

Issue Manager

Managing the risks associated with Information Security can often result in more challenges than solutions. If you have a requirement to distribute the findings of security scanning to the people who need to resolve the issues how do you do so efficiently and securely? How do you manage the status of remediation that is required to reduce the level of risk your organisation is exposed to?



How do you manage the remediation process of your scan results?

Can you easily distribute vulnerabilities to the relevant individuals or groups within your business? Are you able to maintain an audit trail of access to information about vulnerabilities within your organisation? Increasing visibility through the remediation process helps improve effectiveness and reduce timescales.

How do you review the remediation status of vulnerabilities on your network?

Do you have the ability to review and accept risks that are highlighted during security scanning? How do you go about tracking and prioritising remediation? Can you easily assign accountability for remediation activities and set deadlines?

How do you provide third parties with details about vulnerabilities they need to resolve without revealing sensitive information relating to your organisation's security?

Do you have the ability to limit access rights to ensure the right level of access necessary for any user or team internally or externally?

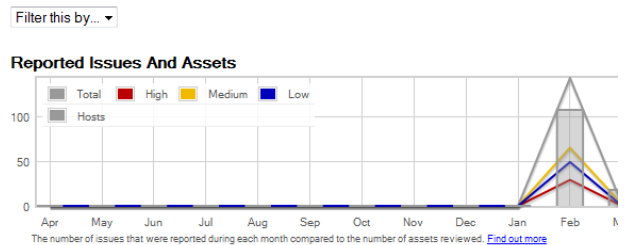
How do you track your security trends and monitor your patch management process?

Can you map the trends of your remediation process; is it improving, stagnating or even getting worse? How can you provide evidence that more needs to be done to ensure your organisation is not suffering from unnecessary risk?

Issue Manager puts you back in control of your security and risk information and improves your ability to manage your infrastructure from a security perspective.

Issue Manager pulls together the details of all issues reported in your FastHold account and provides a consolidated interface to view these issues, track their remediation and report on these activities.

Issue Manager



The benefits of the **Issue Manager** application within **FastHold**:

Issue Manager enables you to control the remediation process within your team;

this gives you complete control over your issues allowing you to assign them to groups or individuals to review or remediate.

Compare and Contrast

Group Issues by Business Unit or remediation team – Are one team struggling with the work load while another seem to have little to do? Issue Manager enables you to group by business unit or team so you can directly compare and contrast the remediation process across your entire organisation.

Secure, Real time, Communication

Communicate securely internally about the issues through the system, which will log your progress and provide evidence of remediation to auditors.

Trend Analysis

Bulk tag issues under units, teams or operating systems and then compare the progress made by the teams in graphs created through the system. Track the effectiveness of your patch management program and follow the trends within your organisation - how long on average does it take to fix a high level vulnerability?

Export results to your ticketing system

Export the results in CSV format to discuss in meetings or if you are already using a ticketing system save yourself the time of having to copy and paste from a PDF document by uploading directly from our CSV file.

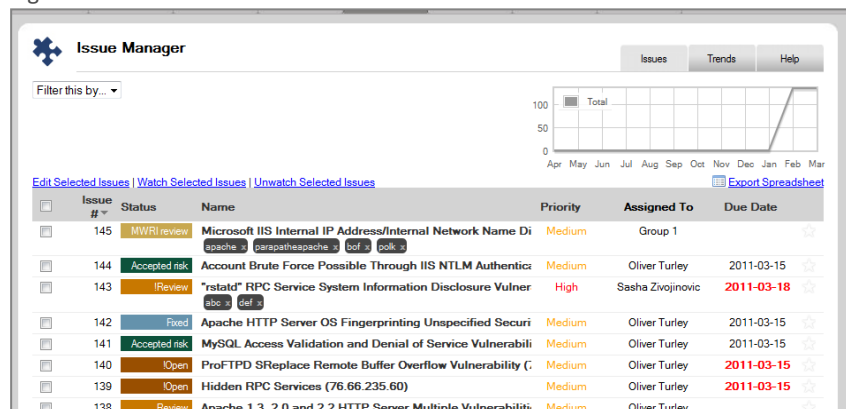
Manage your Issues

How many are resolved, how many are passed their due by date? Filter the issues by various options, including custom tags that you can set yourself. Easily manage the issues from your test or scan by bulk assigning issues based on your own particular criteria and then letting the system produce the graph.

When MWR first demonstrated exactly what Issue Manager could do; I was amazed, this is exactly the kind of system you need when you have lots of results to wade through and it is completely unique within the industry.

Technical Manager

Leisure and Tourism Sector



For information about the Issue Manager application

Contact us directly on: +44 (0) 1256 300920 for more information about how the service could benefit your organisation or to arrange a demonstration.