KENNA
Security

Best Practices for Remediation

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Best Practices for Remediation

Agenda

- Setting the Foundation
  - Ingesting Accurate Data
  - Organize with Tags/CMDB
  - Scheduling of Connector Runs
- Remediation Tools
  - Manageable Risk Meters for Remediation
  - Effective Use of Top Fixes
  - Leveraging SLAs
- Change Management
  - Incentives, gamification and positive reinforcement
  - Customer Examples
  - Interactive Poll

Tips on Setting the Foundation

- Ingest Accurate Data
  - Make sure the user account associated with the scanner brings all the scans you want to ingest and only the scans you want to ingest
  - The locator order of assets may need to be changed to avoid duplicate assets
- Organize data with tags or CMDB
  - Tags and CMDB may require cleanup before you bring in that data to Kenna
  - Tags help group assets into remediation buckets
  - CMDB helps bring in additional metadata used to group assets as well as asset owner
- Scheduling Connector Runs
  - The more frequently you scan, the more frequently you can run your connectors, resulting in faster updates to risk scores in Kenna
  - At a minimum, try to run your connectors as soon as possible after your scans complete

Remediation Tools

- Manageable Risk Meters for Remediation
  - Risk Meters by asset owner
  - Risk Meters by OS
  - Risk Meters by business unit
  - Risk Meters by vuln criticality
- Effective Use of Top Fixes
  - Use only with asset-based risk meters
  - Use in conjunction with Explore view or a Risk Meter focusing on critical vulns
- Leveraging SLAs
  - SLA adherence provides an effective measurement for remediation success
  - Once you are on top of your critical vulns and have reduced your risk score into the orange, consider switching to reducing your MTTR by following risk-base SLAs

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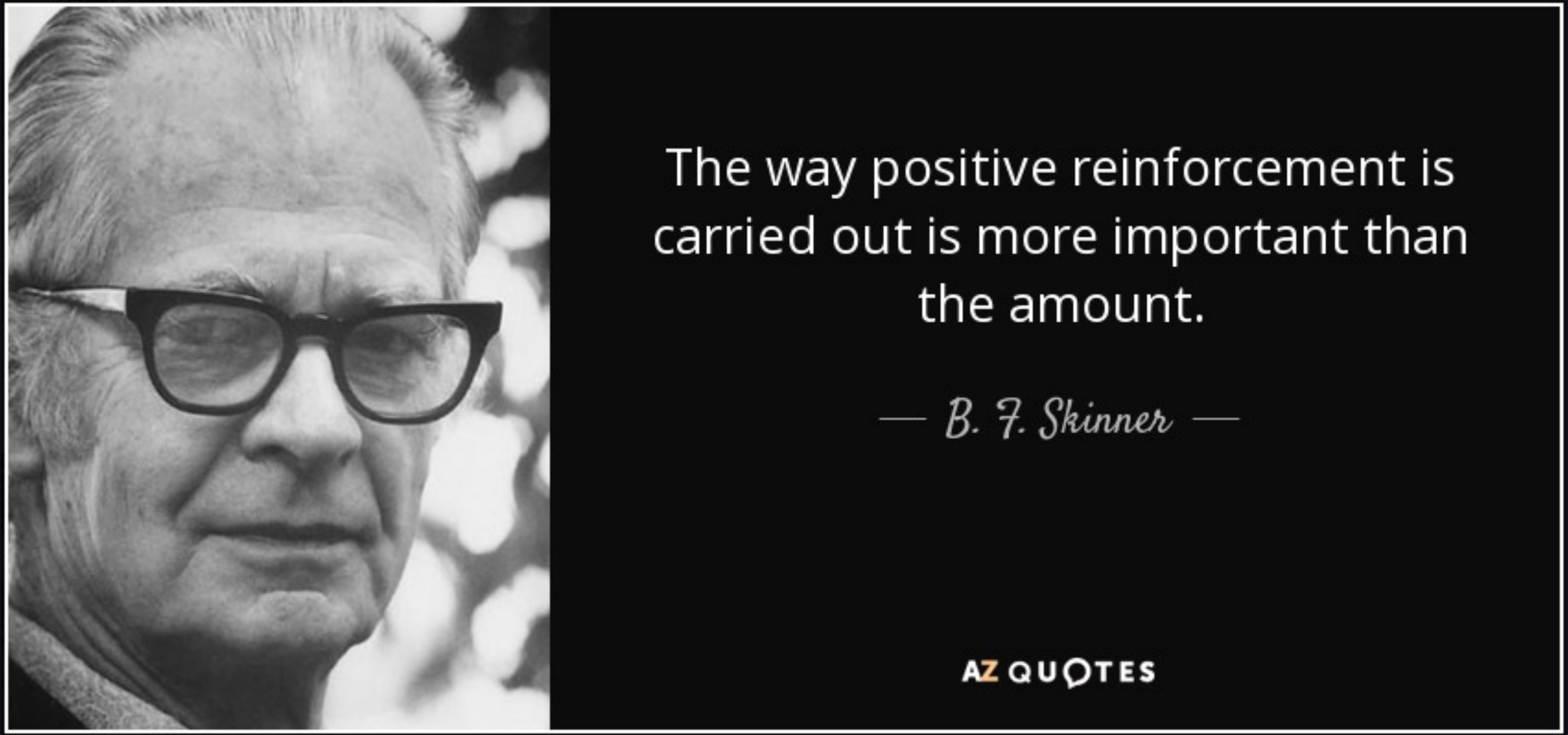
Demo Time

- Show some example Risk Meters for Remediation (Windows HRM)
- Review use of Top Fixes
- Highlight reports on SLAs and MTTR
- Demo some useful SLA-based queries
  - *Fixed on Time* - Syntax: not_closed_by_due_date:false AND status:closed
  - *Fixed Late* - Syntax: not_closed_by_due_date:true AND status:closed
  - *Open and Late* - Syntax: not_closed_by_due_date:true
  - *Due within 30 Days* – Syntax: due_date:(<now+30d AND >now)

Change Management

Incentives, gamification, and positive reinforcement!



The way positive reinforcement is carried out is more important than the amount.

— B. F. Skinner —

AZ QUOTES

Change Management (See Resources for cheat sheet)

Step 1 – Use Threat Intel to Drive Remediation Decisions

- Let the Kenna patented algorithms do the hard work!
- Move to the Kenna Risk Score to drive remediation decisions rather than CVSS, scanner score, or the hottest new CVE

Step 2 – Operationalize Kenna

- Define your risk tolerance – What is an acceptable risk score to drive remediation?
- Once your tolerance is defined, document this in your Security policies
- Set short- and long-term SMART goals for positive reinforcement
- Encourage end-users to use Kenna as a self-service portal through incentives (drop the spreadsheets!)
- Educate leadership and organization on the Kenna Risk Score with the goal of it becoming a common metric across the company

Step 3 – Optimize Kenna

- Create risk-based SLAs based on the policy and risk tolerance defined in Step 2
- Track progress using a variety of risk-based performance metrics like SLA adherence and MTTR

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The Modern Vulnerability Management Journey

LOWER RISK

with continuously improving economics

infrastructure, applications, IoT

Table Stakes

- Prioritization & Action driven by CVSS or Scanner Score
- Security driven, IT resistance, limited justification for fixes
- Success = Reduce number of “high-risk” vulnerabilities

Intel Driven

- Prioritization & Action driven by threat intelligence on top of scanner score / CVSS
- Security driven, IT resistance, better justification for fixes
- Success = Reduce vulnerability risk score

Operationalized

- Risk-prioritized “next best action” driven by real-time threat intel and data science
- Shared incentives based on risk scores. IT self-serve remediation. Security focused on reporting, oversight, and exception handling
- Success = Risk Score as common metric across the business, with aligned goals

Optimized

- Risk-prioritized “next best action” driven by real-time threat intel, data science, organizational risk tolerance, and SLA adherence
- Shared incentives based on risk scores and agreed SLA’s. IT self-serve remediation. Security focused on reporting, oversight and exception handling
- Success = Systematic, ongoing response to discovered risk within target timeframes

Customer Examples and Discussion

Customer Examples

- Ensure leadership and remediation teams understand Kenna scoring and what is needed to achieve desired risk tolerance
- Create internal documentation around the Kenna methodology and what is expected
- Ease into goal expectations and set SMART goals within specific time frames (ex. Remediate all 90s and above in the first 90 days/risk meter score under 900)
- Set MBOs/bonuses based on achieving goals noted above
- Create friendly competitions between teams based on Kenna metrics
- Get your CISO involved in noticing and comparing team scores

Interactive Poll

What has worked for you and what has not?

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Thank you

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