



## IBM Professional Security Services

### IBM Professional Security Services Overview

IBM Professional Security Services delivers expert security consulting to help organizations of all sizes reduce risk, achieve regulatory compliance, maintain business continuity and reach their security goals. IBM Internet Security Systems (ISS) consultants are 100 percent security-focused and utilize proven consulting methods, based on ISO 17799 best security practices. The IBM ISS team of security experts employs proprietary toolsets, the latest threat intelligence and advanced countermeasures to help build effective security programs that protect and enhance business operations.

### Customers benefit from:

- 100 percent security focus
- Senior security professionals
- Detailed deliverables and prioritized, actionable remediation steps
- Industry-leading assessment and incident response offerings
- IBM Internet Security Systems X-Force® research and development team

### Assessment Services

SERVICE	DESCRIPTION
<ul style="list-style-type: none"> <li>■ Penetration Testing</li> </ul>	<ul style="list-style-type: none"> <li>■ Real-life network attack simulation in which security experts attempt to penetrate a network mimicking the techniques used by malicious attackers</li> <li>■ Determination of network vulnerabilities while demonstrating how attackers can significantly impact your business</li> </ul>
<ul style="list-style-type: none"> <li>■ Application Security Assessment</li> </ul>	<ul style="list-style-type: none"> <li>■ Identification of vulnerabilities in Web and custom applications</li> <li>■ Targeted code review to provide solid recommendations for improving application security</li> </ul>
<ul style="list-style-type: none"> <li>■ Application Penetration Test</li> </ul>	<ul style="list-style-type: none"> <li>■ Remote attack simulation in which security experts attempt to penetrate an application, mimicking the techniques used by malicious attackers</li> <li>■ Identification and exploitation of application vulnerabilities to determine application security and accessibility of data</li> </ul>
<ul style="list-style-type: none"> <li>■ External Vulnerability Assessment</li> </ul>	<ul style="list-style-type: none"> <li>■ Identification of vulnerabilities in externally facing devices and manual exploitation to determine threat level</li> </ul>
<ul style="list-style-type: none"> <li>■ Information Security Assessment</li> </ul>	<ul style="list-style-type: none"> <li>■ Comprehensive evaluation of an organization's security posture</li> <li>■ Includes assessment of information security policies, procedures, controls and mechanisms as well as physical security, networks, servers, desktops and databases</li> </ul>

(Continued...)

## Assessment Services *(Continued...)*

SERVICE	DESCRIPTION
<ul style="list-style-type: none"> <li>▪ Mainframe Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identification of vulnerabilities within mainframe environments</li> </ul>
<ul style="list-style-type: none"> <li>▪ VoIP Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evaluation of VoIP infrastructure to assess its security state</li> </ul>
<ul style="list-style-type: none"> <li>▪ Wireless Network Security Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment of wireless network environment to test the security of the network design and implementation</li> </ul>
<ul style="list-style-type: none"> <li>▪ Physical Security Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Determination of how physical security can impact overall data and system security</li> </ul>
<ul style="list-style-type: none"> <li>▪ Social Engineering Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attempts to discover sensitive information or to access sensitive areas by acting as a trusted employee or untrusted user</li> </ul>
<ul style="list-style-type: none"> <li>▪ ISO 17799 Gap Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment between current security state and ISO 17799 best security practices to determine gaps and remediation recommendations</li> </ul>
<ul style="list-style-type: none"> <li>▪ Policy Gap Assessment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment to uncover gaps between the current security state and best security practices and policies</li> </ul>
<ul style="list-style-type: none"> <li>▪ Vertical and Regulatory Specific Assessments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment of the gaps between the current security state and the achievement of compliance with industry and government regulations, including (but not limited to):               <ul style="list-style-type: none"> <li>- Federal Financial Institutions Examination Council (FFIEC)</li> <li>- Federal Information Security Management Act (FISMA)</li> <li>- Gramm-Leach-Bliley Act</li> <li>- Health Insurance Portability and Accountability Act (HIPAA)</li> <li>- Payment Card Industry (PCI) Data Security Standard                   <ul style="list-style-type: none"> <li>• Certified to perform annual on-site assessments, quarterly scanning and report on compliance as well as payment application assessments*</li> </ul> </li> <li>- Sarbanes-Oxley</li> <li>- Supervisory Control and Data Acquisition (SCADA)</li> </ul> </li> </ul>

## Design Services

<ul style="list-style-type: none"> <li>▪ Incident Response Planning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Development of a security incident response plan to ensure preparedness in the event of a security incident</li> </ul>
<ul style="list-style-type: none"> <li>▪ Policy Development Service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Development of security policies and standards that map to an organization's business processes, regulatory issues and industry best practices</li> </ul>
<ul style="list-style-type: none"> <li>▪ Implementation Planning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Development of a plan for the most effective and strategic locations to install security solutions, how to best implement them with minimal impact on current network operations and how to plan for the ongoing management and maintenance of the security solution</li> </ul>
<ul style="list-style-type: none"> <li>▪ Network Architecture Design Service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Design of secure, customized network architectures</li> </ul>
<ul style="list-style-type: none"> <li>▪ Procedure Design</li> </ul>	<ul style="list-style-type: none"> <li>▪ Development of security procedures for a secure infrastructure</li> </ul>
<ul style="list-style-type: none"> <li>▪ Security Strategy Workshop</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strategic planning workshop to develop a specific security strategy</li> </ul>
<ul style="list-style-type: none"> <li>▪ Vulnerability Remediation Service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Based on assessment results, provides a prioritized roadmap outlining the remediation efforts needed as well as the timeframes and expertise required to quickly remediate the most serious problems and put a long term security program into place</li> </ul>

## Deployment and Migration Services

SERVICE	DESCRIPTION
<ul style="list-style-type: none"> <li>Deployment Consulting Service</li> </ul>	<ul style="list-style-type: none"> <li>Consulting, installation, configuration and tuning for deploying IBM ISS products</li> </ul>
<ul style="list-style-type: none"> <li>Jumpstart Deployment Service</li> </ul>	<ul style="list-style-type: none"> <li>Deployment of IBM ISS products as well as customization and integration of the solution for an organization's unique environment</li> <li>Rapid, cost-effective security optimization and protection with minimal impact on normal staff operations</li> <li>Knowledge transfer so that the organization's staff has the opportunity to learn about the new system as it is deployed</li> </ul>
<ul style="list-style-type: none"> <li>Migration Service</li> </ul>	<ul style="list-style-type: none"> <li>Consulting, installation, configuration and tuning services for migrating existing IBM ISS products to new IBM ISS products</li> </ul>
<ul style="list-style-type: none"> <li>Vulnerability Remediation Service</li> </ul>	<ul style="list-style-type: none"> <li>Based on assessment results, provides support for implementing system modifications and hardening activities and provides remediation strategy to reduce risk</li> </ul>

## Manage and Support Services

<ul style="list-style-type: none"> <li>Emergency Response Service</li> </ul>	<ul style="list-style-type: none"> <li>Immediate attack response 24x7x365 to stop attacks in progress and minimize their impact</li> <li>Prepare for, manage and respond to a computer security incident</li> <li>On-site security workshops to improve incident readiness and security posture</li> <li>Available as subscription service or as an ad hoc service</li> </ul>
<ul style="list-style-type: none"> <li>Forensic Analysis Service</li> </ul>	<ul style="list-style-type: none"> <li>Provides computer forensic analysis, discovery and litigation services to help find and prosecute perpetrators of information security breaches</li> <li>Detailed forensics to find and prosecute perpetrators</li> <li>Available as subscription service or as an ad hoc service</li> </ul>
<ul style="list-style-type: none"> <li>Staff Augmentation and Support</li> </ul>	<ul style="list-style-type: none"> <li>Provides cost-effective security optimization with minimal impact on normal staff operations by offloading critical security management tasks from in-house staff resources</li> <li>Security experts act as an extension of in-house resources</li> </ul>

## Education

<ul style="list-style-type: none"> <li>Security Awareness Program</li> </ul>	<ul style="list-style-type: none"> <li>Education for employees about best security practices and security policies</li> <li>Delivered online through e-learning or through customized classes at customer's site</li> </ul>
<ul style="list-style-type: none"> <li>Secure Code Training</li> </ul>	<ul style="list-style-type: none"> <li>Teaches application developers to develop secure applications and to follow best security practices when developing and testing new applications</li> <li>Taught by security experts with application development backgrounds</li> </ul>
<ul style="list-style-type: none"> <li>IBM ISS Product Courses</li> </ul>	<ul style="list-style-type: none"> <li>Training courses on IBM ISS products</li> <li>Offered at IBM ISS, third-party or customer locations</li> </ul>



### **System Emergency? Call our Emergency Response Team**

If you are currently experiencing a security emergency, call the IBM ISS Emergency Response Team right now.

- In the U.S. 888-241-9812
- Outside the U.S. (+001) 602-220-1440

### **Get Started Today and Schedule a FREE Consultation**

Contact us to learn more about expert security consulting services from IBM Professional Security Services. Call 800-776-2362, e-mail [consulting@iss.net](mailto:consulting@iss.net), or visit our Web site at [www.ibm.com/services/us/iss](http://www.ibm.com/services/us/iss).

### **\*PCI Data Security Standard**

IBM ISS is a Qualified Security Assessor and an Approved Scanning Vendor having met the requirements to perform PCI data security assessments globally. Security assessments are conducted by security experts who have in-depth experience in market and compliance requirements. IBM ISS is also recognized as a Qualified Payment Application Security Company. IBM ISS has met the requirements to perform PCI Payment Application Security Assessments to validate payment applications. These assessments are conducted by IBM ISS security experts who are Qualified Payment Application Security Professionals. In the event of a security breach involving credit card data, IBM Internet Security Systems is a Qualified Incident Response Company and can assist with incident response and forensic analysis. For more information about PCI services, e-mail [QDSC@iss.net](mailto:QDSC@iss.net).

### **About IBM Internet Security Systems (ISS)**

IBM Internet Security Systems, Inc. (ISS) is the trusted security advisor to thousands of the world's leading businesses and governments, providing preemptive protection for networks, desktops and servers. An established leader in security since 1994, the IBM ISS protection platform automatically protects against both known and unknown threats, keeping networks up and running and shielding customers from online attacks before they impact business assets.

IBM ISS products and services are based on the proactive security intelligence of its X-Force® research and development team - a world authority in vulnerability and threat research. The IBM ISS product line is complemented by comprehensive Managed Security Services and Professional Security Services. For more information, visit the IBM ISS Web site at [www.ibm.com/services/us/iss](http://www.ibm.com/services/us/iss) or call 800-776-2362.

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Route 100  
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U.S.A.

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06-07

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GTS03009-USEN-00