

**VERIZON**  
**UP TO SPEED LIVE**  
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>> RAQUEL WILSON: Hey V Team thanks for joining us for Up to Speed Live we have a great show for you today.

>> JENNIFER MARIN: Indeed we do and team in case you didn't know it's National Engineers Week.

All week long we're celebrating our hard working engineers who are truly at the heart of what makes Verizon's network so special Verizon engineers not only build and continuously enhance our award winning network they also work on some really exciting technologies like artificial intelligence, quantum communications, and immersive experiences using AR and VR.

>> RAQUEL WILSON: And if you didn't know, our Global Network & Technology group has over 47,000 employees located in the U.S. and APAC and EMEA regions so to make them feel extra special all week long GN&T has a bunch of fun activities planned including volunteer events and building competitions. And recently check this out, Senior Vice President of Technology and Product Development Srinu Kalapala spoke to eight engineers on his team and asked them what inspired them to pursue engineering and the products that they are working on let's take a look.

>> In honor of National Engineers Week I wanted to take this opportunity to thank the best of the best engineers that we have within our group. You are the most talented among our industry peers and you allow with all of your good work allow Verizon to be at the forefront of innovation and reliability and performance.

[MUSIC].

>> From elementary to high school I always had perfect scores in math. So all of my teachers encouraged me to pursue engineering.

>> I started with my love for programming.

>> I always enjoyed making things always enjoyed solving puzzles.

>> I would like to take toys apart when I was younger putting it back together understanding how it comes together.

>> Being able to really get in there and figuring out how a particular item might work and the best way to find a viable solution to that problem.

>> The most inspiring thing with engineering for me is you see the immediate results of your work.

That's what initially inspired me to become an engineer and still enlightens me every day.

[MUSIC].

>> So I recently worked on this project which is called the private folder or digital vault.

>> The project we were working on is called geocash and that's the most challenging things we've done to date we're taking BlueJeans meetings platform and really trying to turn it into a communications platform.

>> The main focus of all of our careers over the last few years has been a large migration from Data Centers into the cloud.

>> To a project that would stand out that I called keystone in my career so far is to manage, design and build the entire Raymond James Stadium dashboard for the Super Bowl in Tampa.

>> An exciting one which I'm currently working on is NaaS cloud management. And enabling mesh connectivity between CSVs with a simple point and click ondemand deployment using our own Verizon underlay network.

>> It's only possible if you do this in teams of extremely talented and motivated people, which I'm really proud and honored to be a part of.

[MUSIC].

>> Verizon provides plenty of development courses that you can take so I use a lot of the Verizon learning.

>> I look up to our own Learning Portal I think it has everything you need plus Verizon LinkedIn courses. Which are my favorite.

>> I still enjoy reading.

>> Going to conferences.

Going to summits.

You know, learning from the community.

>> Fortunately Verizon is a company full of great minds and engineering so there's a lot of knowledge sharing between peers.

>> Part of learning is connecting with our team members learning from each other keeping each other accountable and also too to be able to say mistakes I've learned a lot from mistakes.

>> At the end of the day I always come back to working with good people and having good discussions with them I think is the most useful -- where the most useful insights come from.

[MUSIC].

>> RAQUEL WILSON: Wow, I love hearing what inspires people.

>> Absolutely and they are working on such cool projects that's super exciting love that very cool.

>> JENNIFER MARIN: All right moving on to VBG news this past Sunday marked the 65th year of the iconic Daytona 500 race at the Daytona International Speedway. Fans were able to enjoy the new ultra Wi-Fi provided by Verizon at the gates, suites, clubs, roof and across the mile long grand stands for free to execute a deployment of this scale Verizon undertook a 12 month project installing more than 450,000 feet of cabling to meet the needs of a venue as dense as the Daytona International Speedway.

>> RAQUEL WILSON: And V Team here is something to tell your friends and family, our Small Business Digital Ready platform equips small businesses with the skills they need to thrive in our digital world Verizon partnered with Community Alliance, a Bay Area-based nonprofit working to help underrepresented entrepreneurs with individualized programming and support.

Let's watch members of the Community Alliance explain how Verizon Small Business Digital Ready is giving them the tools for success.

[MUSIC].

>> I think that businesses in order to stay competitive need to offer product sets that meet the customer where they want to be met.

I'm associate of small business sales in Verizon in Northern California.

Traditionally people think of Verizon they think of a cell phone company but there's so many things we can do with our network now so many technologies out there that can really help digitize and modernize small businesses.

[MUSIC].

>> Verizon has been able to provide a wonderful platform for me to be able to do my financial projections, really get some mentorship, some consulting on my business side.

>> Marketing was a big thing that I needed help with.  
Even with some of getting my product, my branding.

>> Initially the grant was really what attracted us to the platform just having to use the platform in order to apply for the grant gives you added incentive to get into the

coursework because as a small business owner you just don't have the time to do all of the things you want to do oftentimes, right?

>> It's one thing to engage community.

It's another thing to engage community well so how do I understand what are the issues that we're experiencing what are the things that keep you up at night what are the areas where you say I need help here or there needs to be work here so a big part of that is awareness and education.

Just to make sure that folks know that these programs exist.

>> technology is key for any growing business it actually allows you to reach more people have a bigger audience grow your business in new ways for me on the platform it was really helpful to take the corporate supplier courses to demystify what it's like to get into the supply chain and understand all of the different pieces that are needed.

>> I can tell you that at least on a weekly basis as we talk to small businesses, I still get the response from them that wow I didn't even know that Verizon did this.

What we're trying to do is make sure that small businesses understand that they have a different avenue to be able to reach out to their customer base.

And by utilizing or leveraging our technology, our platforms, and our network they can absolutely transform their small businesses.

You know, I feel proud that that's the work that we're doing.

>> What an impact.

Now V Team remember to tell your entrepreneur friends and family we all know someone about Small Business Digital Ready check out today's story for more.

>> JENNIFER MARIN: As we celebrate our engineers let's also highlight our Verizon women engineers who show there's no limit to what they can achieve last Thursday our very own Chief Technology Ambassador Nicki Palmer sat down with our few of our Verizon Women in Tech including Kadie Gavan Cydney Shields Ferrell and Garima Garg to talk about career growth opportunities and innovation this was a first episode of our new Women's History Month series on Verizon's LinkedIn page the goal is to series to help break down barriers to propel women in their tech careers and help them succeed if you missed it you can watch it on Verizon's LinkedIn page and learn more about Verizon women engineers we'll share a link with stories of women in different stages and roles in their engineering careers.

>> RAQUEL WILSON: And here is something to add to your calendar.

For National Engineers Week join BOLD on February 22nd at 11 a.m. Eastern for a conversation about core engineering and operations with Phyllis Randall Chair at Large at Loudoun County Virginia and Jacques Gilbert Mayor of Apex, North Carolina.

This conversation will be moderated by Ken Jarvis director of network operations. Plus, join the Verizon Public Policy Team on Thursday, February 23rd at 3 p.m. Eastern to celebrate Black History Month and the 60th anniversary of the March on Washington. It will be an exciting virtual program featuring historians changemakers and CSR leaders who will reflect on the impact of this historic day and how this pivotal moment in our nation's history remains relevant today and speaking of Black History Month we have seen so many medium of the BOLD community wearing their bold T-shirts with pride as we continue celebrating Black history if you want a shirt yourself not only will you have BOLD style but you'll also contribute to a good cause. \$5 from the sale of BOLD T-shirts and sweatshirts will be donated to the Williams Franklin Foundation which provides academic scholarships, business career network and mentoring opportunities to HBCU students with extreme financial need. You can find more about these events in today's story.

>> RAQUEL WILSON: Now it seems like lately everyone has been talking a lot about security and one of the things that sets us apart is how we keep our networks safe with the best engineers. Well, recently I sat down with Wes Sobott Chief Network Security Officer who explains how we do just that.

>> JENNIFER MARIN: And it's about a 7 minute conversation so make sure to stay tuned you'll learn a lot about the work that goes into keeping our networks secure for our customers and what you can do to stay safe.

>> RAQUEL WILSON: Take a look and have a great rest of your week, V Team.

>> Hey, V Team, thanks for joining, today I'm sitting down with Wes Sobott Chief Network Security Officer.

Wes thank you for joining me today.

>> WES SOBBOTT: Happy to be here.

>> RAQUEL WILSON: Wes why don't we get started with you telling me how your team is doing.

>> WES SOBBOTT: It's great we're off to a fast start in 2023 I wanted to take a moment and tell my team how incredibly proud and thankful I am to them for the tireless work that they do to secure the Verizon Network and our customers.

To build on this great momentum that we're working winning for 2023 for us looks like three key things.

We want to make sure that we're focused on cyber resiliency which means no matter what type of incident happens to us that we're keeping our network up and available for our customers.

The second thing is that security is not a thing.  
It's a set of processes.  
And we want to make sure that we have layers of controls in place for our network.  
And we want to really broaden and deepen that coverage.  
And then the third thing is while we're doing all of that, we want to automate and simplify the experience for our peers, partners and customers.  
Make ourselves easy to do business with.  
So a couple of areas where we're already working on that is as the network teams have been building out the 5G network, we've been working with them side by side, we call that security by design.  
Where we have built the 5G security controls into the network from the beginning.  
To meet all the various 5G security standards.  
But at Verizon we have also uplifted it.  
So we have worked with Sampath's team.  
They have a service called manage certificate services.  
And we've embedded that in the virtualization layer of our network to really differentiate ourselves from what other carriers are doing.  
Another key area for us is around routing security.  
So all of our services, whether they are FiOS, wireless, mobile or fixed, and our enterprise customers, they are all using the public IP network, the internet.  
And we have been working the last couple of years to really put some additional controls into the public internet.  
And as a result of that work, we have gone beyond what our competitors are doing.  
And we've been asked to join a group called Manners.  
We'll be joining them at the end of the First Quarter.  
And that is a global initiative to improve the security of the internet overall.  
Again, we're one of the first Tier 1 providers to do that.  
So it's a big differentiation for us.

>> RAQUEL WILSON: Wow.

That's great to hear.

Now, we know that for our customers having a secure network is really important and critical.

What is it that we're doing to keep customers safe?

And how do we stay above the game there?

>> WES SOBBOTT: Yeah it's a great question because Verizon is a critical national infrastructure both in the U.S. and globally.

So security for us is really an enabler of that.

It's all about enabling network reliability, network performance, our customers have an

expectation that we're going to keep their data and their experience secure.

And we're going to protect their privacy.

As Diego talks about, our brand is all about trust.

And innovation.

And we have to earn our customers' trust every day by planning, building and operating the most secure networks in the world.

We have to do all of that while the threats are rising dramatically.

And our customers expectations are rising dramatically, as well.

So again, the way that we can differentiate ourselves a understand that security incidents are going to happen.

But we know that we're prepared for them.

We need to be able to detect, respond and recover from them quickly to keep the cyber resilience in place for our customers to continue to operate their businesses.

>> RAQUEL WILSON: So we talked about our customers.  
What about the V Team watching?  
How can they help us maintain secure networks?

>> WES SOBBOTT: Yeah, it's a great question, and there are some basic things that everybody can do.  
So one of the things about our now famous Data Breach Investigation Report that Sampath's team puts out annually is the threat actors are continuing to exploit basic controls.  
Also, security not being a thing, it's a set of processes.  
We as employees and contractors, we're part of the human perimeter that makes up our defenses.  
82% of the time when a security breach happens, there's some kind of human involvement in that incident.  
So it's really important, No. 1, that we don't click on the phish.  
That we catch our breath, slow down and don't click on every link that comes in.  
Nasrin's team does a great job with testing that.  
Making sure that we are aware of it.  
That happens on a quarterly basis.  
Another important note on that is in the last three months, we've seen actors starting to pull information from LinkedIn and other public sources.  
And really target the phishing campaigns against people that, for instance, are system administrators on our network.  
The second thing that you can do is make sure that you're using strong passwords.  
As a Security Team, we're embedding multi-factor controls into the access to systems, as well.

So an example would be when you VPN into the network remotely, you use an application called duo to do that.

We now embed all of that across all of our network devices and systems, as well.

It's also really important for your personal home use that around the kitchen table, tell your friends and family that if they are using financial or banking portals to go ahead and take that extra step and enable that Multi-Factor Authentication.

And then the third one is that a lot of us are responsible for managing systems.

So Nasrin's team, my team, we're constantly performing vulnerability scans.

We're looking for weaknesses.

We're looking for gaps in the network.

We post all of that to dashboards.

And the people that are assigned to those systems, it's really important that they are going in and regularly and consistently patching those systems.

So by not clicking on the phish, by using strong passwords, and by patching your systems quickly and regularly, you'll do a lot to secure Verizon's experience.

>> RAQUEL WILSON: All right, there we go, three takeaways for the V Team.

Thank you so much, Wes.

Thanks for watching, V Team, until next time, you're Up to Speed.

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