

managed security services

[commissum - that which is entrusted]

security technology can be complex and time-consuming to operate and monitor; through commissum's managed security services our clients are able to benefit from a professional service backed by service level agreements

issues

Security technology and tools can be complex and time consuming to operate and monitor. The task of reviewing logs and reports can be tedious and it is often easy to miss events that may indicate security breaches or other problems. Your security tools should get expert attention, but possibly not enough to warrant full-time resources with the required specialist knowledge and experience.

Many security services are capable of being managed by a third party; examples are:

- user management
- password management
- patch management
- firewalls
- intrusion detection
- anti-virus
- change control

approach

commissum works with the client to establish an appropriate level of management to meet requirements. The first phase is to define the functional requirement, which could encompass man-on-the-ground management, or advice on automating existing tools and processes to better enable the client to manage systems internally with limited **commissum** assistance.

Establishing a fully managed service involves the following steps:

- establish level of service to meet client business and security requirements
- estimate resource requirements for **commissum** and client personnel depending on requirements
- agree reporting schedule
- establish, agree and test incident response and escalation procedures
- finalise service level agreements
- draw up confidentiality and liability agreements (include rights of inspection and audit)
- finalise contract
- operate service

customer benefits

The client is able to benefit from a professional service backed by a formal Service Level Agreement:

- day-to-day work of either a specialised or tedious nature is removed from the client's staff
- pool of high level expertise made available to the client
- security operators looking at the bigger picture of security events (e.g. DDoS attacks)
- provision of alerts and specialists on hand to respond to incidents
- costs spread over a community of customers
- no need to recruit expensive security specialists

“So little done,
So much to do.”

Alexander Graham Bell (1847-1922)
Last words.