

## BMC & NNT Integration Solution Brief

### Managing by Fact Not Fiction

- > The industry average for Mean-Time-To-Detect (MTTD) for both expected and unexpected changes is 190 days.

*NNT's Change Tracker Gen7 MTTD is measured in seconds.*

- > 80% of unplanned outages are due to the lack of change management process and controls.

*NNT can enable and enforce a closed-loop intelligent change management process.*

- > 91% of all security breaches can be auto-detected when release, change and configuration management controls are implemented.

*NNT's SecureOps approach incorporates a best practices methodology to achieve the desired results.*

### How can you accurately ensure that intended changes were delivered as requested and approved?

#### NNT's Closed-Loop Intelligent Change Control

NNT has integrated its award-winning Change Tracker™ Gen7 R2 solution with a leading ITSM provider, BMC Remedy, to deliver **Closed-Loop Intelligent Change Control** as part of NNT's visionary SecureOps strategy. Through this integration, approved and authorized changes issued by Remedy are validated automatically using Change Tracker™, with a full audit trail of what actually changed, all reconciled with your change request.

Any changes made, inside or outside of a planned change window, that don't map to an authorized work order are automatically flagged as unplanned events. Changes made that align to a change request are highlighted as planned and assigned to the Remedy change request. NNT's Change Tracker™ intelligent change control allows an organization to reuse repeated or recurring change patterns to ensure that changes were implemented as planned, and to segregate pre-approved changes from unexpected and genuinely suspicious changes.

This integration with BMC Remedy solves the issue security professionals have been facing for years when correlating the actual changes made within a change request: knowing exactly what changed inside as well as outside a change management window.

The integration works with the change window start and end date, which clearly specifies the devices associated with the authorized request for change. Any new Remedy change requests are processed and a corresponding planned change schedule is created in Change Tracker™, allowing real-time change detection and control to be facilitated by on a continuous basis.

All changes that are made are automatically recorded and reconciled against a Remedy change request/profile. Any exceptions spotted such as misconfigurations or non-scope changes are highlighted as unplanned for review and remediation where required.

The details exposed are forensic level, including who made the change with before and after exposure of changes clearly reported. Any unplanned changes are then prioritized as Remedy incidents for review.

#### Closed-Loop Intelligent Change Control

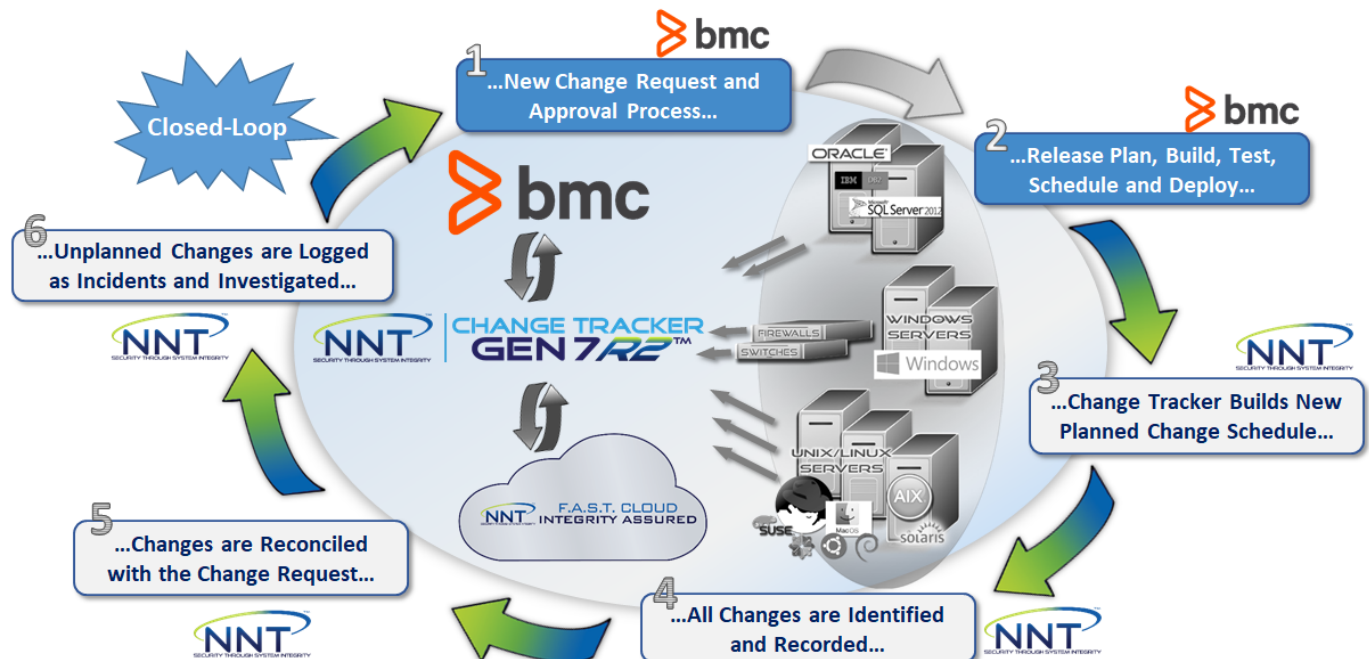
Closed-Loop Intelligent Change Control is a vital component to NNT's **SecureOps™** strategy. SecureOps™ combines established best practices for security and IT service management to deliver a holistic and comprehensive solution that identifies expected changes and highlights unknown, unwanted and potentially malicious events in real-time, without all the noise and headaches of endless alerts.



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Change Tracker™ uses a range of innovations to automatically review changes, including leveraging our FAST Cloud Threat Intelligence service and our intelligent change control rules. FAST Cloud™ is a file white-list service that verifies the safe reputation of file changes against over 8 billion approved, safe files. Our intelligent change control reuses pre-approved patterns of changes to automatically assign changes to a relevant change request. This approach helps enable SecureOps™, NNT's approach to addressing issues and problems that are applicable to both security and IT operations.

### What does a Closed-Loop Intelligent Change Control process look like?



1. Request for proposed changes are submitted to a CAB (change advisory board). The CAB either approves or rejects the request for change.
2. If approved, a Release, Build, Test, Schedule and Deployment plan is created to take effect within a prescribed Change Management & Maintenance Window.
3. Change Tracker is incorporated into a pre-production test environment of BMC's change management process. Observed changes by NNT Change Tracker are used as a mechanism to auto-build a policy to identify and suppress noise of expected changes in post-deployment environments. (NNT Change Tracker Builds New Planned Change Schedule).
4. NNT will operate (inside and outside the Change Mgmt & Maintenance Window) to detect all changes.
5. NNT observed changes are reconciled against approved change requests from BMC.
6. By understanding the authorized and approved changes, NNT will highlight all the unknown, unwanted, unexpected and potentially malicious changes (additions, modifications and deletions). These are the changes needing to be reviewed and investigated immediately.

#### About NNT

New Net Technologies (NNT) is the leading provider of SecureOps. SecureOps combines the essential, foundational security controls as prescribed by all leading security frameworks such as CIS and NIST with the operational discipline of change management. By ensuring you have the prescribed essential security controls in place combined with the ability to correlate changes within your environment with an approved ticket or set of intelligent rules, organizations are able to prevent and protect themselves against all forms of breach as well as gaining full control of changes for both security and operational peace of mind.

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