

# NNT Managed Services



GET EVEN MORE VALUE FROM NNT SOFTWARE & BETTER PROTECT AGAINST SECURITY THREATS

## CHANGE TRACKER™ GEN 7

### NNT Change Tracker Deliverables

### NNT Managed Services Overview

NNT Managed Services are principally designed to help our customers get even more value from their NNT software & better protect them from security related issues. This service aims to ensure the continuous optimization of the features and functionality within NNT Change Tracker and Log Tracker.

The service, typically conducted through regular remote sessions, will focus on maintaining the tuning, alerting, and usability of the software and extend the automation and integration within the customer environment to ensure better protection and compliance at all times.

This also enables NNT to provide your IT staff with on-going “real world” software configuration and usage familiarization and training.

- Technical Account Management Team
- Bi-Weekly Check-In Meetings
- Consistent Review of Change Rules
- NNT Change Control Program
- Monthly Change Analysis to Improve Change Control
- Monthly System Configuration and Baseline Review
- Upcoming or Expect Change Discussion
- Systems Configuration and Operation Assistance
- Maintain, Monitor, and Oversee System Configurations, Dashboards, Alerting, and Reporting
- Customer Training
- NNT FAST Cloud Service Optimization
- Ongoing Automation and Integration

*NOTE:* For any 3rd party integration work, the NNT team will provide the Customer with a monthly allotment of service hours for use on the Customers Change Tracker and Log Tracker deployment. These hours are only used when the Customer requests. These hours will not be used due to regularly scheduled meetings, or troubleshooting issues.

### Key Focus Areas

The key focuses for this Managed Service offering include:

- ▶ Governance
- ▶ Security
- ▶ Compliance
- ▶ Change Control
- ▶ Automation
- ▶ Integration

*Note:* These elements represent the base service provided. NNT is able to add & enhance the deliverables as required in order to better help with issues that may be specific to your environment.

## LOG TRACKER™ ENTERPRISE

### NNT Log Tracker Deliverables

- Effectively Configured Alerts
- Refined & Specific Correlation Threads
- Reporting Set-Up for IT Management & Auditors
- Email Alerting
- Review and Configure Security & Compliance Rules
- Tickets Configured with Escalation and Actions Defined
- Compliance Scorecards Set-Up for Audit
- Ongoing Ad-Hoc Configurations
- Log Retention
- End-Point Devices Configured
- Appropriate User Accounts Generated with Permissions and Alerts

### About NNT

New Net Technologies (NNT) is the leading provider of Security through System Integrity focused on helping organizations reduce their security risk, increase service availability and achieving continuous compliance. NNT delivers Security through System Integrity by introducing the essential Critical Security Controls, leveraging intelligent change control technology to track system integrity, and using dynamic policy and baseline management to ensure systems remain secure, available and compliant at all times.

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