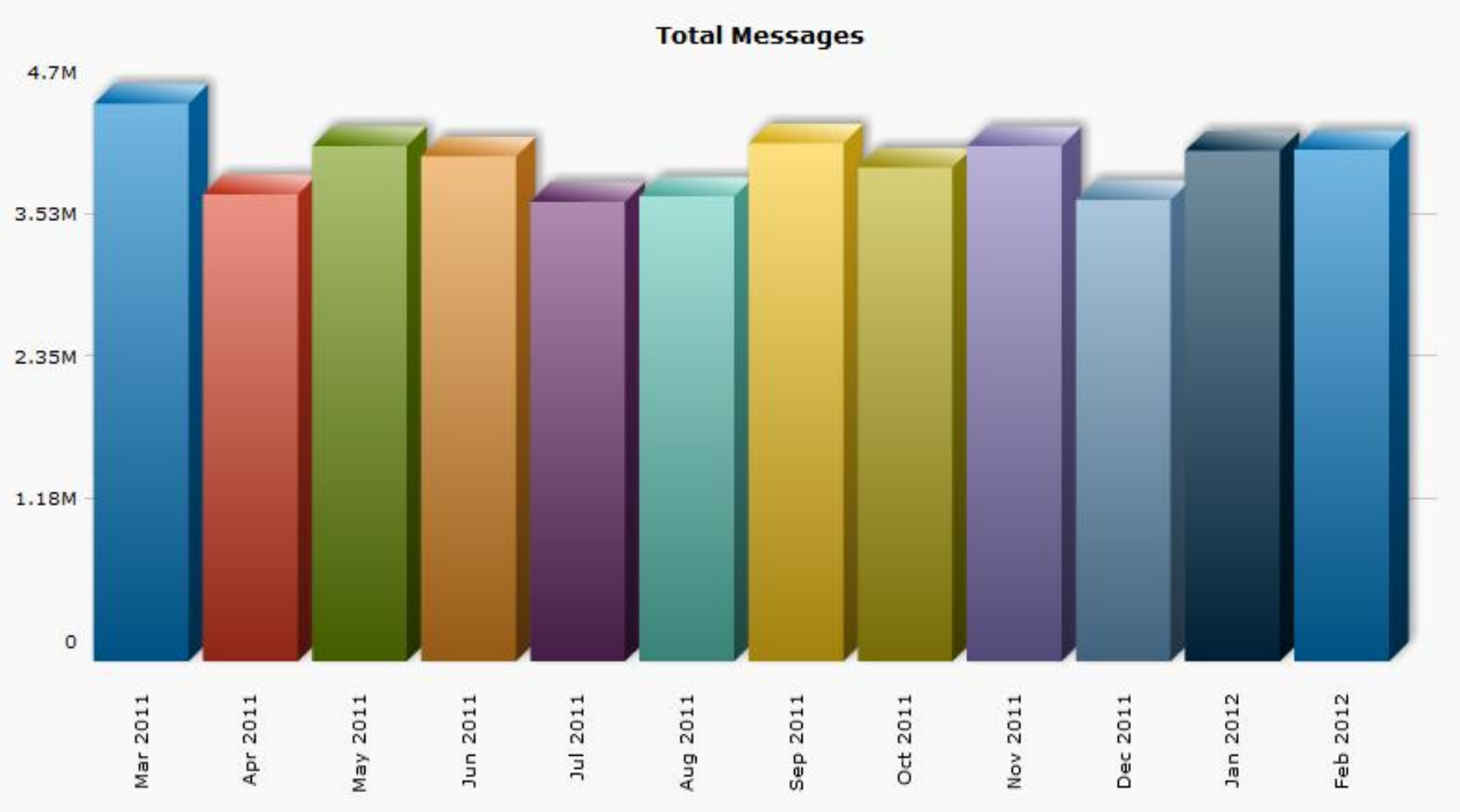
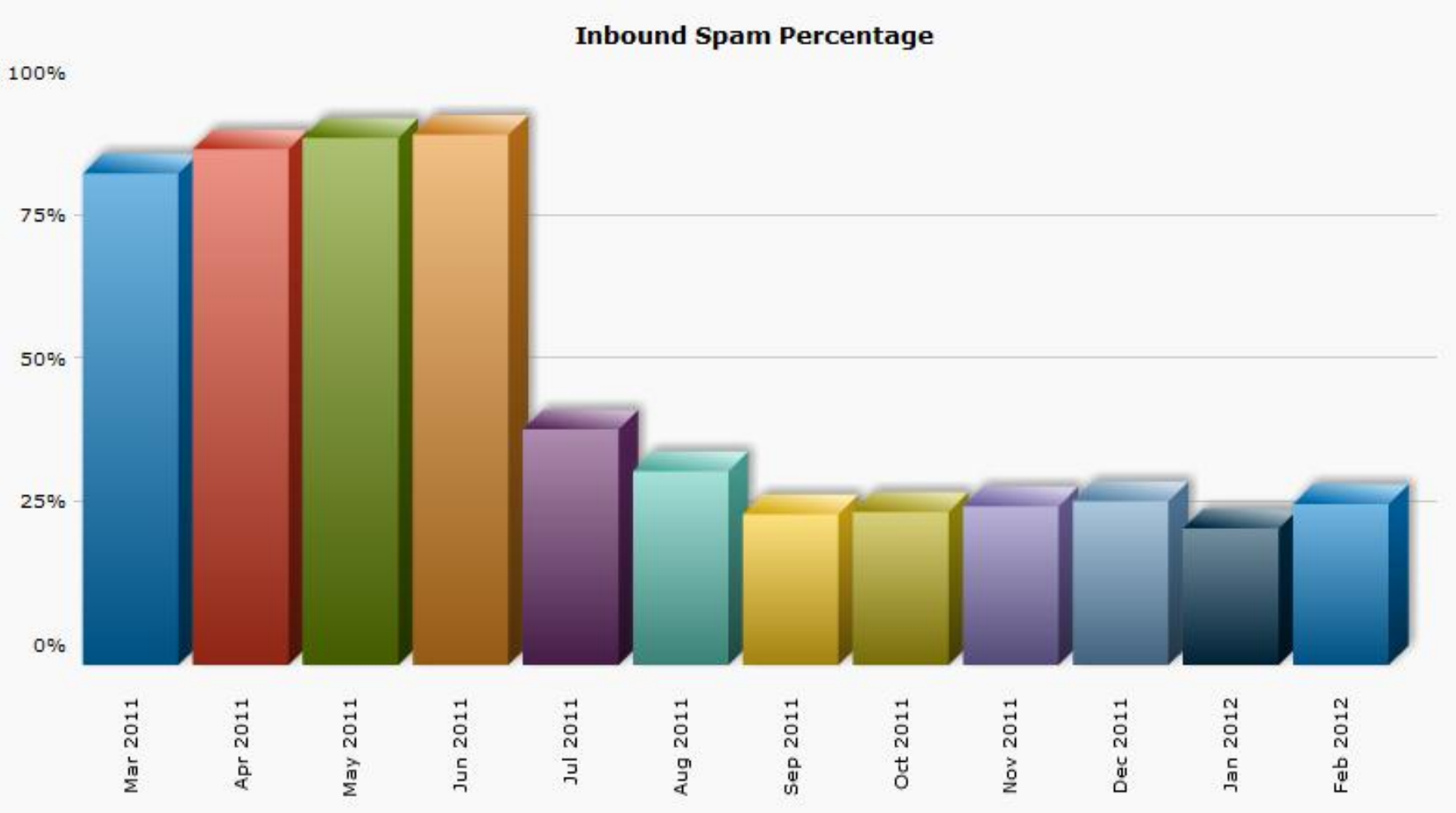
Smurfit Kappa – Websense Mail Security Solution



Smurfit Kappa – Websense Mail Security Solution



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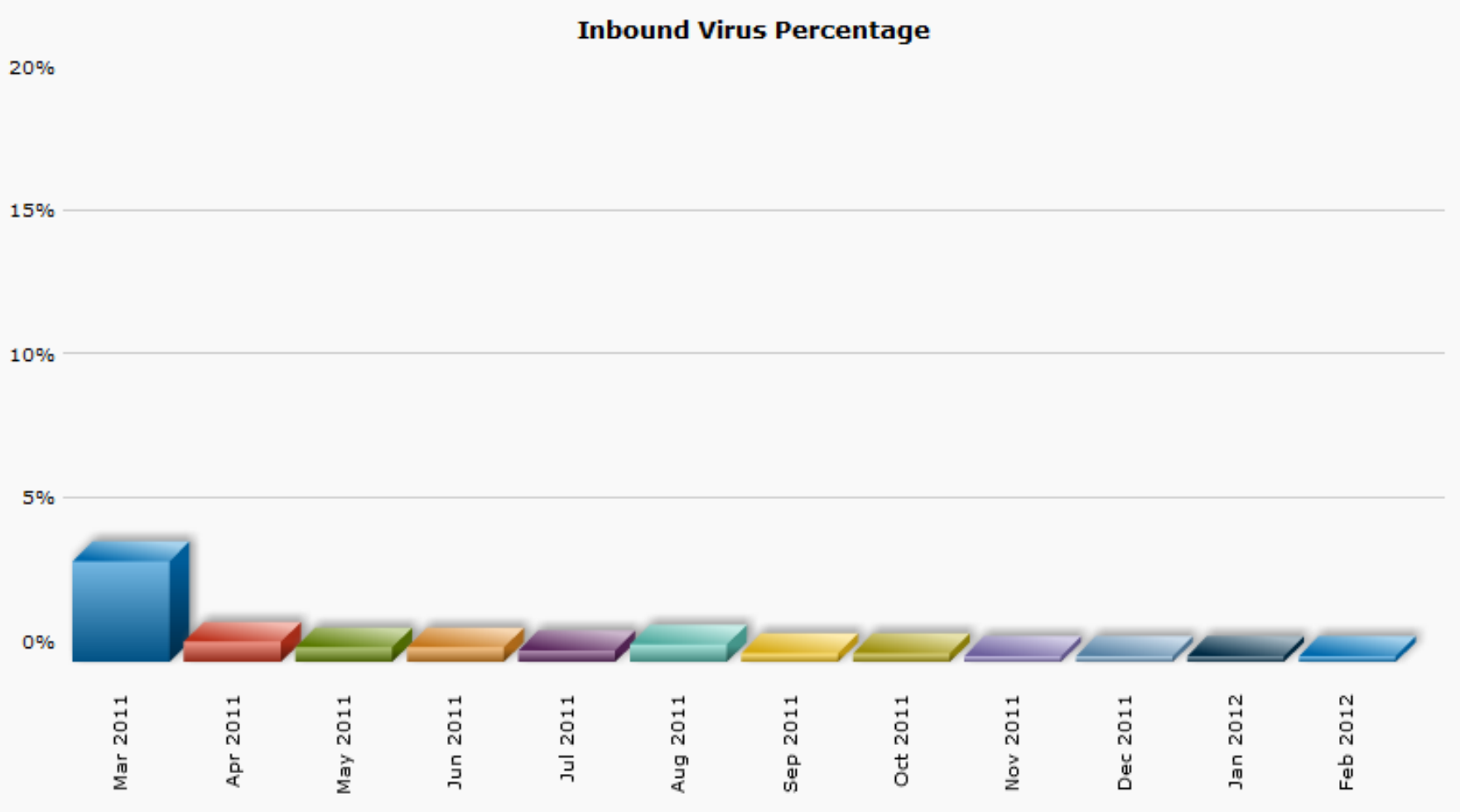
Smurfit Kappa – Websense Mail Security Solution



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Smurfit Kappa – Websense Mail Security Solution

The positive finding of Websense Hosted Email Security by Smurfit Kappa are:

- Good Support by Websense
- Ease use of Websense HES Portal
- Personal Black and White listing
- Lot of report possibilities, also per domain
- Delegation of control (only per policy)

Smurfit Kappa – Websense Mail Security Solution

Options which Smurfit Kappa would like to see in the Websense Hosted Email Security Portal:

- Unique postmaster address per domain in same policy
- Overview of all hidden features which are not available in portal
- Better report layout (management)

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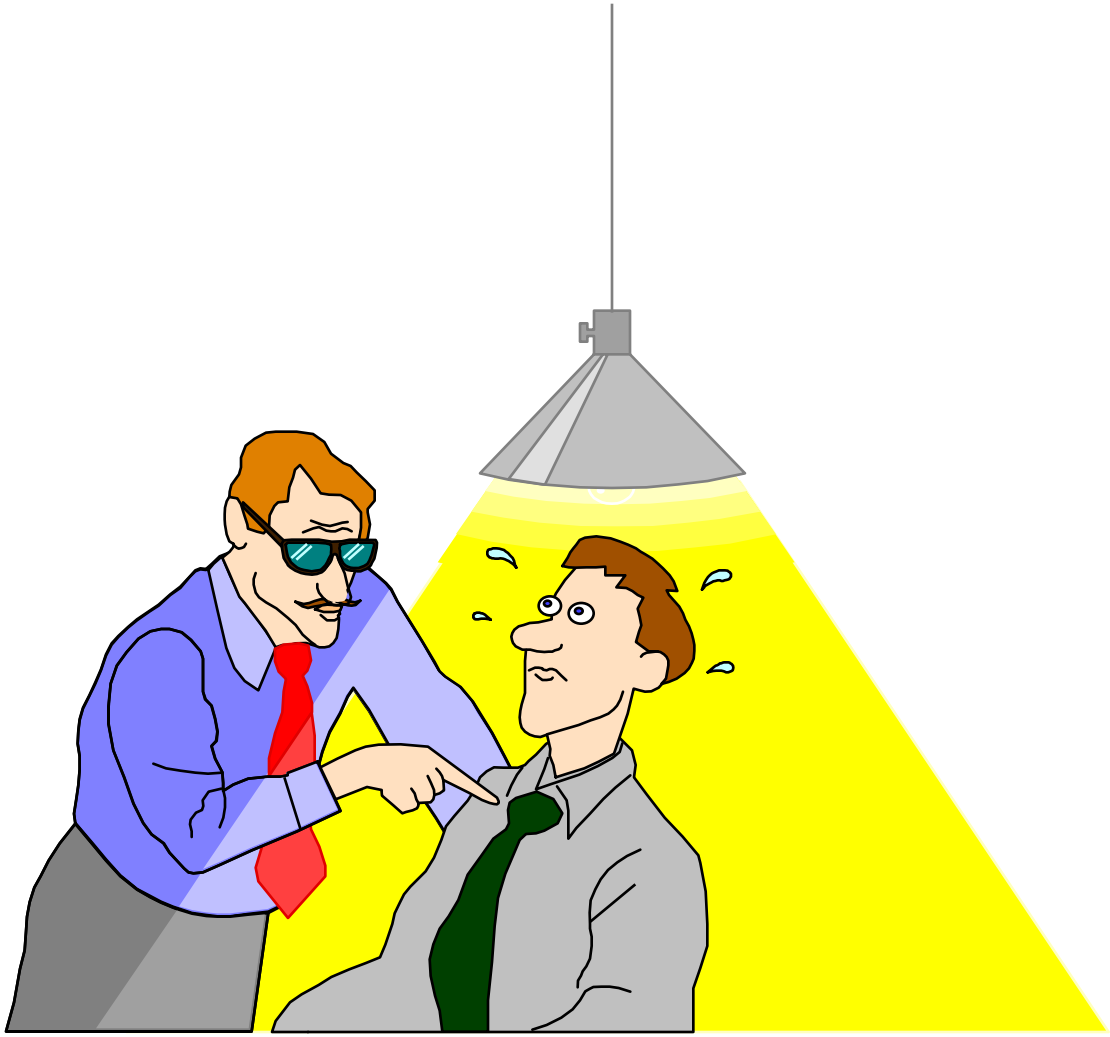
Questions ?



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Websense Web Security

April 17th 2012

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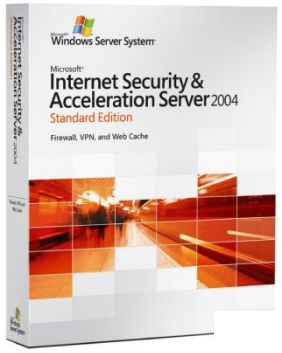
Smurfit Kappa - Previous Web Security Solution

The Smurfit Kappa proxy environment handles approximately 8 million hits a day and filters this traffic based on the website's category and checks for viruses.

Before Websense implementation, Smurfit Kappa was making use of Microsoft ISA 2004 Servers in combination with SurfControl and Trendmicro.



ISA 2004: Rulebase

SurfControl: Content Blocking

Trendmicro: AV Scanning

TREND MICRO™

SurfControl®

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Smurfit Kappa - Previous Web Security Solution

Problems with previous solution:

- A lot of different product/servers to manage.
- Policies targeted on users/groups not possible.
- Support Contract Trendmicro and SurfControl ending.
- Very limited reporting.

Smurfit Kappa – Requirements New Solution

Most Important Requirements of new solution:

- One solution for Proxy, Content Categorization, and Virus scanning.
- Possibility for advanced reporting for management and HRM.
- Policies linked to AD users to allow specific categories for these users.
- Advanced scanning of traffic for Viruses, Adware and other threats.

Smurfit Kappa – Requirements New Solution

Compliancy Requirements:

- All Web Traffic must be virus and content scanned.
- All Web Traffic must be logged based on the source IP address of the client and retained for 3 months.
- All Internet facing servers must be placed in a DMZ
- **Decision for Websense was made after a successful Proof Of Concept in September 2009.**

websense®
ESSENTIAL INFORMATION PROTECTION™

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Smurfit Kappa – Websense Web Security Solution

Smurfit Kappa needed a high available solution which was capable of handling the current web traffic and allows for future growth.

- 4 Websense V10K appliances
  - 2 in Datacenter Amsterdam (Active/Passive cluster)
  - 2 in Datacenter Nieuwegein (Active/Passive cluster) (initial setup)

- 1 Windows Server which serves as Policy Source and Reporting Server. SQL instance on SQL cluster used

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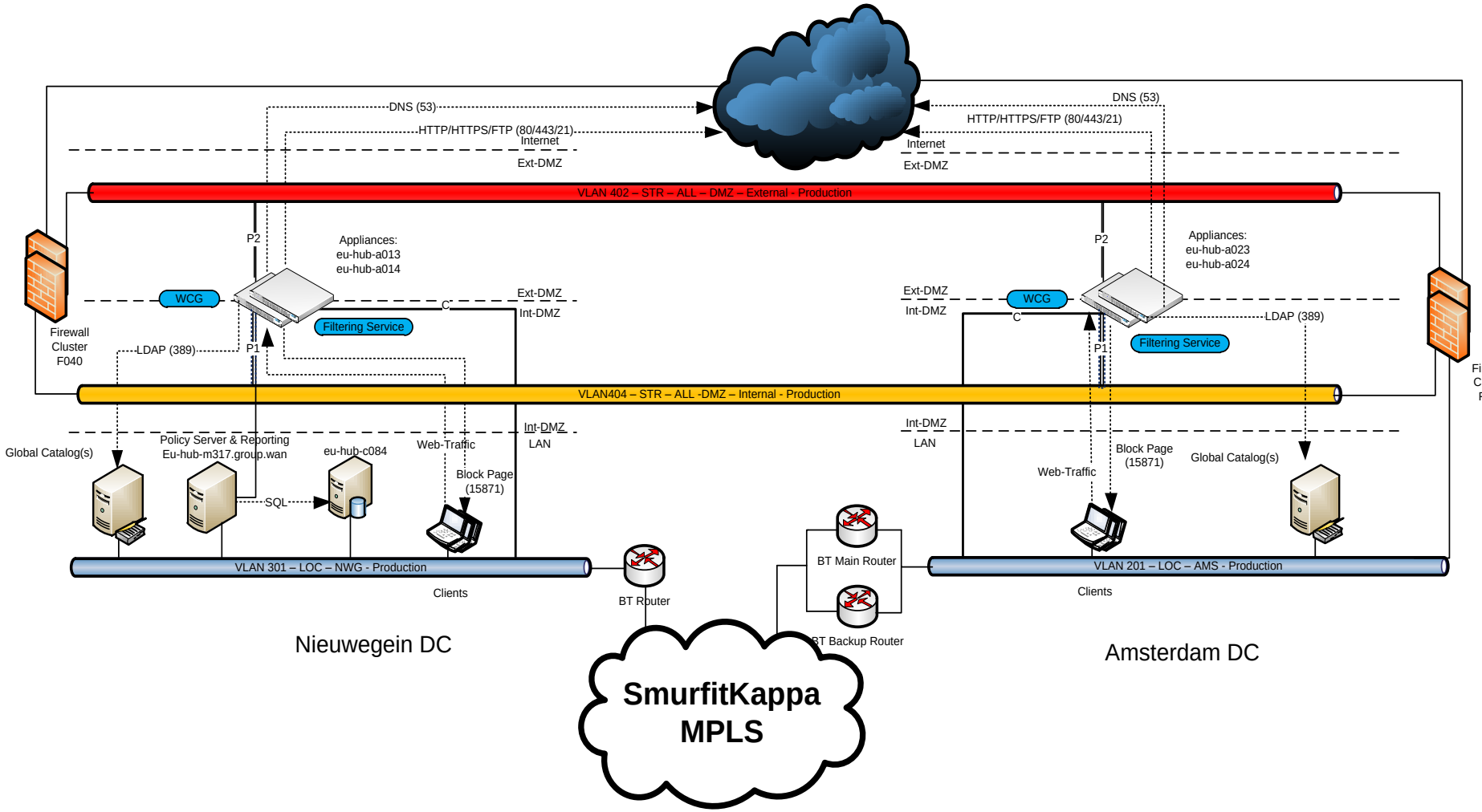
Smurfit Kappa – Websense Web Security Solution



Smurfit Kappa – Websense Web Security Solution

Roll out of new proxy solution was started at the end of 2009:

- Roll out was done per Country, each group of countries switched over to the new solution in another week.
- Roll out was done by changing the PAC file on the clients by local IT departments.

Results after roll out:

- Users did not notice much difference, which was a good thing.
- More websites blocked then before which was the result of stricter policies.
- Too much log data, database server disks were filled quickly.
  - Solution: Record domain of URL only, not the full URL.

Smurfit Kappa – Websense Web Security Solution

Since the implementation the following has changed:

- Proxy Authentication now done by (Legacy) NTLM.
- Websense Appliance in Miami added for SLA countries. Appliance uses same Policy Source as central appliances.
- Cluster configuration has changed because of changes to the datacenter network:
  - Both appliances in Nieuwegein Active, appliances in Amsterdam passive.

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Smurfit Kappa – Websense Web Security Solution

Overview of Last 30 days

Value Estimates

Saved:

Time: **105146 h 16 m**

Bandwidth: **1,468.03 GB**

Blocked Security Risk:

Real-time: **2,137**

All Security: **51,827**

Blocked Requests:

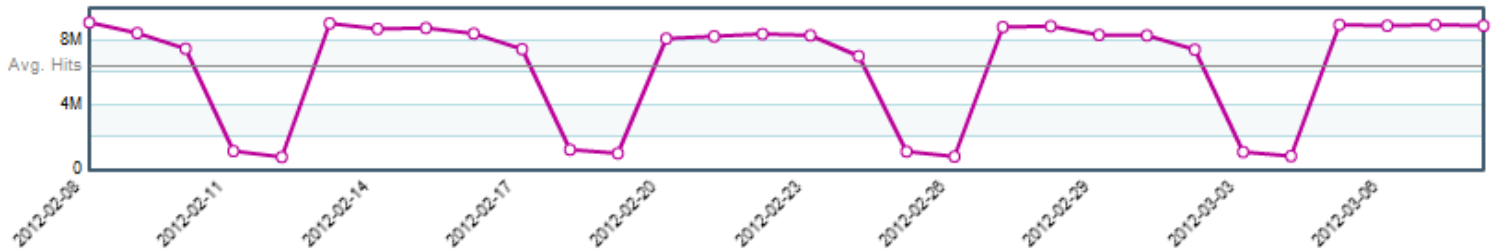
Malicious: [6.88K|19]

Spyware: [18|0]

Adult: [2.29K|92]

Phishing: [185|4]

Internet Activity by Requests



Smurfit Kappa

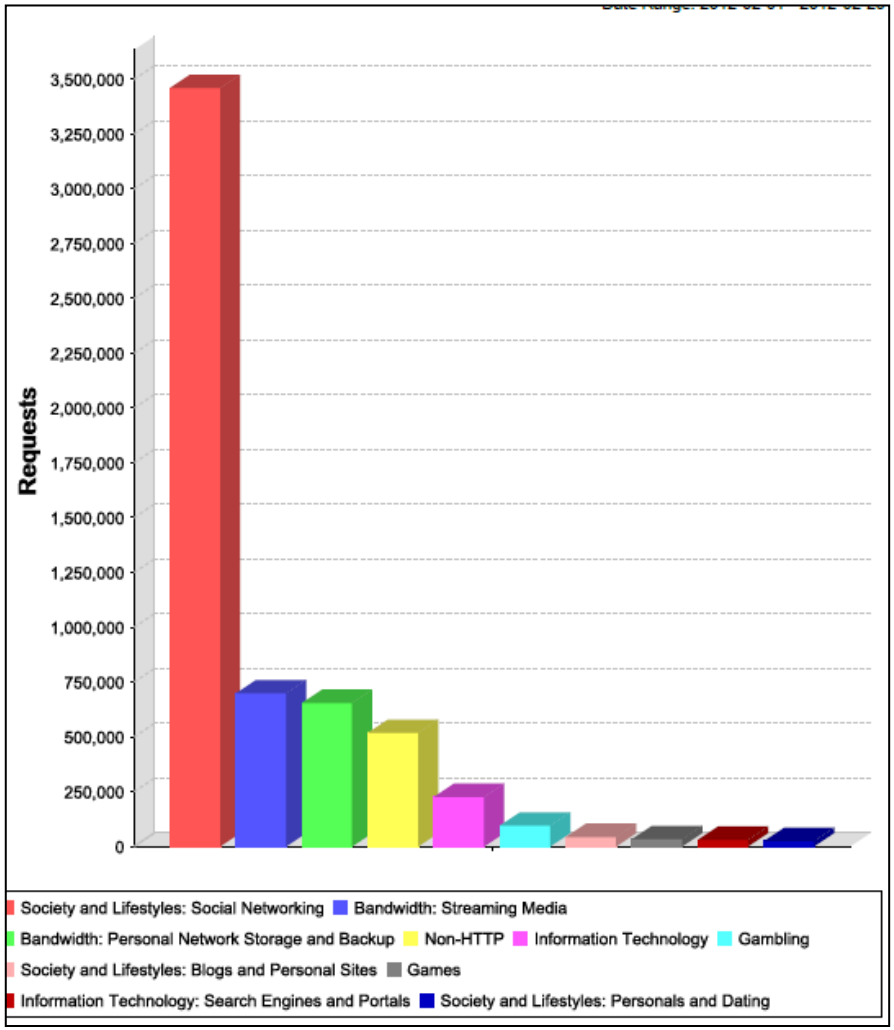
Smurfit Kappa – Websense Web Security Solution

Top Blocked categories at Smurfit Kappa

Many requests are blocked at Smurfit Kappa which saves a lot of time.

Top Blocked categories are:

- Social Networking
- Streaming Media
- Personal Network Storage

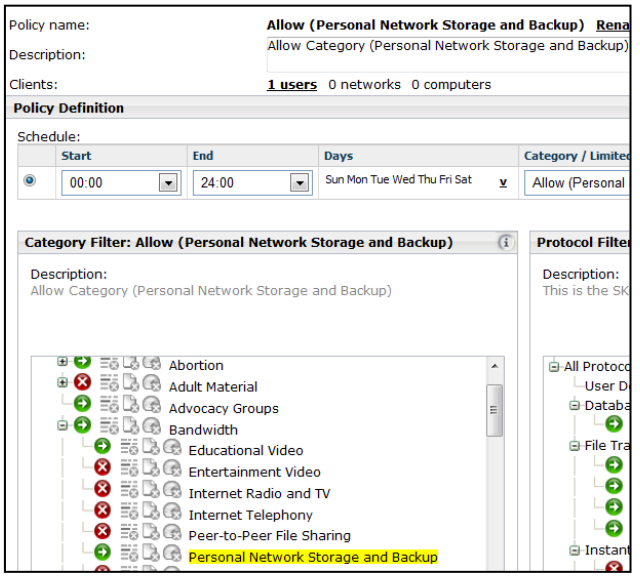


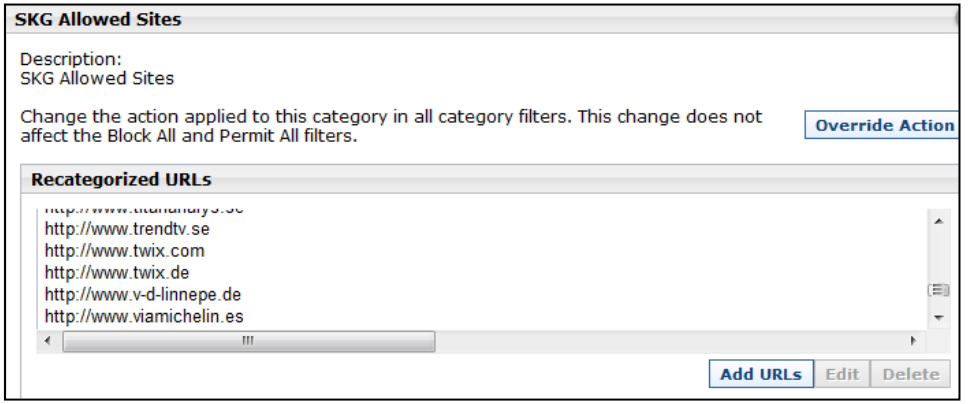
Smurfit Kappa – Websense Web Security Solution

Smurfit Kappa allows the following exceptions:

- Opening specific website categories for a user.
  - For each category which can be requested to open, a new policy was made. A Universal Security Group is linked to each policy in which users can be placed.

- Opening a specific website for everyone.
  - A custom Allow category was made for this in which sites which would normally be blocked are placed.





Smurfit Kappa – Websense Web Security Solution

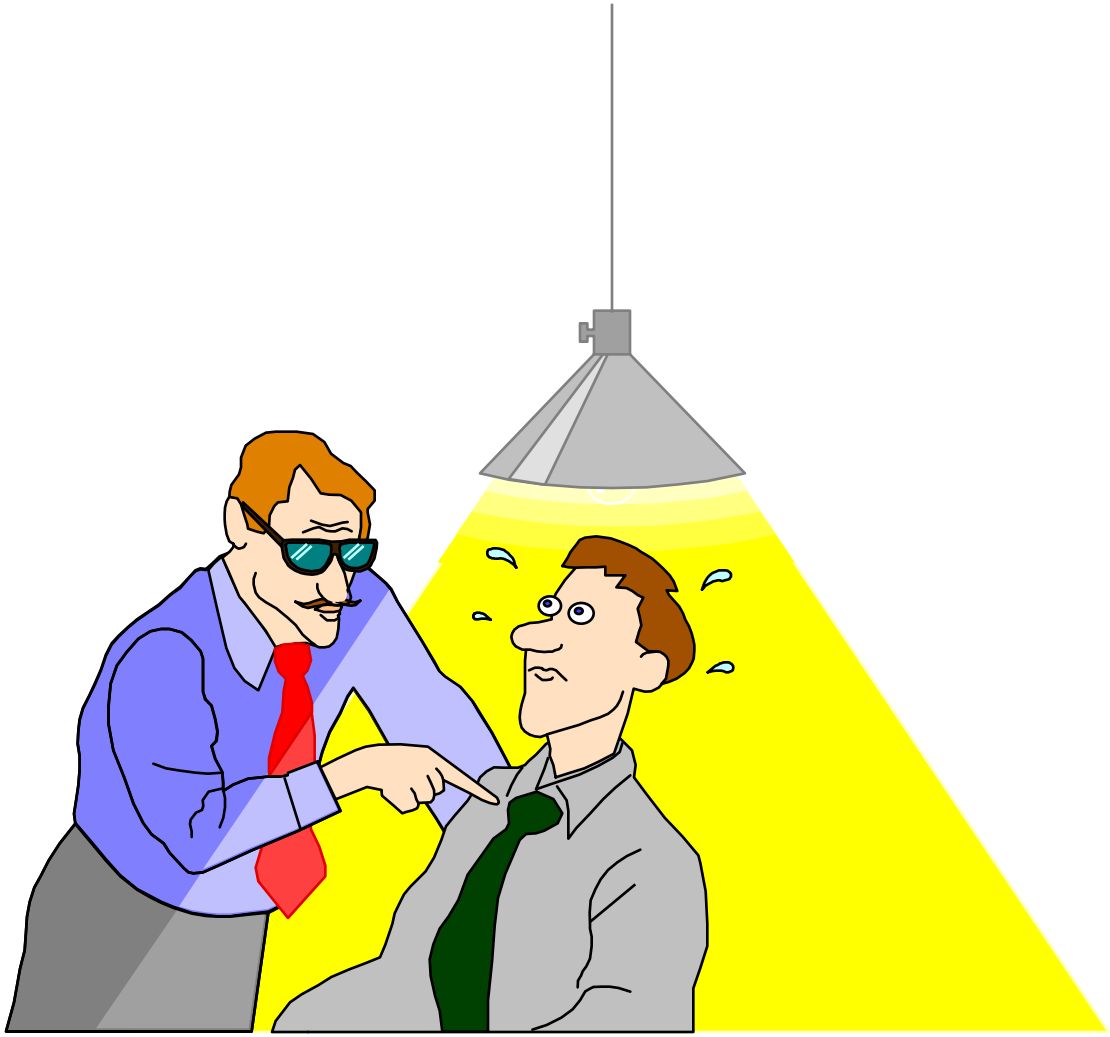
To do:

- Switch Authentication method to Windows Integrated Authentication to be able to use new Windows Server 2008 R2 Domain Controllers and NTLMv2.

- Delegated Administration and Reporting for IT Administrators.

Smurfit Kappa

Questions ?



Smurfit Kappa