



AGENCY CONTACT MEMORANDUM

#2020-0101

TO: Agency IT Leadership, Technical Contacts

FROM: David J. Carter

DATE: January 8, 2020

SUBJECT: Symantec Endpoint Protection Deployment

The Commonwealth Office of Technology (COT) continues to focus on enhanced security across the Commonwealth. As part of this effort, COT recently completed a thorough Proof of Concept with a new endpoint protection suite from Symantec. Based on the results, the direction was taken to replace the current endpoint protection of McAfee product(s) with the Symantec solution. As of today Symantec has been activated on 10,000 workstations and around 200 servers.

An Enterprise McAfee to Symantec conversion will run from January 6th through April 30th. Weekly detailed deployments will be communicated via COT Change Management channels and monitored for issues or concerns throughout. Each endpoint will have McAfee product(s) removed and replaced with the Symantec protection suite. The deployment process will take place after hours and requires 2 reboots. In preparation for the Symantec conversion, please be sure to save your work at the end of each day and leave PCs powered on.

Please contact your Agency Information Technology Executive Director, and/or Kathy.oak@ky.gov for additional information. Suspected issues from the deployment

process should be reported to CommonwealthServiceDesk@ky.gov with reference to Symantec (not McAfee) for correct ticket distribution.