



The  
**Science**  
of  
**EDGE**  
THE KNOWLEDGE TO MASTER THE NEW SUPPLY CHAIN

# An Umbrella Policy for Your IT Infrastructure

Track 6 Session 3

# Paul E. Berna, PMP, MBA

---

- Customer Service Manager, IT Managed Services
- Dematic
- [Paul.Berna@Dematic.com](mailto:Paul.Berna@Dematic.com)
- 616-913-7797
- [www.dematic.com](http://www.dematic.com)

# Abstract

**Managed Care is a fairly new industry dedicated to making sure that your software, databases, servers and network are happy, warm, clean, current, secure, and patched at all times. This guardian angel of IT will explain how Managed Care is a critical part of today's comprehensive Ownership Strategy and what elements and options exist. Out of sight, out of mind, may mean out of luck if your IT infrastructure is not properly maintained and monitored.**

# Introduction Statement

**In our industry, often times the material handling equipment and associated IT based components required to control the equipment within operations are not taken into consideration relative to the enterprise or corporate IT security and infrastructure administration.**

**If we look closely into the systems actually controlling the material handling equipment we will find servers, we will find operating systems and software applications that are all interconnected, sharing data, performing business decisions, managing user accounts and ultimately responsible for ensuring operations is running well.**

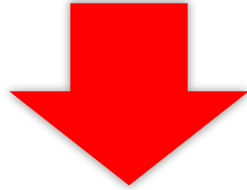
**Let's examine what options are available – specifically for the IT systems responsible for controlling a material handling solution – to ensure the security and performance risks are being effectively managed.**

# Agenda

- **Introduction to Managed Care**
- **What Security Risks Exist**
- **Reasons to Consider Managed Care**
- **Program Options**
- **End Goal**
- **Next Steps**
- **Key Takeaways**
- **Conference Cloud**
- **Questions**

# System Architecture Overview

AS400/WMS



Software Application



PLC



Conveyor





# Introduction

## What is Managed Care?

**Managed Care is an IT-based component of an Ownership Strategy.**

**Security &  
Patch  
Management**

**Managed  
Care Team**

**Program  
Types**

**Benefits and  
Advantages**

**Program  
Deliverables**

# Security Vulnerabilities

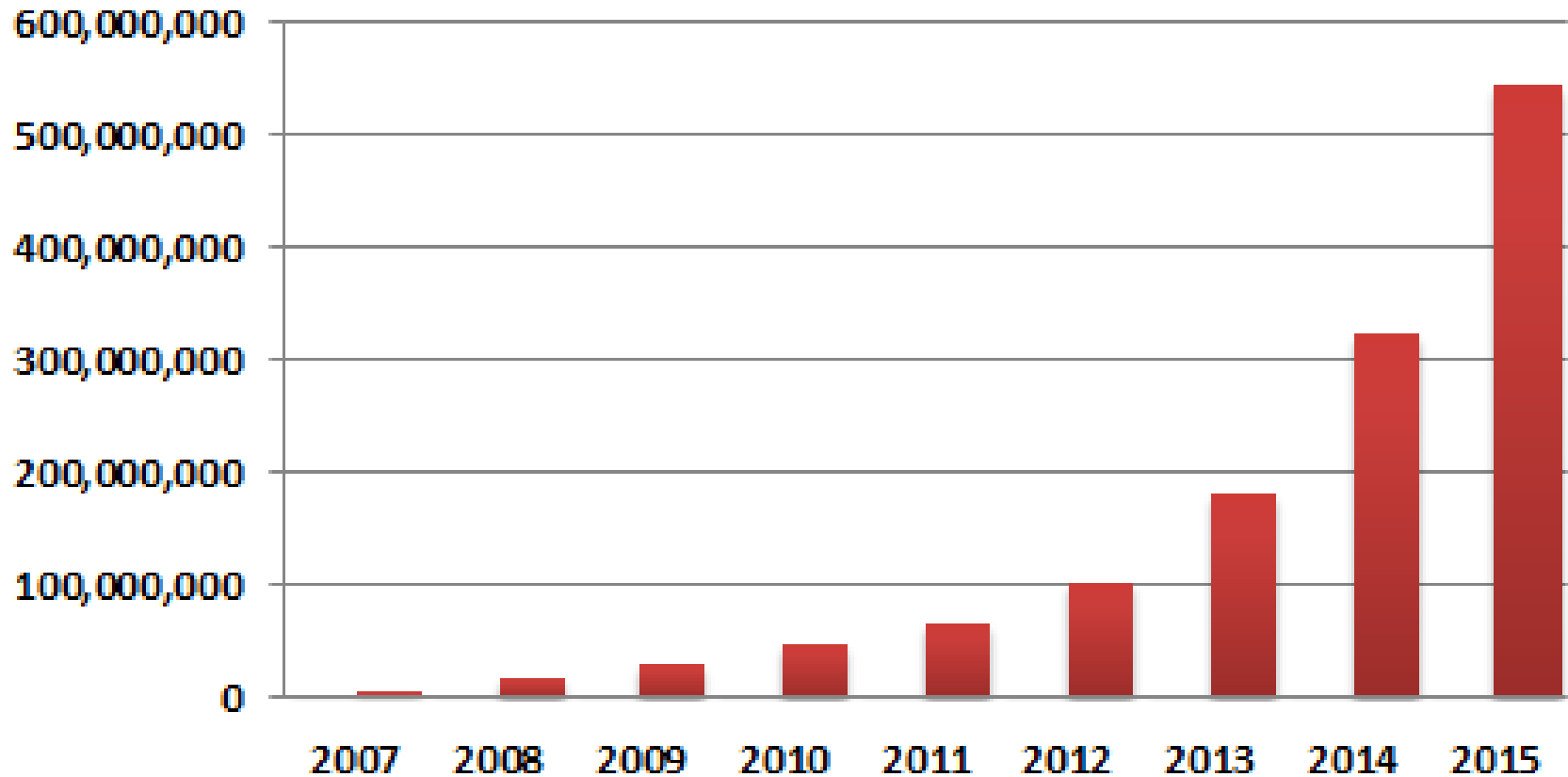
How are the security and performance vulnerabilities exploited?





# Things to Consider...

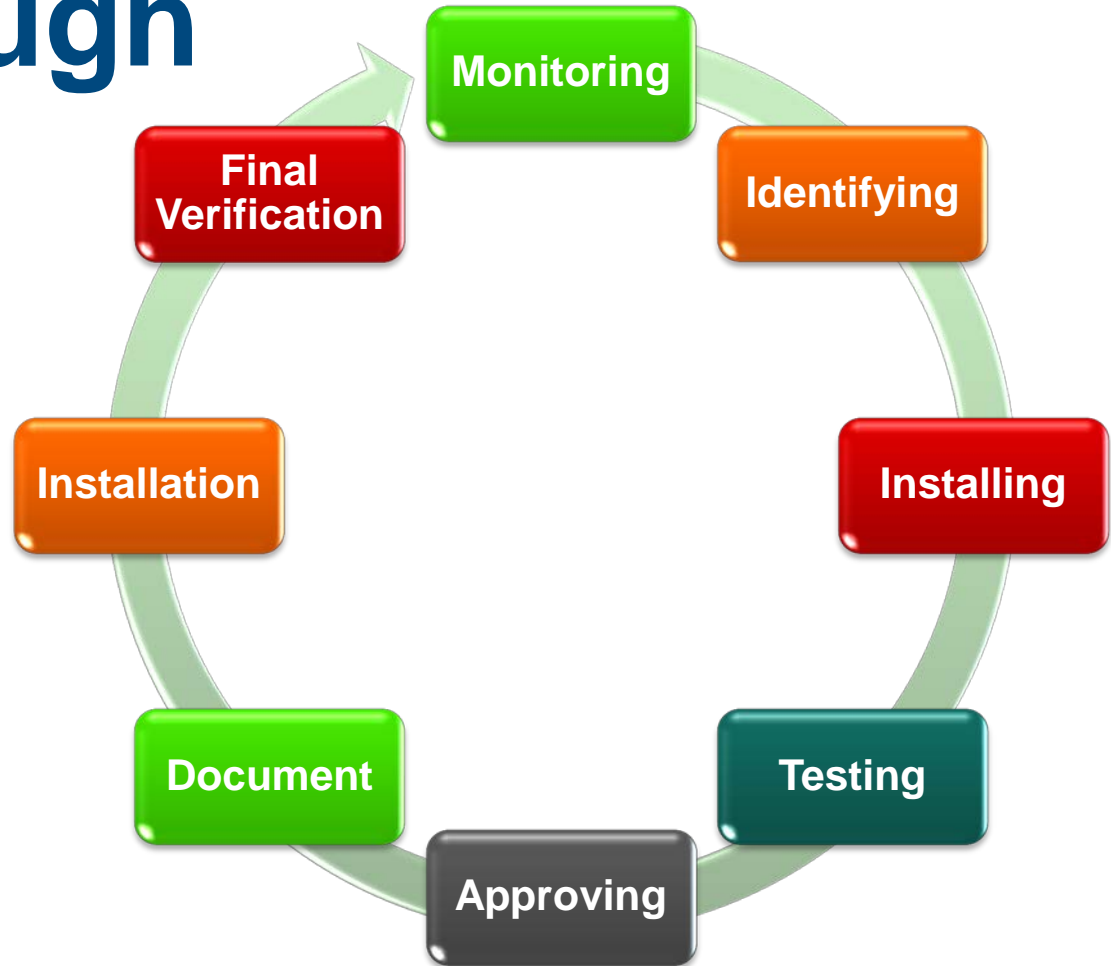
## Total Malware



# Security & Patch Management

## It's a thorough process!

- **Update & Testing Methodology**
- **Out of Band High Priority!**



# Managed Care Support Team

**What are the skills and experience requirements to perform Managed Care?**

**IT Professionals**

**Software Engineers**

**Help Desk Support**

**Corporate IT**

**Product Development**

**3<sup>rd</sup> Party Suppliers**

# Program Options

## “Test” vs. “Application”

### TEST:

- Identify
- Apply
- Validate
- Document

### APPLICATION:

- Identify
- Apply
- Validate
- Document
- Coordinate
- Stage
- System Health Check
- Installation
- Verify System

# Benefits & Advantages

## Why have Managed Care?

- Eliminate a Trial and Error Process
- Being Proactive vs. Reactive
- Risk and Liability Transference
- A formal Patch Management Plan
- Enables adherence with Corporate IT Security Policies

# Activity Tracking

## How are Managed Care processes documented?

Bulletin ID	Bulletin Title and Executive Summary	File Name	Severity Rating & Vulnerability Impact	Affected Software	Result
<a href="#">MS15-043</a>	<p><b>Cumulative Security Update for Internet Explorer (3049563)</b></p> <p>This security update resolves vulnerabilities in Internet Explorer. The most severe of the vulnerabilities could allow remote code execution if a user views a specially crafted webpage using Internet Explorer. An attacker who successfully exploited these vulnerabilities could gain the same user rights as the current user. Customers whose accounts are configured to have fewer user rights on the system could be less impacted than those who operate with administrative user rights.</p>	<p>WindowsServer2003-KB3049563-x86-ENU (Does not apply to RR 2K3)</p> <p>IE7-WindowsServer2003-KB3049563-x86-ENU (Does not apply to RR 2K3)</p> <p>IE8-WindowsServer2003-KB3049563-x86-ENU (Applies to RR 2K3)</p> <p>Windows6.1-KB3049563-x64 (Does not apply to PTV or SD 2K8)</p> <p>IE9-Windows6.1-KB3049563-x64 (Applies to PTV 2K8)</p> <p>IE10-Windows6.1-KB3049563-x64 (Does not apply to PTV or SD 2K8)</p> <p>IE11-Windows6.1-KB3049563-x64 (Applies to SD 2K8)</p>	<p>Critical</p> <p>Remote Code Execution</p>	<p>Microsoft Windows</p> <p>Internet Explorer</p>	<p>Requires restart</p>

- System Profiles
- Update Releases
- Install Plan
- Testing Checklist
- Status Reports
- Technical Support



# Case Study

## What changed because of Managed Care?

- **Distributor of Computer and Technology Products**
- **6/23: All servers were rebooting with three hours of lost production**
- **7/1: Workstations were shutting down causing less than one hour to recover**
- **Corporate IT engaged**
- **Formal Managed Care plan established**



# Key Takeaways

# Managed Care

- **Reduces risk**
- **Proactive vs. reactive**
- **Maximizes system performance and uptime**
- **Saves money**
- **Protects your customers**

# Conference Cloud

## Additional Resources

- <https://www.dematic.com/en-us/services/customer-services/remote-services>
- <https://www.microsoft.com/security/pc-security/updates.aspx>
- <https://www.microsoft.com/security/pc-security/malware-protect.aspx>
- <http://searchsecurity.techtarget.com/Six-steps-for-security-patch-management-best-practices>
- [Microsoft Security Bulletin: MS04-011](#)
- <http://www.patchmanagement.org/pmessentials.asp>

The  
**Science**  
of **EDGE**

THE KNOWLEDGE TO MASTER THE NEW SUPPLY CHAIN

**Questions**



**Material Handling & Logistics**  
**CONFERENCE**  
SPONSORED BY DEMATIC

# Win an iWatch!

## Evaluate this session online!

[www.mhlc.com/eval](http://www.mhlc.com/eval)

Every evaluation provides us with valuable insight for future conference sessions. Each submission increases your chances of winning an iWatch.

