



**HOW TO HIT THE
JACKPOT
WITH
A SECURITY INVESTMENT**

Keith Girt – Managing Director

Systor Security Solutions

16TH ACSAC

NEW ORLEANS

14TH December 2000



From December 4th

Schumann Security Software

Became

Systor Security Solutions

■ THE BUSINESS VIEW

- Security is a necessary evil
- Security is the responsibility of the Security Department
- Security delays business initiatives
- Security costs too much

■ THE USERS' VIEW

- Security gets in the way of the job
- Any request takes too long
- It's too technical for me to understand

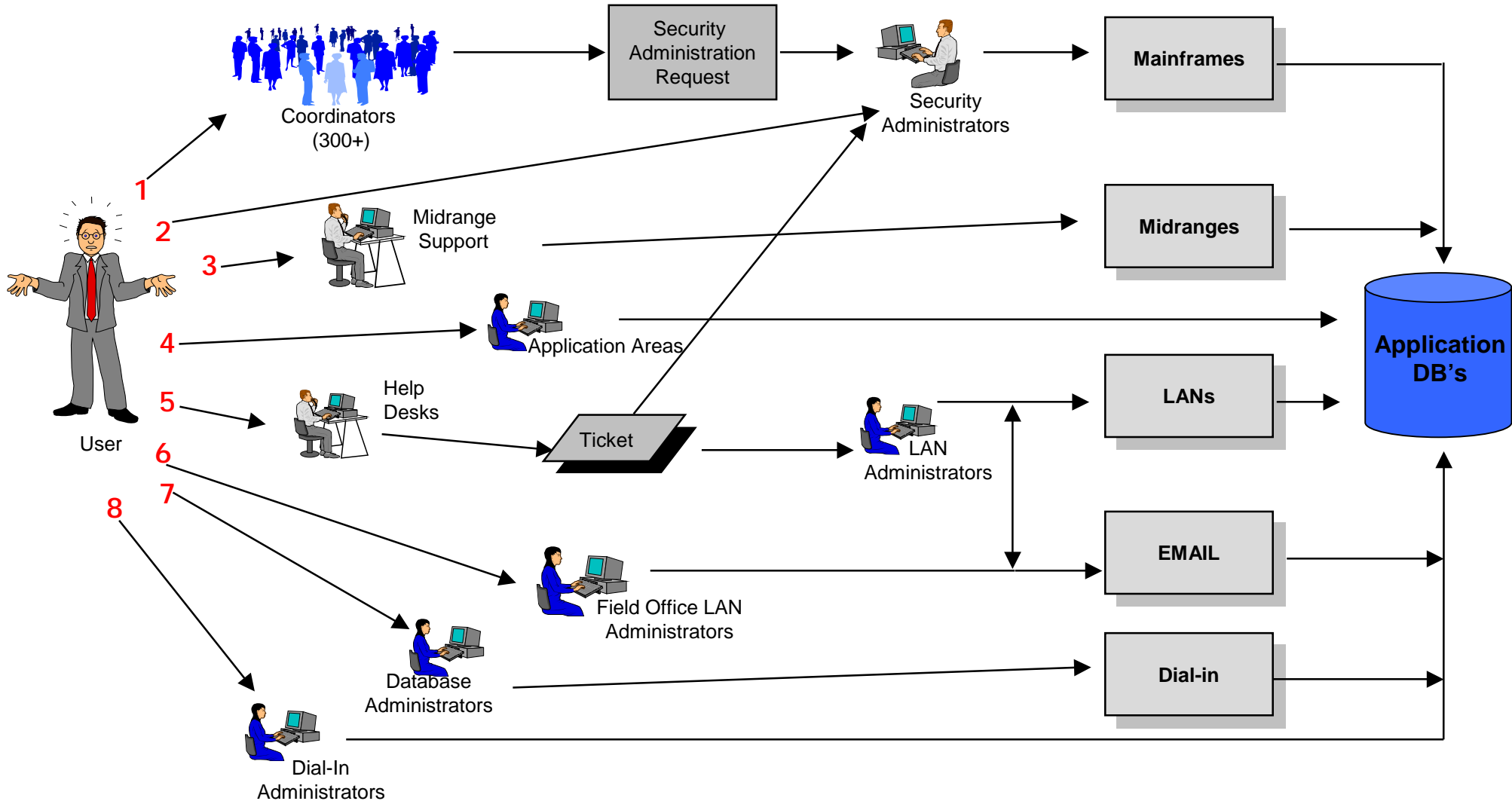
■ THE IT INDUSTRY'S VIEW

- Security is a business enabler - IT WILL COST YOU MONEY\$\$\$\$

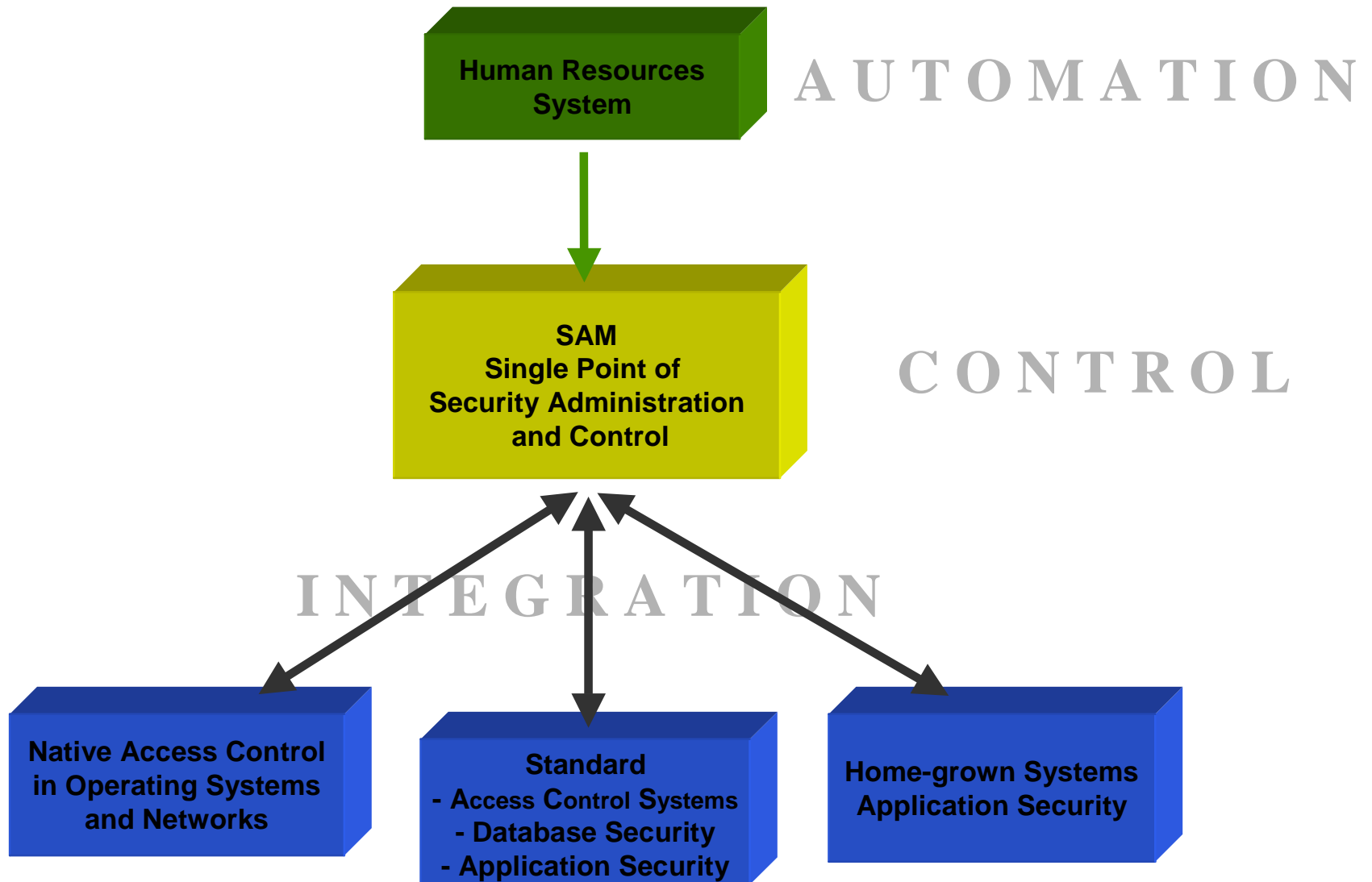
- **Major Financial Services Sector Client**
- **Worldwide Operations**
 - **30 million Customers**
 - **30,000 Employees (now 45,000)**
- **OS390 - Top Secret and RACF**
- **5 NT Domains**
- **130 Unix Servers**

Study is based on the first 3 years – 1997-1999

The Client – Pre Project



The Solution



- **Security Administration – Staff Productivity**
- **Change Request Lead Time – End User Productivity**
- **Password Reset – H D Staff Productivity**
- **Education & Training - Impact on Costs**
- **Replacement of other tools - Impact on Staff Time**
(Impact on costs)

Measurements taken before implementation and at each anniversary.

Savings – Security Administration



Staff productivity

	<u>Pre Project</u>	<u>Year 3</u>
Total Requests	130,000	698,000
Handled by SAM	0	475,000
Administrators	40	65
Number Saved		74

Total Cost per Administrator per Year \$95,000

Therefore Total Saving \$7,030,000

Savings – Change Request Lead Time



Internal Staff

Year 3

CR Lead Time Reduction	2 days
Realistic Productive Saving	30 mins
Positive Requests Through SAM	232,600
% of Requests Affecting Productivity	35%
Total hours saved	40,705
Hourly Staff Cost	\$71.60
Annual Saving	\$2,914,478

Savings – Change Request Lead Time



External Staff

Year 3

CR Lead Time Reduction	2 days
Realistic Productive Saving	30 mins
Positive Requests Through SAM	149,200
% of Requests Affecting Productivity	100%
Total hours saved	74,600
Hourly Staff Cost	\$94.40
Annual Saving	\$7,042,240



Automated Solution With SAM & Voice Response Unit – Help Desk Staff

	<u>Pre Project</u>	<u>Year 3</u>
Total Password Reset Requests		53,040
HD Staff Time per Request	3 mins	0 mins
Total Staff Time Saved		2,652 hrs
HD Staff Cost per Hour		\$46.90
Total Cost Savings		\$124,380



Automated Solution With SAM & Voice Response Unit – End User

	<u>Pre Project</u>	<u>Year 3</u>
Total Password Reset requests		53,040
End User Staff Time per Request	4.5 mins	1.25 mins
Total Staff Time Saved		2,873 hrs
HD Staff Cost per Hour		\$71.60
Total Cost Savings		\$205,706

Cost Benefit Summary



Total Savings Over 3 Years	\$24,256,000
Total Project Costs Over 3 Years	\$3,131,000
Net Savings	\$21,125,000

Break Even Was Reached After 18 Months

