

# Security Monitoring

## Frequently Asked Questions

### I already purchased Network Monitoring. Why do I need Security Monitoring?

Network Monitoring focuses on your network hardware from an operational performance and availability perspective. (Packet Loss, Latency and Reachability) Network Monitoring provides the first level of monitoring and allows data to be captured, reported and analyzed. Motorola's Security Monitoring service was designed specifically for ASTRO® 25 networks like yours and identifies viruses, worms, and other potential security threats that will result in a security incident and impact system availability and performance. While these threats could come from outside, they could unintentionally come from your own employees or third party vendors who work on your network.

### Why can't I buy standard off-the-shelf software?

While this service is not limited to Land Mobile Radio Solutions, only Motorola's Security Monitoring service was designed specifically for ASTRO 25 public safety radio communications networks. Additionally, the total cost of ownership extends well beyond hardware and software expenditures. There are many more not-so-obvious costs, such as future pensions, health care and paying for supplies for each federal employee. Motorola's experience and expertise of analyzing network and radio network traffic to enable filters and rules is more cost effective. Motorola's Security Monitoring looks at variances in traffic, signatures and events – anything out of the ordinary. We are currently monitoring over 50 large public safety networks and in addition to looking at the norms for your own network, we are able to benchmark the data against other Motorola networks like yours.

### Who will monitor my network? How much experience do they have?

We have 20 trained technologists at our Security Operations Center. These experts are currently monitoring over 50 customer networks, as well as 100,000 Motorola nodes. They look at the data, identify events outside the norm, and then initiate incident response and escalation processes. The technologists also have direct access to Motorola's engineers who know the network inside and out and get involved to resolve the more critical, higher level issues.

### What's the process?

Your network security elements will be monitored 24x7x365 (includes antivirus, firewall, IDS, centralized logging services, etc.) for proactive detection, collection, and analysis of security events. Our Remote Incident Team provides SLA-driven notifications and remediation assistance with security case management, escalation as needed, and security incident reports. Proven processes and procedures ensure automated deployment of pre-tested antivirus and IDS updates with 24-hour turnaround for urgent anti-virus updates.

### What other value does this service provide?

**Productivity:** You or your staff would have to sift through raw data which could take days and may not be evaluated properly. And because it is a tedious lengthy process, by the time a qualified security threat is identified, it could have already infected your network. Because we do this for you, your technical resources can be refocused on activities that directly support your mission.

**Preparedness:** It's always better to be prepared than take a chance and put your critical infrastructure at risk. Motorola ASTRO 25 Security Monitoring ensures that the people and response processes are in place to react to any network security event that may impact your radio network.



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