

## Cherwell & NNT Integration Solution Brief

### What is SecureOps™ and How Can NNT Help?

- > SecureOps™ combines established best practices for security and IT service management to deliver a holistic & comprehensive solution that identifies and highlights unknown, unwanted and potentially malicious events in real-time, without all the noise and headaches of endless alerts.
- > SecureOps™ combines Security (Critical Security Controls, Intelligent Change Control, and Dynamic Policy and Baseline Management), ITSM and Compliance to create the most effective security strategy.

### 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 leading ITSM provider, Cherwell, to deliver **Closed-Loop Intelligent Change Control**. Through this integration, approved and authorized changes generated by Cherwell can be automatically validated and verified using Change Tracker™, with a full audit trail of what actually changed and reconciled with your change request.

Any unexpected changes that are made inside or outside of a planned change window are automatically flagged as unplanned security events. Whereas, changes made that align to authorized change request are highlighted as planned. This approach allows Change Tracker's™ intelligent change control to reduce and in some cases eliminate the change noise leaving unplanned, unexpected and potentially malicious changes highlighted for investigation and remediation.

With Closed-Loop Intelligent Change Control, the reduction of change noise revolutionizes breach detection, clearly exposing zero-day malware activity.

This integration with Cherwell solves the issue security professionals have been facing for years when trying to correlate the actual changes made within a change request: knowing exactly what changed during the change window.

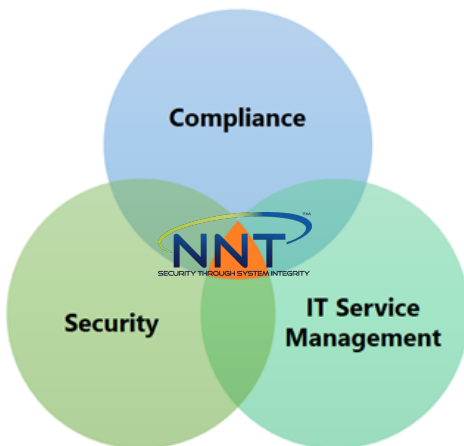
All changes that are made are recorded and assigned to the Cherwell change request. Changes that are made during the change window are automatically validated against the expected change profile. Any exceptions spotted such as misconfigurations or non-scope changes are highlighted for review and remediation.

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

## cherwell

### About Cherwell Service Management

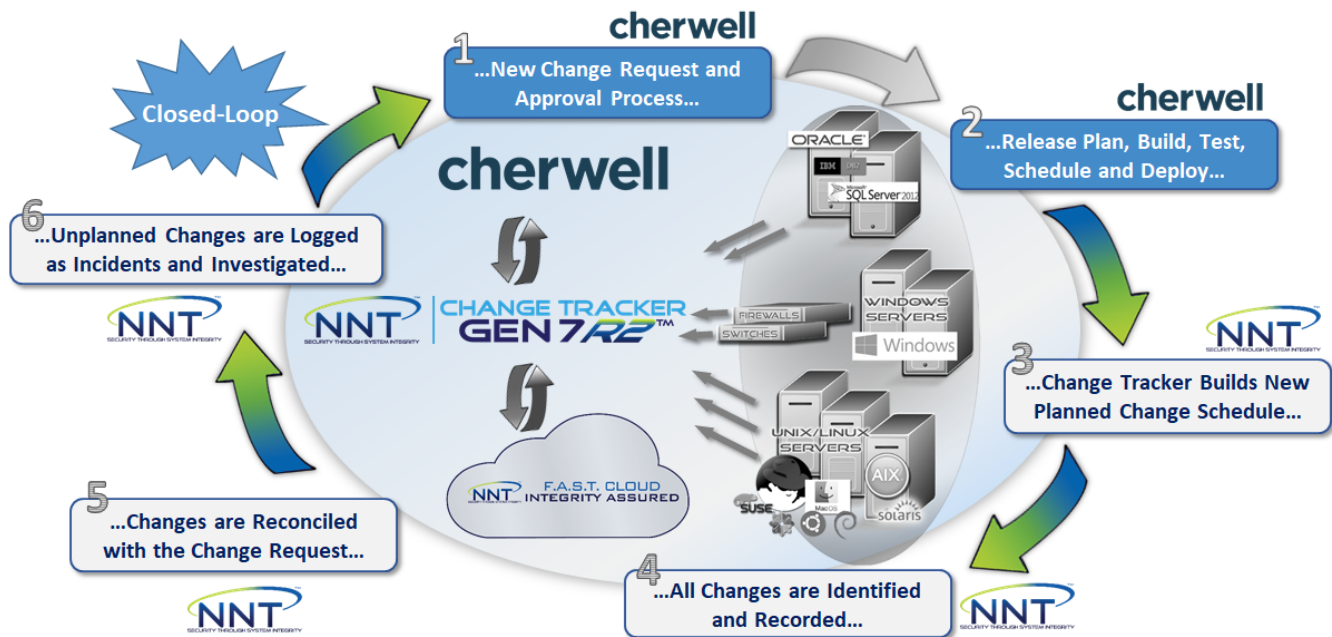
Cherwell® Service Management, enables IT departments to easily automate routine tasks, enhance response times, and save valuable time. It's built on Cherwell's codeless Cherwell Service Platform that provides the foundation for service automation, including award winning mergeable application technology, enabling the rapid deployment of new features, upgrades, and connections with third-party services.



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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 Cherwell'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 Cherwell.
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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