

Case study

## Comune di Milano

# BT professional services help secure Expo Milan 2015

As more than 140 participating countries exhibit at Expo Milan 2015, the city's expecting to greet over 20 million guests. But Guido Albertini, chief information officer at Milan City Council (Comune di Milano), is expecting some unwelcome visitors too. Why? Because international shows inevitably attract those bent on wreaking havoc in the networks that support them.

As well as taking advice on building resilient systems to cater for unplanned incidents, Guido sought those who can virtually read the minds of hackers and cyber-criminals. He found them in the BT Advise professional services organisation, whose consultants are regularly called upon to share their hard-won major event expertise.

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Guido Albertini, Chief Information Officer, Comune di Milano



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Guido Albertini, Chief Information Officer, Comune di Milano

## BT Advise professional services help Comune di Milano reinforce network resilience and security

### Making prudent preparations for a global event

One of the most vibrant cities in the world, Milan is a global fashion and design capital. It’s also hosting Expo Milan 2015, a six-month event set to attract over 20 million visitors.

Against that backdrop Milan City Council (Comune di Milano) has a pivotal role. Guido Albertini, chief information officer, says: “We have a high-bandwidth fibre optic network linking over 700 sites, and we outsource its management and support to BT.”

The council decided to review extra infrastructure demands that would be posed by Expo Milan 2015. “We needed independent advice and BT was ideally placed to help,” adds Guido. “It has the right breadth and depth of knowledge and vast event experience from running the London 2012 Olympic Games network.”

Consultants from BT Advise professional services worked with Comune di Milano to draw up terms of reference for two separate projects. One focused on resilience; the other addressing security.

### Redundant data centre assures resilience

BT Advise consultants worked collaboratively with the Comune di Milano IT team to specify requirements and map out the

architecture for an all-new disaster recovery site, hosted at a BT data centre. This replicates the council’s primary data centre with more than 100 virtual servers. It’s capable of running critical core business applications like the citizen register, finance and geographical information systems.

A nightly backup means that should a catastrophic event occur the disaster recovery site can be brought online without delay. “Thankfully we’ve not needed to use it and I pray we never do,” says Guido Albertini. “But it makes perfect business sense because we’re obliged by law to have this capability for compliance.”

### Bringing experience of shadows into the light

The security engagement involved a BT Advise professional services specialist from the Netherlands supported by a team of remote experts. Delivered over a two-month period this covered applications, network hardware and software, people, procedures and policies.

Penetration testing, otherwise known as ethical hacking, saw BT experts probing the network for vulnerabilities. The consequences, should these be exploited by an attacker, were also assessed. Typical vulnerabilities include cross-site scripting, which enables attackers to inject malicious scripts into web pages, and SQL injection used to attack data-driven applications.

BT Advise experts come with previously-acquired ethical hacking skills honed on the job. Security certification training and attendance at so-called black hat conferences are other attributes. “The value the BT Advise security consultants brought was very useful,” says Guido Albertini. “They fight every day against shadowy underground hacker communities. That brings deep intelligence and understanding.

### Readiness is crucial should the worst happen

BT also helped establish the fast-response team for the duration of Expo 2015. Comune di Milano can enhance the capability of this team by calling on services like BT Assure Threat Defence, a real-time managed service giving access to certified cyber analysts for immediate responses to critical alerts or targeted malware. Meanwhile, BT Assure DDoS Mitigation averts cyber-attacks that attempt to swamp target internet sites or web applications with vast numbers of bogus hits.

Guido Albertini sums up: “We’ve been positively impressed by the expertise of the BT professional services people who helped us enhance our disaster recovery and network security arrangements. From an IT perspective the City of Milan is ready for Expo 2015 and beyond.”



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Registered office: 81 Newgate Street, London EC1A 7AJ  
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07/15

### Core services

- BT Advise professional services
- BT Compute managed hosting services
- BT Assure Ethical Hacking
- BT Assure DDoS Mitigation
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