SGI® Remote Services Policy Server

Establish and Enforce Access Policies for SGI Systems Deployed Within Your Infrastructure

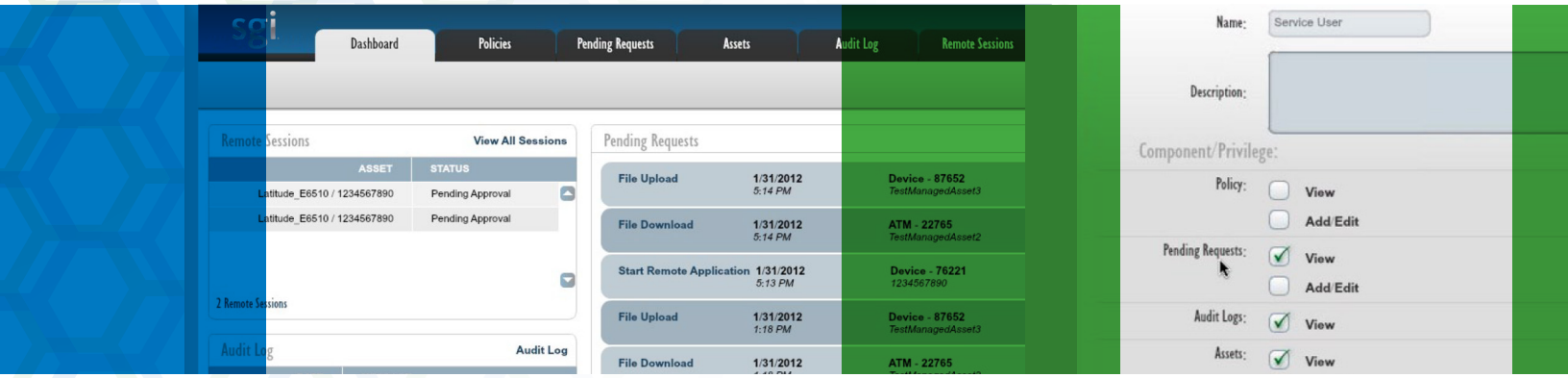
Key Features

Full control over which actions can be performed remotely on your SGI systems.

Single Policy Server runs on Customer provided platform

Firewall-protected applications

Activity and local log files review



Control and Set Unique Corporate Access Policies

In extremely security-conscious environments you need the ability to control and set policies on which actions can be performed remotely on your SGI systems. The SGI Policy Server enables Customers to establish and enforce their unique corporate access policies for SGI systems deployed at your facilities, and also provides an audit log for compliance purposes.

The Policy Server is an application operated by you, to set SGI® Remote Services communication policy and record audit logs for all SGI Remote Services interactions. The Policy Server is a server-based software application that resides on your network and your equipment and provides a comprehensive set of permission settings that govern remote services for all of your SGI systems at your location(s). This control applies to every kind of remote server activity, including handling remote diagnostics, retrieving files, configuration and diagnostic information.

Benefits

- Customer-facing application, protected behind Customer's Firewall and inaccessible to SGI
- Manage Policy Server via a corporate or a standalone user directory
- A single Policy Server manages policies for different types of devices in multiple locations
- Remote Connected Access sessions enabled for a specific period of time
- Review of all activity and local log files

Checking Policies and Permissions to Handle Action Requests

Policies consist of a group of permissions, each describing an action and a consent setting (always, never, and ask) that is associated with that action. The SGI Remote Services Agent checks the policies maintained by the Policy Server before any actions are performed. The Agent communicates with the Policy Server to collect, process, and store these permissions.

Accepting and Rejecting Action Requests

If the policy states that the permission is set to automatically accept, then the Agent accepts the action request. Conversely, if the permission has been configured to automatically deny, the Agent simply rejects the action request and reports the rejection to the Policy Server. In both cases, the Policy Server logs the event. This allows you immediate access to perform specified functions, while blocking any activities that are not permissible.

For actions that require individual authorization, the policy can be set to “ask”. In these events, the Agent forwards the request to the Policy Server, which manages the workflow of contacting specified approver(s) to obtain acceptance or denial. The approver reviews the pending action requests by securely logging into the Policy Server. All activities are logged locally, including which user provided authorization for each activity. When a request is approved, the customer administrator has the option of approving it for just one time, or for a set period of time. With a one-time approval, any new requests once again go through the approval process. If a time window has been set, multiple requests – of the same type - can be executed during the time window without requiring a new approval.

Defining Permissions with Policies

Policies can be scoped at three levels; global (all SGI systems), model (by SGI system type) and individual SGI system. Administrators can use the Policy Server’s intuitive user interface to create and enforce privacy policies and define their scope. Global settings allow corporate policies to be set that apply across all SGI systems. Model settings allow a single policy to control all systems of the same type, and individual device settings allow for special situations or for grouping systems in different parts of the business to have different policies. The Policy Server administrators can configure which permissions can be overridden at lower levels. This means corporate policies will never be undermined, yet exceptions can still be accomplished.

Fault Tolerance for Reliability

In the event that the Policy Server becomes unavailable, all SGI systems will continue to automatically accept or deny actions based on the last known policy. SGI Remote Services Agents cache the policy locally, so that they can continue to operate and follow policies even if communication to the Policy Server is lost. As soon as the Policy Server becomes available again, all agents are automatically refreshed with the latest policy.

Controlling and Adding Actions

The Policy Server dynamically creates the list of activities that can be managed; all this is based on information from the SGI Remote Services Agent. As new activities are deployed, the Policy Server dynamically adds those actions into its configuration for control. Examples of activities that can be controlled include:

- Uploading and downloading files
- Starting Connected Access sessions
- Running scripts
- Executing applications
- Monitoring data continuously
- Setting data time values
- Restarting and provisioning the Agent
- Setting ping rates

Time Limited Requests

When the SGI Remote Services Agent forwards an “ask” action request to the Policy Server for processing, the action request includes an expiration period that ensures the request is automatically denied and logged after the set time. You and your users don’t have to worry about an expired request being approved and executed.

Tracking Activity for Compliance

The Policy Server provides a local and completely secure audit-logging service that only you can inspect. This means that you always have up-to-date and comprehensive knowledge of all activities.

The viewable audit log, located on the Policy Server, is completely protected behind your firewall and verifies all activities.

About SGI

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