



Project Remedies Inc.

Using Remedy and Your Service Desk Infrastructure for Cyber Incidents and Events

Project Remedies expands your Remedy-based Service Desk into a Cyber Service Desk.

Leveraging your Investment in BMC's Remedy Action Request System.

Identity Manager, Cyber Manager and ActionProgram Manager Plus were developed with BMC's Remedy Action Request System. APM Plus is the only Process and Life-Cycle Management System that integrates with an Asset Management System, and provides:

- Near Real-time Status
- Manage Costs
- Improve Services Quality
- Speed Response Time
- Integrate Staff into a Single Resource Pool

"When we combined our existing Remedy implementation with PRI's ActionProgram Manager Plus, we got the resource information and the cost information we needed to run our business."

Licensing PRI's ActionProgram Manager Plus eliminated the need for the major integration project we were looking at if we chose disparate products. Eliminating that cost was a major factor in our decision to implement an all Remedy-based solution. We call it "Nirvana."

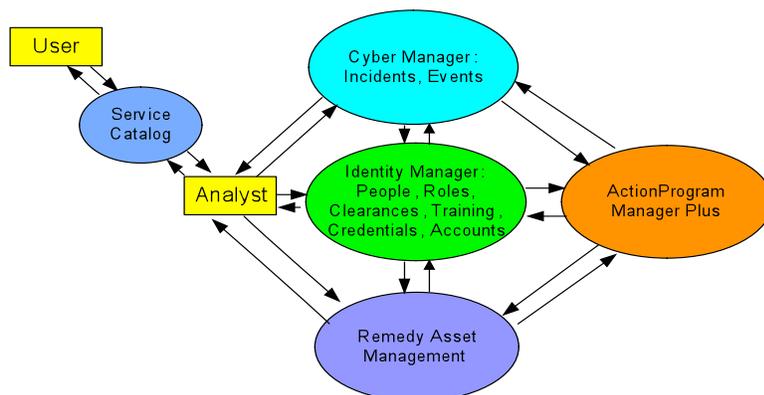
Project Remedies' Cybersecurity Solutions

The Cyber Life Cycle is different from your normal incident life-cycle. Project Remedies Inc.'s **Cyber Action Suite™** includes four Remedy-based integrated applications that create a robust cybersecurity management solution. With them, you will be compliant with the NIST Special Publication 800-63 R2 on Cyber Incident Handling. These applications:

- Leverage the functionality of PRI's ActionProgram Manager Plus to manage all remediation efforts
- Run on a company's existing Remedy environment
- Leverage an organization's legacy Remedy investments
- Accept either user-entered or automatically captured incident and event data, automatically captured by an event management system
- Take advantage of native Action Request System functionality such as workflow, a flexible ability to define rules, the ability to import data from multiple, disparate applications, and automatic notifications and logging of each notification.
- Leverages existing "People," "User" and "Group" data. These are the major "foundational" forms in every Remedy implementation.
- Connects people with assets and assets with people. Incidents with assets and assets with incidents
- Have rapid implementation
- Automatically generates consistent, repeatable mini-project plans based on pre-defined templates
- Are reasonably priced

These solutions are based on requirements defined by the U.S. Department of Homeland Security (DHS) – Continuous Diagnostics and Monitoring (CDM) Framework and are compliant with the National Institute of Standards and Technology (NIST) Special Publications 800-53 R4 and 800-61 R2 on Incident Handling.

Project Remedies' Cybersecurity Management Solutions





Identity Manager and ActionProgram Manager Plus

are used to create an integrated identity management system that tracks and manages:

- Identity provisioning
- Monitoring of identity issues and anomalies
- Rapid notifications and revocations

Cyber Manager and ActionProgram Manager Plus

are used to create an integrated incident response and remediation system that:

- Creates Cybersecurity “Common Operational Picture” COP
- Prioritizes and tasks remediations with mini-project plans
- Statuses, monitors resources and cost remediation activities. Rapid notifications and revocations

Contact Us

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Identity Manager™ (IM): Tracks and manages the elements of user identity so they can operate on the network and interfaces with ActionProgram Manager Plus and other Remedy-based applications.

1. Manages Identity and Authentication: Manages people, their roles, clearances, agreements, training, credentials and accounts including CAC’s or Fobs.

2. Setup and Managing On-Going Activities: Incorporates rules relating to clearances, training, credentials and accounts with people’s roles. Manages all activities to insure they are up to date.

3. Connects People to Assets and Assets to People: Critical to implementing “Bring Your Own Devices (BYOD).”

4. Rapid Notification and Revocation: Shuts down enterprise access, and implements notifications to Enterprise Authorities and the User in case of account or identify breach.

Cyber Manager™ (CM): Tracks all incidents for better reporting and trend analysis, and coordinates the complete remediation life cycle of cybersecurity incidents and events. Cyber Manager interfaces with ActionProgram Manager Plus and other Remedy-based applications.

1. Common View: Integrates both incident and event data and creates “Common Operational Picture” (COP) for all cyber issues.

2. Connects Assets, Incidents and Events: Incidents and events are connected to assets and assets to incidents and events.

3. Prioritizes Remediation Activities: Insures only highest priority incidents are remediated.

4. Automatically Generates Mini-Project Plans: Mini-project plans are generated from pre-defined work templates, insuring that all necessary steps are included in each remediation effort. These flexible task templates insure that all of the specified tasks are completed in a consistent, repeatable manner.

5. Maximizes Staff Resources: Monitors resource workloads and capabilities, maximizing staffing for remediation.

6. Provides Remediation Performance and Cost Monitoring: Performance metrics and cost are captured in near real-time.

7. Information Sharing: Facilitates real-time critical information sharing, forensic documentation and post Incident learning. CAM allows near real-time policy update suggestions from remediation activity.

Benefits of Project Remedies’ Cybersecurity Solution:

- Increased visibility for Senior Management
- Provisioning of activities, people and documents
- Flexible rules-based environment
- Connects people and incidents with assets
- Consistent, repeatable work and approval processes
- Supports continuous process improvement
- Automatic logging of notification for forensic and process auditing
- Automatic notifications, escalations and revocations
- Complies with NIST SP 800-53 R4 and 800-61 R2

About Project Remedies Inc.

Project Remedies Inc. is a leading provider of enterprise management solutions, particularly in the areas of IT Processes, Project, Program, Portfolio, Governance, Resource, Risk and IT Cost Management. Project Remedies Inc. has been in the Remedy community since the company started in 1993, and is a partner in BMC’s Technology Alliance Partner program. For more information about Project Remedies Inc., visit www.projectremedies.com.

About BMC

BMC Software, Inc. is a leading provider of enterprise management solutions. Founded in 1980, BMC Software has offices worldwide. For more information on BMC Software, visit www.bmc.com.

