

Using Spirion for Windows

Penn State is committed to discovering, remediating, and securing personally identifiable information (PII) across its systems and networks. In 2010, the University licensed a software package called Spirion to assist users and IT staff in this process. Once installed, Spirion scans systems for four different identity, or PII, types (social security numbers, credit card numbers, bank account numbers, and driver's license numbers) within system files, folders, and email clients. Once potential matches are identified, the software alerts the user to the potential PII matches found and helps the user to resolve the identified match.

Penn State policy requires that PII on University owned systems be removed unless an appropriate and documented exception process has been granted from the Privacy Office. Such exceptions are only given to data which is required for an official University business need.

For more information, including Frequently Asked Questions (FAQ's) please visit <http://security.psu.edu/identity-finder>

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1. Launching the Software

- All Penn State computers should have Spirion installed. If your computer does not have Spirion already installed, contact your local IT department for assistance.
- Once the software has been installed you may notice the icon on your desktop (Figure 1) and a new group of items in your Start Menu (Figure 2). This signifies successful installation.



Figure 1 – Desktop Icon

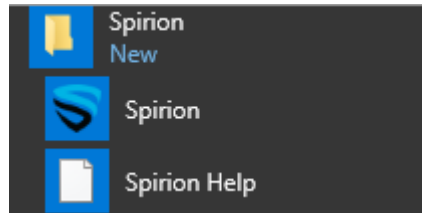


Figure 2 – Start Menu Group

2. Running your First Manual Scan

- Launch Spirion by clicking either the desktop icon (Figure 1) or the item in your Start Menu (Figure 2).
 - Next, click the large green “Start” icon at the top left of the screen, and choose the “Start Search” option from the drop down menu (Figure 3). This is the quickest and easiest way to begin searching your system for Social Security, bank account, credit card, and driver’s license numbers. A dialog will appear letting you know your system is being searched. (Figure 4)
- While the search is running, you may continue working as normal with Spirion running in the background.
 - The first search may take a while depending on how many files are stored on your system. This is normal behavior for the software.
 - Subsequent searches will only look for PII in common new or modified documents and will therefore take less time.

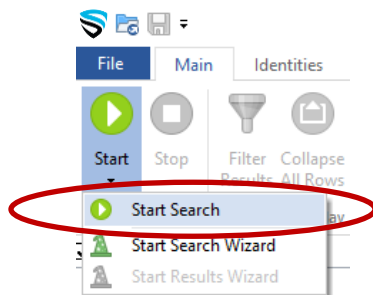


Figure 3 – Start a new Search

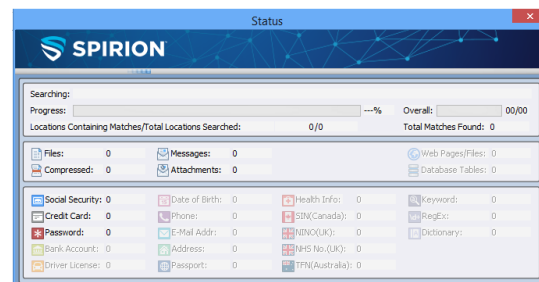


Figure 4 – Search Running

3. Remediating Results

- A dialog will display telling you how many results the software found. (Figure 5)
- If results were found, choose the “Advanced” option from the “Search Summary” dialog to begin the remediation process (Figure 5).

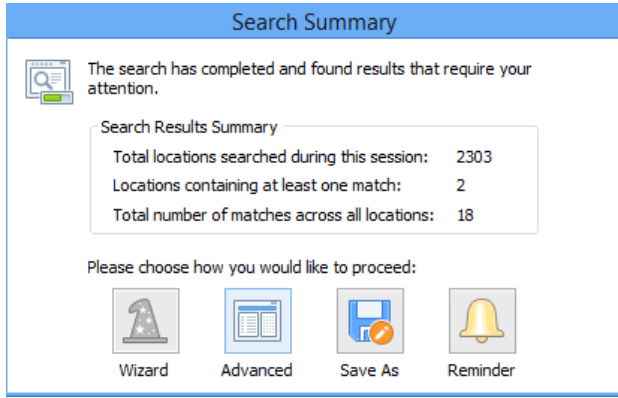


Figure 5 – Search Results

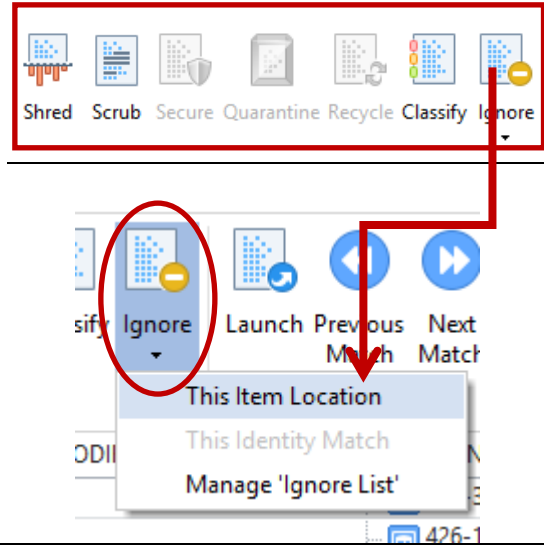








Figure 6 – Ignore Actions

For the remediation of PII files, three methods are available.

 Shred	<p><u>Shred</u> – This option permanently deletes the files. It bypasses the Recycle Bin, and cannot be restored or undone. The file is wiped using a U.S. Department of Defense standard. This is the best action if you want to remove an entire file that contains PII.</p>
 Scrub	<p><u>Scrub</u> – When you choose to scrub a file, Spirion automatically erases the PII out of the file and replaces it with a series of X’s. It leaves the rest of the document untouched. This operation cannot be undone. This is a good option if you only want to remove the PII from a file, but would like to leave the rest of the document on your computer. This option only works on documents containing plain text. It will not work on images or .pdf’s.</p>
 Ignore	<p><u>Ignore</u> – This option is only to be used if Spirion displays a file that is a false positive, meaning the data Spirion thinks is PII, is not. It will not be found on future scans. You should never ignore a document that has valid PII in it. It should either be shredded, or scrubbed. You should typically ignore by “This Item Location” (Figure 6) which will ignore only that file.</p>

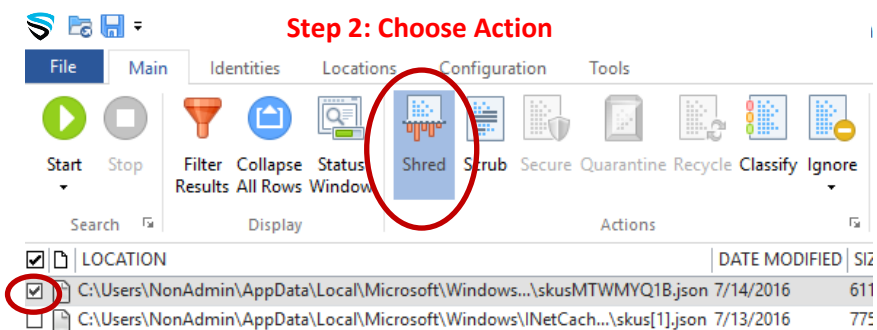
These methods are intentionally disabled.

 Secure  Quarantine  Recycle	<p><u>Secure, Quarantine, and Recycle</u> – These options are not available for use, and appear grayed out in the software intentionally. If you must keep a file (such as the only copy of your tax return, or family trust and estate documents), it must be moved to personal media (such as a USB drive), and deleted from university-owned equipment or media.</p> <p>If you have PII required for University business, contact your local IT staff for information on securing your data.</p>
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3) Remediating Results (Continued)

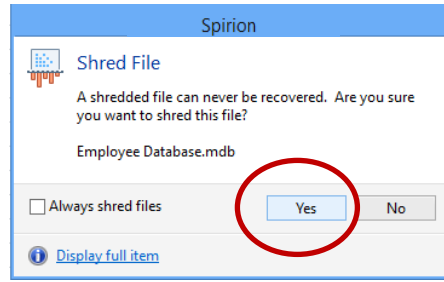
- Once your search results are displayed, you can take action on the file.
 - To do this, click the checkbox beside the file you want to remediate [Step 1], and press the desired action button [Step 2]. You may select more than one file at a time if you wish.
 - In Figure 7, the result is going to be shredded. Checkboxes are placed beside the file intended to be shredded [Step 1], click the shred button [Step 2], and then click Yes [Step 3] to complete the action. When shredded, the file is permanently deleted.
 - In Figure 8, the result is going to be scrubbed. The file will not be deleted, but all PII will be replaced with X's.
 - In Figure 9, the result is going to be ignored because it is a false positive and does not contain any PII.
- Once you have successfully taken action on all of the results, the software may be closed.

Step 2: Choose Action



Step 1: Select File

	LOCATION	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	C:\Users\NonAdmin\AppData\Local\Microsoft\Windows...\skusMTWMYQ1B.json	7/14/2016	611
<input type="checkbox"/>	C:\Users\NonAdmin\AppData\Local\Microsoft\Windows\NetCach...\skus[1].json	7/13/2016	775



Step 3: Verify Action

Figure 7 – Shred File

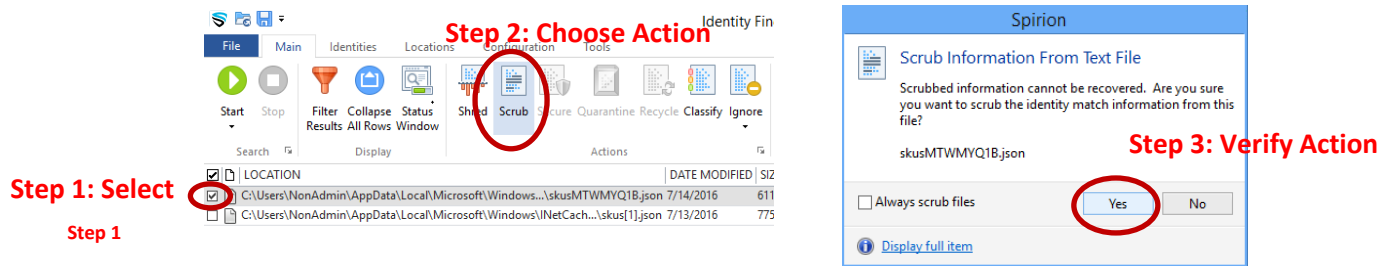


Figure 8 – Scrub File

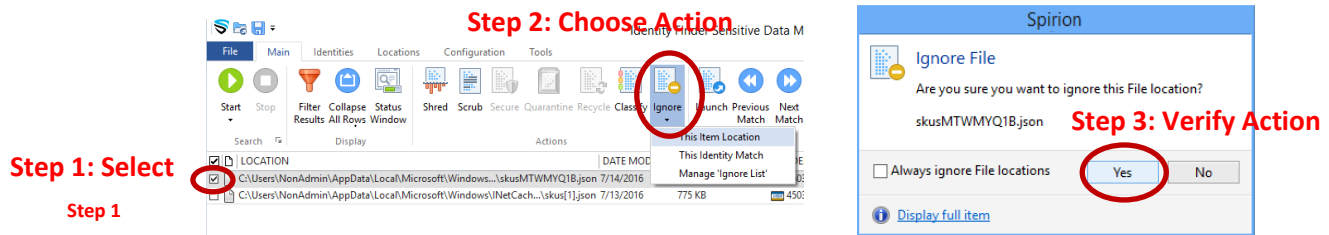


Figure 9 – Ignore File

4. Pausing A Search

- While the search is running, you may choose to pause the scan.
- Pausing a scan does not end it. Once the scan is paused, it may be resumed by clicking the “Resume” button that has taken place of the “Pause” icon. See Figure 10.

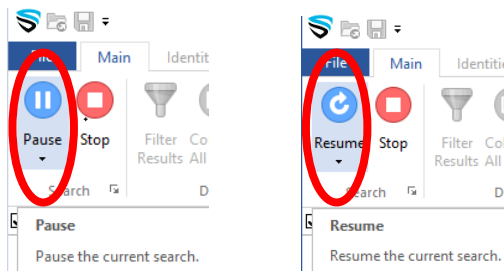


Figure 10– Pause/ Resume Scan

5. Working with Scheduled Scans

- In compliance with Penn State’s PII scanning policy, Spirion will automatically scan your computer following a defined scanning schedule set by your local IT department.
 - If your computer is not online at this time, the scan will start as soon as your computer connects back to the network
- Once the scheduled scan runs, if any PII is found, you will need to remediate it using the same process you did for your first manual scan.
- When a scheduled scan is started, you will see the Spirion icon in your taskbar, with a notice that the scan has started. (Figure 11)
- When the scan finishes, you will be presented with a dialog detailing your results (Figure 5) or a dialog allowing you to exit the software if you have no results. (Figure 12)
- You may feel free to run a manual scan at any time to assure your system is clean between scheduled scans.

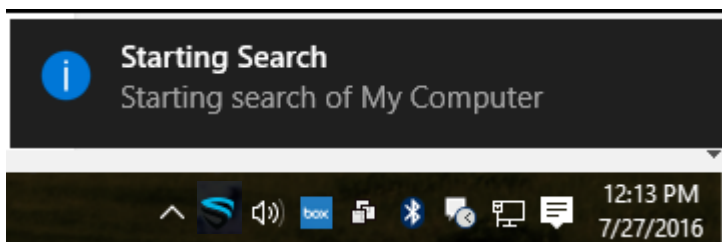


Figure 11– Scheduled Scan Startup

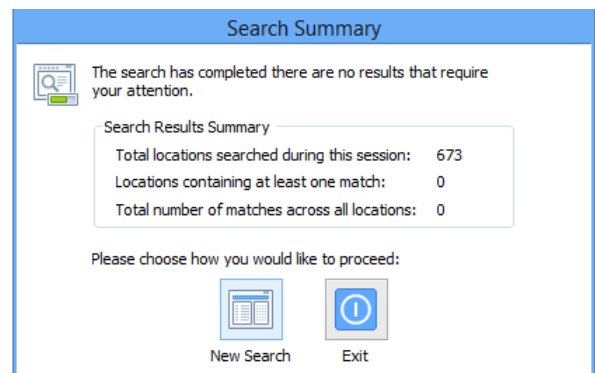


Figure 12– Exit Software

6. Advanced Scanning

- The software is configured to meet the baselines set by Penn Sate for scanning systems for PII. If you have additional requirements, or other information you would like to scan for, please contact your local IT department for help with advanced scanning.
- The software can be configured to scan external hard drives which we encourage doing to remediate all possible PII.
- Custom schedules can be created from the software. If you would like to scan your system more frequently than the defined two-week schedule, please contact your local IT department and we can help you set this up.

7. Getting Help

- If you require assistance, please contact your local IT department.
- FAQ's, videos, and other help resources can always be found online at <http://security.psu.edu/spirion>