

Information Security Management System (ISMS)

Challenge: Integrating Service Desk Capabilities with Security Procedures and Policies

As your IT infrastructure expands and data is increasingly utilized to achieve competitive advantage, effective policies and procedures for securing data, minimizing the risk of information security breaches, and ensuring business continuity are essential. Security governance and risk management require that service desk and security procedures are tightly integrated, so that incident response, remediation, and prevention are swift, effective, and well documented.

Solution: The Cherwell ISMS

Cherwell Software's ISMS solution integrates a set of enterprise security management capabilities into Cherwell® Service Management, addressing the demands of both IT security and service desk leaders. Delivered as a Cherwell "merge-able" application (mApp™), the ISMS solution facilitates risk management assessments, provides a comprehensive view across risk and compliance functions, and monitors policy effectiveness by automating and tracking compliance efforts.

By leveraging Cherwell's configuration management database (CMDB), IT service management (ITSM) framework, and lifecycle processes, the system marries the capabilities of typical governance, risk management, and compliance (GRC) tools with real-time operational benefits for security incident handling. Cherwell's ISMS solution can align security controls and policies across multiple industry standards such as the International Organization for Standardization (ISO) 27001:2013, Health Insurance Portability and Accountability Act of 1996 (HIPAA), Payment Card Industry (PCI), and more.

Features

- Facilitate security compliance
- Manage risk assessments
- Manage security events and security incidents
- Prepare for, respond to, and track audits

Benefits

- Minimize impacts of any security event and/or incident through effective, industry best-practice response
- Ensure compliance with external security regulations and internal governance policies
- Minimize audit violations through control of security policies and actions
- Achieve data protection and privacy compliance requirements such as FedRAMP, HIPAA, PCI, ISO 27001, and ISO 9001
- Proactively manage risk to minimize the chance of a security breach or event occurrence



Key Features and Capabilities



Security Compliance

Cherwell's ISMS solution enables you to manage security-related compliance policies and activities, so you pass your next audit with flying colors.

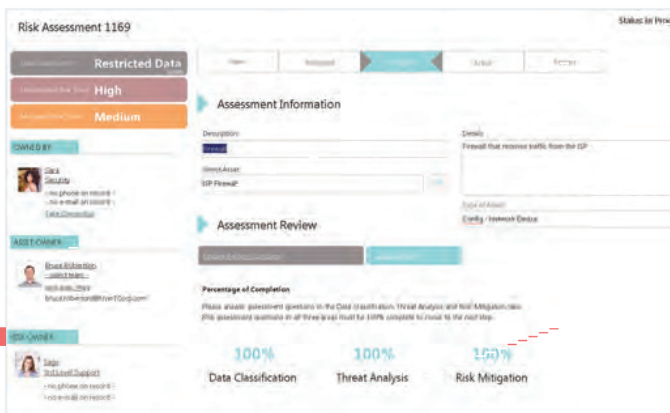
- Create and manage policy documents and procedures relating to industry regulations, audit guidelines, and/or organizational governance, risk management, and compliance (GRC).
- Record and track both corrective and preventative actions.
- Define a full set of security boundary controls that align to industry standard specifications, and track the process of managing to those controls.



Risk Assessments

Effectively govern and manage risk of configuration items (CIs) and supporting services, so you can better anticipate and mitigate risk.

- Calculate risks scores and potential business impact based on predefined security posture questions.
- Assign security classifications to configuration items or supporting services.
- Track assessments and scores over time to gauge changes in effectiveness and maturity.



Security Event and Security Incident Management

Manage and track security events and security incidents using a security-specific lifecycle process, expediting remediation and improving outcomes.

- Create security events from multiple sources including integrations with external security incident and event management (SIEM) solutions.
- Link security events to IT incident and change management processes and tasks to streamline action across functional teams when response time is critical.
- Create security incidents based on security event threshold breaches or escalations.
- Leverage to industry-standard National Institute of Standards and Technology (NIST) guidelines including strict privacy already built into the solution.



Audit Preparation, Tracking, and Response

Track and manage security-related audits and their associated activities.

- Define forward-looking audit schedules, and track completion of audit schedules.
- Take advantage of templates that align to industry standards such as FedRAMP, HIPAA, PCI, ISO 27001, and ISO 9001.
- Schedule audits to take place on a recurring basis.