Updates on Anti-SPAM and Soft Phones

Tim Smith

ACCU 6th September 2016
Transition to Soft Phones

- **Driver: going digital**
  - Replace proprietary PABX by in-house VOIP based on OSS products

- **Timescale**
  - Agreed by Extended Directorate in December 2015
  - Remove analogue phones by LS2, May 2018

- **DialTone Project launched**
  - Preferred means of voice communication
    - Mobile, Mobile App, SoftPhone, Handset
      - Working environment, expectations and suggestions
  - Validate use cases covered
    - CERN Collaboration Environment Board (reps from Depts, Expts)
  - Service Provisioning: Skype4Business (aka Lync) or OSS SIP
  - Compatible handsets
    - S4B or SIP: Polycomm VVX 201/411
Anti-SPAM at CERN

- **Summer 2015**
  - Production anti-spam system to reach end of life/support
  - Option evaluated against cost/effectiveness factors
  - Decision to use cloud service agreed by Extended Directorate

- **November 2015**
  - Migrated anti-spam to a cloud service from Microsoft: EOP
  - Exchange Online Protection
  - Amount of spam reported by people to spam-report@cern.ch decreased significantly (~50%)
EOP

• Data Location
  – CERN chose region Europe
  – Data centres: Ireland, Netherlands

• Operate under the [EU Model Clause](#) scheme
  – Validated by data protection authorities in France, Germany (Bavaria), Denmark, Ireland, Luxembourg, Malta, and Spain
  – Switzerland: recognised by the Federal Data Protection and Information Commissioner (FDPIC)

• US Federal Appeals Court Tested (Jun 2016)
  – Microsoft refused to comply with search warrant
    • Amicus briefs by 28 technology/media companies, 23 trade associations/advocacy groups, 35 leading computer scientists and the government of Ireland
  – Don't have to hand over customer data stored on computers outside US
  – Privacy rights are protected by the laws of their own countries