



# Cisco Security Remote Management Services

## Cisco IPS Signature Management Service

### Achieving Cost-Effective, Secure IT Operations

Secure IT operations are essential to preserving the performance, availability, and reliability of business resources by maintaining the confidentiality and integrity of business data. Security also enables compliance with government regulations and mandates. Qualified expertise for tuning, monitoring, managing, and reporting the day-to-day security operations of an enterprise network is scarce and expensive. Outsourcing security operations to Cisco® is more cost effective than building an in-house security operations team. Cisco Security Services give you access to highly experienced security experts and vast support resources 24 hours a day, 7 days a week.

Cisco Security Services deliver comprehensive security operations management to your enterprise, enabling you to control expenditures as you effectively maintain the integrity and privacy of sensitive information and maximize network availability, reliability, and stability.

### Cisco IPS Signature Management Service

Cisco Services for IPS provide a baseline for benefiting from your Cisco Intrusion Prevention System (IPS) by providing access to signature updates. By adding remote release management and signature tuning for the Cisco IPS, the Cisco IPS Signature Management Service enables your security infrastructure to adapt to emerging threats and to patch vulnerabilities and prevent intrusions automatically. This automated “push” service eliminates the need for your staff to remember to check for updates manually. Cisco security analysts help you deploy signature updates and tune each new release to your environment with lower cost and less effort than manual adjustments.

### Benefits of the Cisco IPS Signature Management Service

The Cisco IPS Signature Management Service creates efficiencies that deliver business benefits:

- Reduces exposure time by obtaining security updates immediately upon release
- Reduces efforts associated with event response, training time, and security analysis
- Reduces operational expenditures by using full-time signature specialists without paying full-time specialist fees and by reducing investments in dedicated management tools to push updates and manage configurations

If you are interested in the Cisco IPS Signature Management Service, you might have a greater need for Cisco Security Remote Management Services.

### Cisco Security Remote Management Services

Cisco Security Remote Management Services help you to manage security functions in your entire Cisco network and increase your security posture awareness. This set of services delivers access 24 hours a day, 7 days a week to a team of highly certified security and networking experts who provide:

- Operational support for security incident monitoring
- Security solution fault and performance incident management
- Problem resolution and security infrastructure tuning
- Secure network access control support
- Cisco Security Remote Management Services encompass three complementary services:
  - Cisco Security Access Control Remote Management Service, which offers a detailed set of monitoring, managing, and reporting methodologies for access control that help you create a more tightly controlled, more closely monitored, and more secure environment
  - Cisco Security Intrusion Prevention Remote Management Service, which offers a detailed set of monitoring, managing, and reporting methodologies for accurately detecting known threats, helping you closely patrol your network for intrusions and effectively mitigate security incidents
  - Cisco Security Virtual Private Network (VPN) Remote Management Service, which offers a detailed set of monitoring, managing, and reporting methodologies that help you improve the security and performance of your VPN solution

### Benefits of Cisco Security Remote Management Services

- Maximize the value of security investments by keeping devices available and operational
- Focus resources on strategic business projects by offloading the day-to-day security monitoring and management operations of your IT infrastructure
- Save time, money, and effort by scaling change, configuration, and release management processes with Cisco support staff available 24 hours a day, 7 days a week



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Cisco Security Remote Management Services include these deliverables (Tables 1–3).

**Table 1. Cisco Security Access Control Remote Management Services Activities and Deliverables**

Operate Phase Activity	Deliverable
<b>Monitor the Access Control Infrastructure</b>	<ul style="list-style-type: none"> <li>• Managed device inventory report available online</li> <li>• Analysis and resolution of service-affecting security, fault, and performance-related incidents</li> </ul>
<b>Manage the Access Control Infrastructure</b>	<ul style="list-style-type: none"> <li>• Resolution of access policy troubleshooting requests for managed security devices</li> <li>• Documented request-for-change (RFC) tickets</li> <li>• Analysis and controlled release of physical and logical changes</li> <li>• Annual access policy reviews on qualified managed components</li> <li>• Device software upgrades (Cisco IOS® Software/OS)</li> <li>• Configuration archiving</li> </ul>
<b>Report on Primary Operational Attributes of the Access Control Infrastructure</b>	<ul style="list-style-type: none"> <li>• Performance reporting showing relevant metrics for managed security components</li> </ul>

**Table 2. Cisco Security Intrusion Prevention Remote Management Service Activities and Deliverables**

Operate Phase Activity	Deliverable
<b>Monitor the Intrusion Prevention Infrastructure</b>	<ul style="list-style-type: none"> <li>• Managed device inventory report available online</li> <li>• Analysis, categorization, and resolution of service-affecting security, fault and performance-related incidents</li> </ul>
<b>Manage the Intrusion Prevention Infrastructure</b>	<ul style="list-style-type: none"> <li>• Evaluate, test and deploy signature and service pack updates</li> <li>• Proactively analyze incidents and tune out benign and legitimate activity</li> </ul>
<b>Analyze the Ongoing Threat to the Infrastructure</b>	<ul style="list-style-type: none"> <li>• Analysis tickets that show the threat and exposure rating of detected security events</li> <li>• Analysis tickets that show recommendations and remediation steps for mitigating the threat</li> </ul>
<b>Report on Primary Operational Attributes of the Intrusion Prevention Infrastructure</b>	<ul style="list-style-type: none"> <li>• Fault incident ticket reports</li> <li>• Security incident ticket reports</li> <li>• Security rate of occurrence reports</li> <li>• Top types of attacks reports</li> <li>• Top 10 sources and destinations of attacks reports</li> <li>• Daily and monthly threat exposure report showing relative risk over time</li> </ul>

**Table 3. Cisco Security VPN Remote Management Service Activities and Deliverables**

Operate Phase Activity	Deliverable
<b>Monitor the VPN Infrastructure</b>	<ul style="list-style-type: none"> <li>• Managed component inventory report available online</li> <li>• Monitoring of IP Security (IPsec) VPN tunnels</li> </ul>
<b>Manage the VPN Infrastructure</b>	<ul style="list-style-type: none"> <li>• Incident management of VPN events</li> <li>• Handle device software upgrades and configuration changes</li> <li>• Configuration archiving</li> </ul>
<b>Report on Primary Operational Attributes of the VPN Infrastructure</b>	<ul style="list-style-type: none"> <li>• Device availability</li> </ul>

### Why Cisco Security Services?

Cisco and its certified security services partners maintain high standards for expertise and experience, delivering consistently excellent results based on best practices and good communication. These experts deliver services that allow organizations to quickly, accurately, and cost-effectively manage security throughout their networks.

Cisco Security Services support the Cisco Self-Defending Network, an architectural solution designed for the evolving security landscape. Security is integrated everywhere and with the help of a lifecycle services approach, enterprises can design, implement, operate and optimize network platforms that defend critical business processes against attack and disruption, protect privacy, and support policy and regulatory compliance controls.

Cisco Security Services are delivered by highly trained Cisco experts, typically with one or more Cisco CCIE® designations. These experts develop in-depth knowledge of your security environment and how it supports your business objectives. They act as liaisons between your organization and the wealth of security expertise and resources available at Cisco.

A prerequisite for the Cisco IPS Signature Management Service and Cisco Security Remote Management Services is the Cisco Services for Intrusion Prevention System (IPS) Service.

For more information, visit [www.cisco.com/go/ros](http://www.cisco.com/go/ros).