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Fight from the inside: 2+ years Qualys Cloud Agent – lessons learned

Siemens Corporate Scan Service

Why Cloud Agent?

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Fight from the inside – unauthenticated is not enough

But…

- Authenticated scans and password life cycle are a nightmare
  - 1.5k providers and administrators
- Psychology – Humans don't want to give away control

Cloud Agent: Lessons learned

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It’s mostly about politics

- Management support
- Communication is vital
- Make friends at an early stage
  - Implement a showcase
- Be prepared to answer any question
- Have a lab environment ready

Cloud Agent: Lessons learned

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- Needs a dedicated project
  - Plan for disaster
  - Establish a human network

- Track and trace
  - Communication is vital
  - Be as supportive as possible
    - Hey Qualys: can you say MSI?

- End of project doesn’t mean you are done
- License costs are not the point!

Findings

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Don‘t panic!

- Sit down and have a cup of tea first!
  - Your standard process will probably be not enough

Don’t get lost in the details!

- Visualize & identify patterns - Pivot is your friend
- Explain them – to management!
  - Fix it!

Cloud Agent: Lessons learned

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Some things you might discover:

- Some have no patch process at all
- Don’t control their patch process
- Gave away the keys - no clue who installed what and why
- Have no support contracts and thus no access to patches
- Decommissioned machines are just abandoned and run on their own
- Systems are installed with ‘all in’
- Maintenance windows are to short
- Skills and resources can be a problem

Vulnerability Remediation: 3 Strikes Approach

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1. Low hanging Fruits on application layer

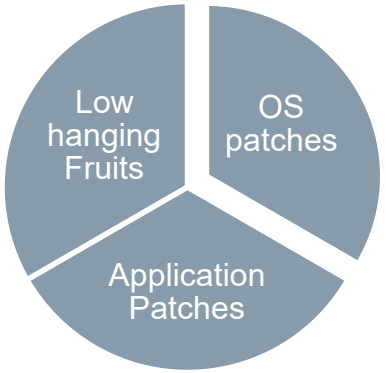
- **Remove unnecessary** software, e.g. Adobe Reader, Flash, Firefox, Office…

2. OS layer:

- Get **all** the latest **patches** from the OS vendor, install and verify successful installation

3. Applications:

- Get **all** the latest **patches** from the application vendor(s) , install and verify successful installation



Implement a regular, periodic process for the above steps –
be pro-active not reactive!

Passive Resistence

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- Address people directly
  - Leverage your human network

- Your systems are at the top 100 worst of the company
  - BUT WE CAN CHANGE THAT – TOGETHER!

How Qualys could help

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- Self healing agents
- Better debugging capabilities
- More transparency
- More revision control – manifest control
- Provide MSI packages

Thank you for your attention!

Contact page

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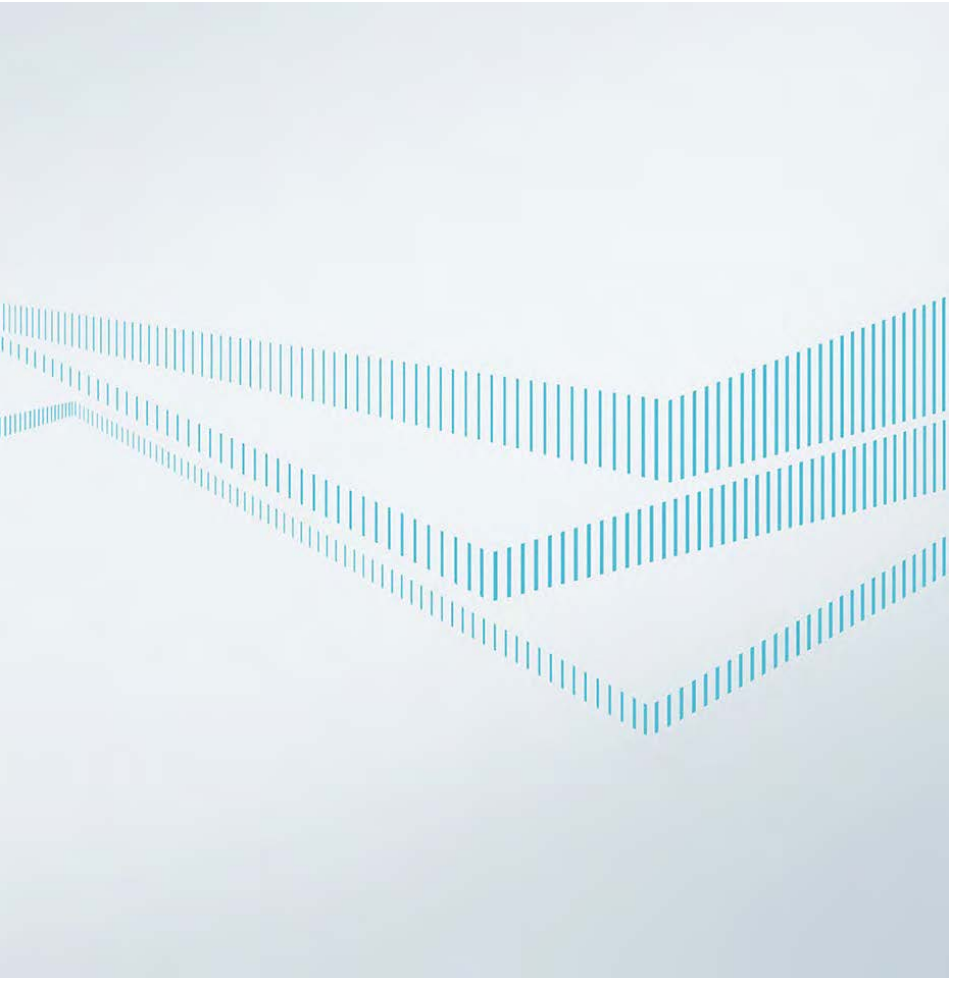

Michael Seeger

Siemens AG
Cybersecurity

Mobile: +49 (173) 3758028

E-mail: Michael.Seeger@siemens.com