



## Nominee Showcase Presentation

# ISE NORTH AMERICA LEADERSHIP SUMMIT

## Nominee Showcase Presentation

### November 17, 2011

*Company Name:* The Walt Disney Company  
*Project Name:* Bag It & Tag It  
*Presenter:* Glen Taylor  
*Presenter Title:* VP Infrastructure, Security, and Compliance





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# Company Overview

## Walt Disney Parks and Resorts – *Where Dreams Come True*



**WALT DISNEY** Parks and Resorts  
Global Business Technology Strategy

- Nearly 100,000 Cast Members
- Over 1 Billion in Revenue
- 5 of the World's Leading Family Vacation Destinations
  - Disneyland Resort
  - Walt Disney World Resort
  - Tokyo Disney Resort
  - Disneyland Paris
  - Hong Kong Disneyland Resort
- World Class Cruise Line
- Disney Vacation Club
- Adventures by Disney





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# Project Overview: “Bag It and Tag It”

- Focused on Finding, Reporting and Cataloging unauthorized wireless access points at Walt Disney World Resort
- Utilized a “Crowd Sourcing” Team Method for the Execution of the Program
- Coordinating the Removal of Unauthorized Devices







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# Overview of Business Challenge

- Size and Scale
  - WDW Occupies 47 Square Miles
  - Operational 24x7, 365 Days a Year
  - The Largest Single-Site Employer in the Nation
- Complexity of the Organization
  - Wireless Access Points had been Set Up in Nearly Every Imaginable Location and Hidden from View
  - Lack of Clear Accountability and Process for Managing Wireless Access Points
- Perception
  - Wanted all Cast Members to Embrace Data Security, Rather Than “Hide” Their Unauthorized Wireless Access Points





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# Project Scope/Goals

- Immediately Reduce Number of Unauthorized Wireless Access Points at WDW
- Establish an Ongoing Process to Catalog, Audit and Manage Wireless Access Points
- Build Partnerships
  - Utilize Key Resources
  - Organize Follow-up Actions
- Encourage Every Cast Member to be “Data Security Aware”
- Energize the IT Department
  - Using “Crowd Sourcing” Methods for Team Building Activities
  - Create a Positive Visible Presence



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# "Bag It & Tag It" - Project Results

- Reduced Exposure by 30%
  - Located and Catalogued 1,000 Devices
  - Remediation Plans Submitted
- Established Best Practices for Future Events
  - Planning & Scheduling
  - Union Regulations
  - Legality Requirements
  - Building Access
- Visibility & Awareness
  - Reduced the Rate of Newly Identified unauthorized wireless access points Over the Last 3 Months by as Much as 40%





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# Lessons Learned/Best Practices

- Who Is Accountable?
  - Clear Responsibility and Accountability for Collecting and Maintaining Wireless Access Point Data
- Does Reporting Make Sense?
  - Accurate & Effective Reporting of Authorized and Unauthorized Wireless Access Points
- Is There a Request Process?
  - Establish an Efficient Wireless Access Point Request Process
- Who Knows About It?
  - Make Wireless Access Point Request Process Easily Available to all Business Areas
- What is the Standard?
  - Wireless Access Point Configuration Standardization