



## *Protecting Customer Data at Rest and in Motion*

One of the greatest security threats to bank data is basic human error and intervention. Of course in terms of intentional security threats, these scenarios are usually a result of hacker intervention. A more commonplace illustration is simple and unintentional human error. These "mistakes" often result in generating as much harm as those from planned criminal activity. When we considered the security threats resulting from human error, we've discovered instances where bank employees inadvertently hit the wrong key or made double entries and any number of seemingly insignificant missteps that quite often provoke disastrous results - not only to the organization but to the customers as well.

Your IT staff may have experienced an overly hectic day, but more often these "mistakes" are simply inadvertent errors that result in a threat to customer data and in turn to the hard earned public prestige of your bank. Whatever type of activity provokes a costly and often public security threat, it can be debilitating to your bank's entire IT infrastructure. The bank must employ diligence to protect itself from unintentional mistakes which demand enormous resources to rectify, and can compromise critical customer information in numerous ways.

To minimize errors and protect their reputations, banks must strive to initiate and enforce effective security policies, procedures, and solutions in their IT environments. When banks invest in event driven, real time IT automation, this technology will provide an excellent return on investment by meticulously monitoring and preventing many unintentional errors. With a flexible automation solution in the data center, banks can be proactive rather than reactive, and PREVENT errors by continuously scrutinizing and refining their daily processes.

At SMA, we have always considered security to be our top priority and have continually strived to refine and enhance the security model that we incorporate into our OpCon/xps technology. SMA's security model is well proven, and has been implemented in a wide range of organizations throughout the world. Additionally, OpCon/xps includes a consummate notification system which permits administrators to establish notifications based on a vast number of activities that could occur in your IT environment including monitoring errant activities and system changes.

While some automation systems are difficult to install and maintain, OpCon/xps is extremely efficient, thus requiring a small footprint to do its job. It is also easy on the bandwidth with a low network overhead. OpCon/xps features a Resource Monitor which is a self contained performance solution that leverages other OpCon/xps components. Although it's designed to work exclusively with OpCon/xps, it permits our client partners to create notifications based on how they conduct business and their particular environment - whether they are using Windows, UNIX, Linux or any other operating system currently in production!

We recognize that a considerable component in bank IT operations focuses on remaining compliant and documenting their compliance to auditors. Therefore we include a robust historical repository, full audit trail features, and comprehensive reporting as components in OpCon/xps. Any bank that partners with SMA is guaranteed to receive our dedicated, world class technical support available to assist their IT teams in securing their operations in addition to significantly enhancing their back office and data center operations.



**Michael W. Taylor**  
CEO

**Michael W. Taylor** has played an essential role in the ongoing evolution of SMA's presence in the automated workload management, event management and job scheduling environments. He is actively involved in all aspects of the company's business development and sales efforts in support of customers around the world. He joined SMA in 1981 and has held various computer operator and programming positions in the Houston office. In 1995, Mr. Taylor advanced to Vice President of Sales, in 1996, he became Executive Vice President and in 1997, he was named President of SMA. Mr. Taylor attended Texas A&M University in the computer science/information systems curriculum. Mr. Taylor also serves on the Board of Directors for SMA.



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