

# Security Industry Authority Deploys Trend Micro™ LeakProof™ to Secure Sensitive Data Assets

Regulation by the Security Industry Authority (SIA) has increased the level of professionalism throughout the private security industry in the UK. Compulsory licensing and voluntary contractor assessments are helping to create a safer environment for the public and increase confidence in the private security industry.

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— **Tim O’Neill,**  
Assistant Director for  
Information Technology  
Security Industry  
Authority, UK

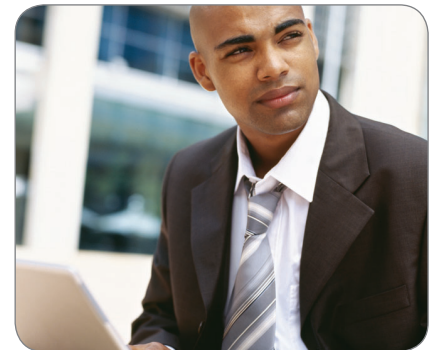
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## KEY BENEFITS

- **Protects data assets.** Automatically monitors, flags, and blocks data flows based on user-specified patterns and rules.
- **Highlights violations.** A central log records all incidences involving sensitive data to aid in compliance audits.
- **Fast, scalable, and unobtrusive.** Easy to install, configure, and deploy.
- **Low false positives.** High accuracy helps minimize impact on user productivity.

## HELPING THE SECURITY INDUSTRY BETTER SERVE THE PUBLIC

The private security industry in the UK provides a broad range of services such as manned guarding of valuables in transit, security for facilities, public space surveillance, and other consultative services. Through the years, this industry had tried to self-regulate for quality of services. Recognizing that standards were not satisfactory, some companies asked the UK Government for help, which led to Parliament’s Private Security Industry Act 2001. The Home Office then formed the SIA as a Non-Departmental Public Body to enforce the Act.



The private, self-funding organization subsequently set out to establish quality standards and reduce criminality within the private security industry. To date, the SIA has helped the industry become a valuable member of the extended police family by improving the safety of the public and increasing overall confidence in the industry.

As part of its licensing and investigatory activities, the SIA gathers and reviews extensive personnel and corporate information, and regularly interfaces with police and law enforcement agencies. Although not directly controlled by the government, the not-for-profit organization is itself regularly audited for compliance with security guidelines and best practices. Due to its unusual role—as an organization serving both public and private stakeholders—the SIA requires unprecedented levels of protection for the information that resides on its network and servers.

“We are a government-restricted network and have to operate at a restricted level,” said Tim O’Neill, assistant director for information technology at the SIA. “We take it a step further than required. For example, we are the only government-related organization in England to employ fingerprint authentication for computer access. We have very high security that includes this biometric technology as well as many other solutions and practices that protect our information assets.”

## DATA LEAK PREVENTION

Even with all of the existing security, IT at SIA discovered a situation that highlighted a vulnerability. A contractor working on site created a spreadsheet that was later written to a

USB memory stick. The user in this case was just doing his job—copying data into a spreadsheet. But the raw data that was used to populate the spreadsheet included sensitive information, underscoring the need to more thoroughly monitor the flow of data in motion across workflows as well as discovering the use of any sensitive data.

After researching data leak prevention solutions, SIA selected Trend Micro™ LeakProof™ to introduce the monitoring and control functions that they needed. In particular, the Trend Micro solution met several key requirements:

- **Easy evaluation.** SIA took advantage of the monitoring mode to carry out a trial on a production network. This saved the time and expense of setting up a separate test environment.
- **Simple and intuitive operation.** LeakProof was fast and simple to install and configure.
- **Protection at the point of violation.** The SIA has a high number of part-time workers, making it difficult to keep everyone trained on data protection best practices. LeakProof adds automatic protection at the point of violation, providing an effective solution that eliminates the need for extra training.
- **Effectiveness beyond established procedures.** “Most of the solutions we looked at rely on people putting data in the right place and following procedures,” explained Mr. O’Neill. “But employees are always trying to save time and get their jobs done more easily. They can be very creative and unintentionally skip procedures or cut and paste information that they don’t realize is sensitive. Trend Micro™ LeakProof™ allows us to look at the content of data across workflows, not just at the source of the data. It does not interfere with people doing their jobs in their own way, but works in the background to protect our sensitive data.”
- **More freedom for employees.** By increasing the protection of sensitive information assets, the SIA can allow employees to safely use USB memory sticks and write to CDs again. Data can be protected without eliminating all freedoms and conveniences.

## A NEW STANDARD FOR PROTECTION

Today, SIA has deployed both elements of the LeakProof solution. The non-intrusive monitoring by the LeakProof Client detects any information leaks at an endpoint. It communicates with the LeakProof Server to receive fingerprint updates and to escalate analysis of suspicious data to the Server. Because the Client resides at the endpoint, it can rapidly detect any specified combination of data patterns. Data flows are monitored on endpoints, on USB ports, within web mail, and over network interfaces such as wireless.

The LeakProof Server gives IT a central point for reviewing monitoring results and for adjusting data rules. Today, the SIA is operating in monitor mode only, but the LeakProof Server can also be used to block behavior that would otherwise result in information leaks. “Trend Micro LeakProof is logging behaviors against our rule set, highlighting all the incidents that could be flagged or blocked,” said Mr. O’Neill. “This is helping us understand normal user behavior and avoid false positives that would alienate our end users. Our phased-in timeline is allowing us to polish our solutions and give the users a solution they can trust. The introduction has been a very good fit for the way we work, and is giving us confidence that we can protect our data assets without having to continually train new employees and part-time workers or asking employees to change the way they work.”

The LeakProof solution leverages Trend Micro’s patented DataDNA™ technology that provides the highest levels of accuracy and performance for detecting sensitive data. At the core of the technology are sophisticated algorithms that extract the “DNA” of sensitive data within files, records, emails, and other content, and stores them as signatures. Like data fingerprints, uniquely identifiable sequences are created by DataDNA for tracking and protecting sensitive information.

## CORPORATE PROFILE

### Security Industry Authority London, England

The Security Industry Authority (SIA) is responsible for regulating the private security industry in Great Britain. The independent body reports to the Home Secretary, under the terms of the Private Security Industry Act 2001. SIA’s mission is to regulate the private security industry effectively; to reduce criminality, raise standards, and recognize quality service. SIA has two main duties. One is the compulsory licensing of individuals undertaking designated activities within the private security industry; the other is to manage the voluntary Approved Contractor Scheme, which measures private security suppliers against independently assessed criteria.

- **Industry/Vertical** Private Security Industry
- **Employees** 150
- **Infrastructure** 150 PCs and laptops; Microsoft® Exchange, SQL, CRM, and SharePoint™ servers
- [www.the-sia-org.uk](http://www.the-sia-org.uk)

## TREND MICRO PRODUCTS

- **Trend Micro LeakProof**  
<http://us.trendmicro.com/us/products/enterprise/leakproof/index.html>



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