Request Information				
Requestor	Network Operations			
Implementing Team	Network Operations			
Ticket Number/s	201914723			
Change Classification	X	Major		Minor
After the fact		Yes	X	No
Emergency		Yes	X	No
Proposed Change Date	April 20, 2019			
Proposed Change Start/End Time	17:00 / 19:00			
Proposed Change Verification Time	18:00			

Objective of the change
To add another IPv4 policy for Quora agents that needs to access the social media.

Technical/Operational Impact of the change		
Negative: Addition RAM of Firewall will be consumed for this policy.	Beneficial: To separate users who needs to access in social media	Neutral: N/A

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
G2	Midas	172.22.0.74	Firewall

Affected Departments and corresponding contact persons		
Department	Contact Name	Contact Info
Quora	Myka Florendo	mflorendo@openaccessbpo.com
World Ventures	Clint Ortiz	cortiz@openaccessbpo.com
UIPath	Nate Martinez	nmartinez@openaccessbpo.com
Ava Women	Crissy Tuazon	ctuazon@openaccessbpo.com

Test Environment implementation and Verification Summary
No testing needed for this request since we already implemented IPv4 policy before.

Test Environment Results Summary
N/A

Configuration Change Template

Baseline File	3.1.10.2, 3.1.10.3, 3.1.10.4
Baseline Version	N/A

Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
Existing IPv4 Policy for Quora doesn't have access to social media	To create another IPv4 policy for Quora team who need access to social media.	VLAN, Address Object, IPv4 Policy Group, Web and Application Filter	3.1.10.2 3.1.10.3 3.1.10.4

Physical Implementation Procedures / Advisory

N/A

Backup Procedures

1. Access G2 Firewall.
2. Backup configuration with the following naming convention and then save it inside: \\fs.oampi.com\It\IT_Backup\Back Up\Network Operations
3. BACKUP_<device>_<DATE>_<TIME>.EXTENSION, eg. BACKUP_GL2-Firewall_07152017_17:00.cfg

Physical Implementation Procedures

N/A

Technical Configuration Procedures

Access GL2 Firewall (https://172.22.0.74:10443).

Go to **Policy & Object** > **Addresses** > **Create New address**

Name: ***INT_SUB_Quora_Int_2***
Subnet/IP Range: *172.22.12.0/24*

Click **OK.**

Go to **Security** > **Web Filter**

Click "**+**" button at the upper right corner to add new web filter.

Name: **WF_Quora_Int_2**

Follow the Category Filters:

Category	Name	Action
Local Categories	OAM_Blocked	Block
Potentially Liable	Child Abuse	Allow
	Discrimination	Allow
	Drug Abuse	Allow
	Explicit Violence	Allow
	Extremist Groups	Allow
	Hacking	Block
	Illegal or Unethical	Allow
	Plagiarism	Allow
	Proxy Avoidance	Block
Adult / Mature Content	Abortion	Allow
	Advocacy Organizations	Allow
	Alcohol	Allow
	Alternative Beliefs	Allow
	Dating	Allow
	Gambling	Allow

		Lingerie and Swimsuit	Allow
		Marijuana	Allow
		Nudity and Risque	Allow
		Other Adult Materials	Allow
		Pornography	Allow
		Sex Education	Allow
		Sports Hunting and War Games	Allow
		Tobacco	Allow
		Weapons (Sales)	Allow
	Bandwidth Consuming	File Sharing and Storage	Block
		Freeware and Software Downloads	Block
		Internet Radio and TV	Allow
		Internet Telephony	Allow
		Peer-to-peer File Sharing	Block
		Streaming Media and Download	Allow
	Security Risk	Dynamic DNS	Block
		Malicious Websites	Block
		Phishing	Block
		Spam URLs	Block
	General Interest - Personal	Advertising	Allow
		Arts and Culture	Allow
		Auction	Allow
		Brokerage and Trading	Allow
		Child Education	Allow
		Content Servers	Allow
		Digital Postcards	Allow
		Domain Parking	Allow
		Dynamic Content	Allow
		Education	Allow
		Entertainment	Allow
		Folklore	Allow

		Games	Allow	
		Global Religion	Allow	
		Health and Wellness	Allow	
		Instant Messaging	Allow	
		Job Search	Allow	
		Meaningless Content	Allow	
		Medicine	Allow	
		News and Media	Allow	
		Newsgroups and Message Boards	Allow	
		Personal Privacy	Allow	
		Personal Vehicles	Allow	
		Personal Websites and Blogs	Allow	
		Political Organizations	Allow	
		Real Estate	Allow	
		Reference	Allow	
		Restaurant and Dining	Allow	
		Shopping	Allow	
		Social Networking	Allow	
		Society and Lifestyles	Allow	
		Sports	Allow	
		Travel	Allow	
		Web Chat	Allow	
		Web-based Email	Allow	
	General Interest - Business	Armed Forces	Allow	
		Business	Allow	
		Finance and Banking	Allow	
		General Organizations	Allow	
		Government and Legal Organizations	Allow	
		Information Technology	Allow	
		Information and Computer Security	Allow	
		Search Engines and Portals	Allow	

	Secure Websites	Allow
	Web Hosting	Allow
	Web-based Applications	Allow
Unrated	Unrated	Allow

URL	Type	Action	Status
skype.com	Wildcard	Exempt	Enable
pinterest.com	Wildcard	Exempt	Enable
prod.pinterest.global.map.fastly.net	Wildcard	Exempt	Enable
rmovies.io	Wildcard	Block	Enable
hdeuropix.com	Wildcard	Block	Enable
accuradio.com	Wildcard	Block	Enable
youtube.com	Wildcard	Exempt	Enable
facebook.com	Wildcard	Block	Enable
twitch.tv	Wildcard	Block	Enable
twitter.com	Wildcard	Exempt	Enable
targettet.com	Wildcard	Exempt	Enable
chatpad.jp	Wildcard	Block	Enable
rankingservice.ch	Wildcard	Exempt	Enable
rxglobalsuppier.com	Wildcard	Exempt	Enable
instagram.com	Wildcard	Exempt	Enable
web.telegram.org	Wildcard	Block	Enable
drive.google.com	Wildcard	Exempt	Enable
linkedin.com	Wildcard	Exempt	Enable
messenger.com	Wildcard	Block	Enable
whatsapp.com	Wildcard	Block	Enable
iwantv.com	Wildcard	Block	Enable

Click **APPLY**.

Under Security Profile, select Application Control. Click “**+**” to add new application sensor.

Name: **AC_Quora_Int_2**
Copy the following Categories

Categories	Action
Botnet	Monitor
Business	Monitor
Cloud.IT	Monitor
Collaboration	Monitor
Email	Monitor
Game	Block
General.Interest	Monitor
Mobile	Block
Network.Service	Monitor
P2P	Block
Proxy	Block
Remote.Access	Monitor
Social.Media	Block
Storage.Backup	Monitor
Update	Block
Video/Audio	Block
VoIP	Monitor
Web.Client	Monitor
Unknown Applications	Allow

On Application overrides, click **add signatures** and copy the following configuration:

Application Signature	Category	Action
Adobe.Flash.Media.Playback	Video/Audio	Block
Adobe.Update	Update	Block
Arctic.Torrent	P2P	Block
AVI.Media.Player	Video/Audio	Block

Baidu.Player	Video/Audio	Block
BBC.iPlayer	Video/Audio	Block
BitTorrent	P2P	Block
Chrome.Update	Update	Block
Citrix.CDN	Collaboration	Allow
Citrix.ICA	General Interest	Allow
Citrix.Receiver	Remote.Access	Allow
CTorrent	P2P	Block
ExtraTorrent	P2P	Block
Facebook	Social.Media	Allow
Facebook_AppNameParameters Required	Social.Media	Allow
Facebook_Apps	Social.Media	Allow
Facebook_Like.Button	Social.Media	Block
Facebook_Personal	Social.Media	Block
Facebook_Plugins	Social.Media	Block
Facebook_Search	Social.Media	Allow
Facebook_Video.Play	Social.Media	Block
Firefox.Update	Update	Block
Flowplayer	Video/Audio	Block
G3.Torrent	P2P	Block
GOM.Player	Video/Audio	Block
Google.Play	General.Interest	Block
HTTP.Download.Accelerator	General.Interest	Block
HTTP.Segmented.Download	Network.Service	Block
Instagram	Social.Media	Block
Instagram_Video	Social.Media	Block
iTunes	Video/Audio	Block
iTunes_App.Download	Video/Audio	Block
iTunes_BroadCast	Video/Audio	Block
iTunes_Mobile	Video/Audio	Block
iTunes_Podcast	Video/Audio	Block

iTunes_Select.Play	Video/Audio	Block
iTunes_Store	Video/Audio	Block
LinkedIn	Social.Media	Allow
LinkedIn_Message	Social.Media	Block
Microsoft.Authentication	Collaboration	Allow
Microsoft.Media.Server	Video/Audio	Block
Microsoft.Office.365	Collaboration	Allow
Microsoft.Portal	Collaboration	Allow
Microsoft.Outlook.Web.App	Collaboration	Allow
One Drive	Collaboration	Allow
Pipi.Player	P2P	Block
Playstation.Network	Game	Block
Skype	Collaboration	Block
Skype.Portals	Collaboration	Block
Skype.For.Business	Collaboration	Block
Spotify	Video/Audio	Block
SVT.Play	Video/Audio	Block
TorrentLocker.Botnet	Botnet	Block
TorrentSpy	P2P	Block
Torrentz	P2P	Block
Twitter	Social.Media	Block
Twitter_Message	Social.Media	Block
Veoh.Player	Video/Audio	Block
Viber	VoIP	Block
Windows.Media.Player	Video/Audio	Block
YouTube	Video/Audio	Allow
YouTube.Downloader.YTD	Video/Audio	Allow
YouTube_Comment.Posting	Video/Audio	Allow
YouTube_HD.Streaming	Video/Audio	Allow
YouTube_Search.Safety.Mode.Off	Video/Audio	Allow
YouTube_Search.Video	Video/Audio	Allow

YouTube_Video.Embedded	Video/Audio	Allow

Go to **Policy & Object** > **IPv4 Policy** > **Create New**.

Name: **CatchAll Quora International_2**
Incoming interface: *Internal (port16)*
Outgoing Interface: *sd-wan*
Source: *INT_SUB_G2_QUORA_INT_2*
Destination: *all*
Schedule: *always*
Service: *all*
Action: *ACCEPT*
NAT: *Enable*
IP Pool Configuration: *Use Outgoing Interface Address*
Web Filter: *WF_Quora_INT_2*
App Control: *AC_Quora_INT_2*
Log Allowed Traffic: *All Sessions*
Enable this policy: *Enable*

Hit **OK**.

Systems team will create another FSSO group in AD for this change and add Bernie's team and the other 5 Quora ENG agents that needs to access social media to the group.

Verification Procedures

1. Check if the firewall IPv4 policies are successfully saved.
2. Go to Logs and Reports > Forward Traffic click Add filter select Source and add IP from VLAN 212 and check if there are any traffic logs.
3. Check the station of Quora agents, it should have internet connection. Browse and access FB and Youtube using any browses it should be accessible.

Back-out Procedures

1. Login to THOR via web.
2. Go to Policy & Object and remove the address object named: “***INT_SUB_Quora_Int_2***”.
3. Locate the IPv4 Policy “**CatchAll Quora International_2**” and click **Delete**.
4. Go to **Security Profile** > **Web Filter** and Select **WF_Quora_Int_2** and click the trash icon on the upper right corner.
5. Go to **Security Profile** > **Application Control** and Select **AC_Quora_Int_2** and click the trash icon on the upper right corner.