

WebAgain Case Study:

Salt Lake City Corporation

Lockstep Systems, Inc.

+1-480-596-9432

1-877-WEB-FIXR

info@lockstep.com

www.lockstep.com



LOCKSTEP®

© Copyright 2002
Lockstep Systems, Inc.

WebAgain Case Study: Salt Lake City Corporation

Salt Lake City Corp. (SLCC) is the support organization for what has become one of the most notable cities in the U.S.-Salt Lake City, Utah. Known as the “Crossroads of the West,” Salt Lake City is host to the 2002 Winter Olympic Games. Salt Lake City has been singled out by virtually every prestigious publication as one of the top metropolitan areas in the nation. In 2000 alone, Places Rated Almanac voted Salt Lake City the “Best Place to Live in North America,” Money Magazine selected it as the “Best Western City to Live in the U.S.,” INC Magazine named it the second “Best Large Metro Area to Start and Grow a Company,” and Forbes Magazine called it “One of the top 20 best places in America to do business or advance your career.”

The Problem

One of the services SLCC provides is the official Salt Lake City web site, www.slcgov.com, which offers a wealth of information about Salt Lake City, including regional news; business, entertainment, and government information; a city directory; and links to various city services. This web site also keeps visitors and residents apprised of the latest developments regarding the 2002 Winter Olympic Games.

To help ensure the continued success of the site, especially as millions of people visit it during the Games in February 2002, systems engineers at SLCC began in 2001 to identify and resolve the security needs of the site. According to Michael Johnson, chief systems engineer at SLCC, while the company fully understands that it is nearly impossible to completely secure every system all the time, they also remain determined to meet their key security objectives. One of those objectives, he says, is to maintain the integrity of the city’s official web site content while providing enhanced performance and disaster-recovery capability.

The Solution

After evaluating possible solutions to protect its web site content, SLCC selected WebAgain software, from Lockstep Systems. The WebAgain product is a software utility that automatically scans web content to detect unauthorized changes. If such a change is detected, the WebAgain product automatically republishes the appropriate information in seconds without taking the web site offline. As a result, visitors to www.slcgov.com see the information they’re supposed to see, day and night, even if a hacker manages to break through defensive security measures and change content on the site.

For Johnson, the WebAgain product offers an important complement to firewalls, intrusion detection systems, anti-virus software, and other security solutions. “Even with more traditional security solutions in place, you can’t completely eliminate the possibility of a security breach,” he says. “But with the WebAgain product, you can significantly reduce the risk of serving up any altered web content that might result from a hacking incident.”



LOCKSTEP®

© Copyright 2002
Lockstep Systems, Inc.

The WebAgain product checks for alterations as frequently as requested by the administrator. SLCC uses the default scan schedule, which calls for a “Thorough Scan” every two hours and a “Fast Scan,” which examines date and time stamps for each web site file, every 15 minutes. If any unauthorized change is detected, from a subtle text change to the addition of extra files, the WebAgain software immediately reposts the original content, quarantines copies of the hacked pages, and notifies the system administrator.

SLCC’s web content is housed on an internal Windows server, which the WebAgain software monitors, and is mirrored to geographically-separated servers in other states to enhance performance and provide a disaster-recovery capability. If updated content needs to be published, it is published once to the WebAgain server, which sends the updated content to the main web server and each mirrored server simultaneously. Johnson notes that because just one WebAgain license protects the main site as well as an unlimited number of mirrors of that site, the solution is very cost-effective.

In addition, the WebAgain product supports a variety of web site publishing protocols, including FTP, Microsoft FrontPage extensions and shared folders. This allows SLCC to use a variety of web site publishing software or scripts to produce and publish web pages to the WebAgain server, which accepts the content and in turn publishes the files to all the mirrored sites.

Further, when content is republished, the WebAgain software compares the new version of the web site against the previous version, and then sends only the changed files, thereby speeding file transfer time.

Johnson points out that in addition to ensuring web content integrity, the WebAgain product makes it easy to keep archives of content without having to resort to manual backup procedures using traditional backup tapes. SLCC can store as many versions of its web site content as it needs. From this online archive, an administrator can easily republish a specified archived version using the simple point-and-click WebAgain user interface.

“The WebAgain software also includes several useful security features,” Johnson adds. “You can set it up to allow or restrict certain machines as well as to password-protect the program itself. You also can turn off remote administration privileges for specific systems.” In addition, the WebAgain product secures servers containing multiple NICs (network interface cards), enabling the administrator to determine which NICs the software will monitor.

“It’s impossible to know if and when a security breach will occur,” Johnson concludes. “However, with the WebAgain product, you can know that the part of your company the public sees-your web site content-is unaffected. Firewalls and other security solutions are still a critical part of our security setup, but they will not fix content that might have been changed without authorization. The WebAgain product does. It helps complete our security circle.”

Contact: Michael Johnson (801) 535-7982

