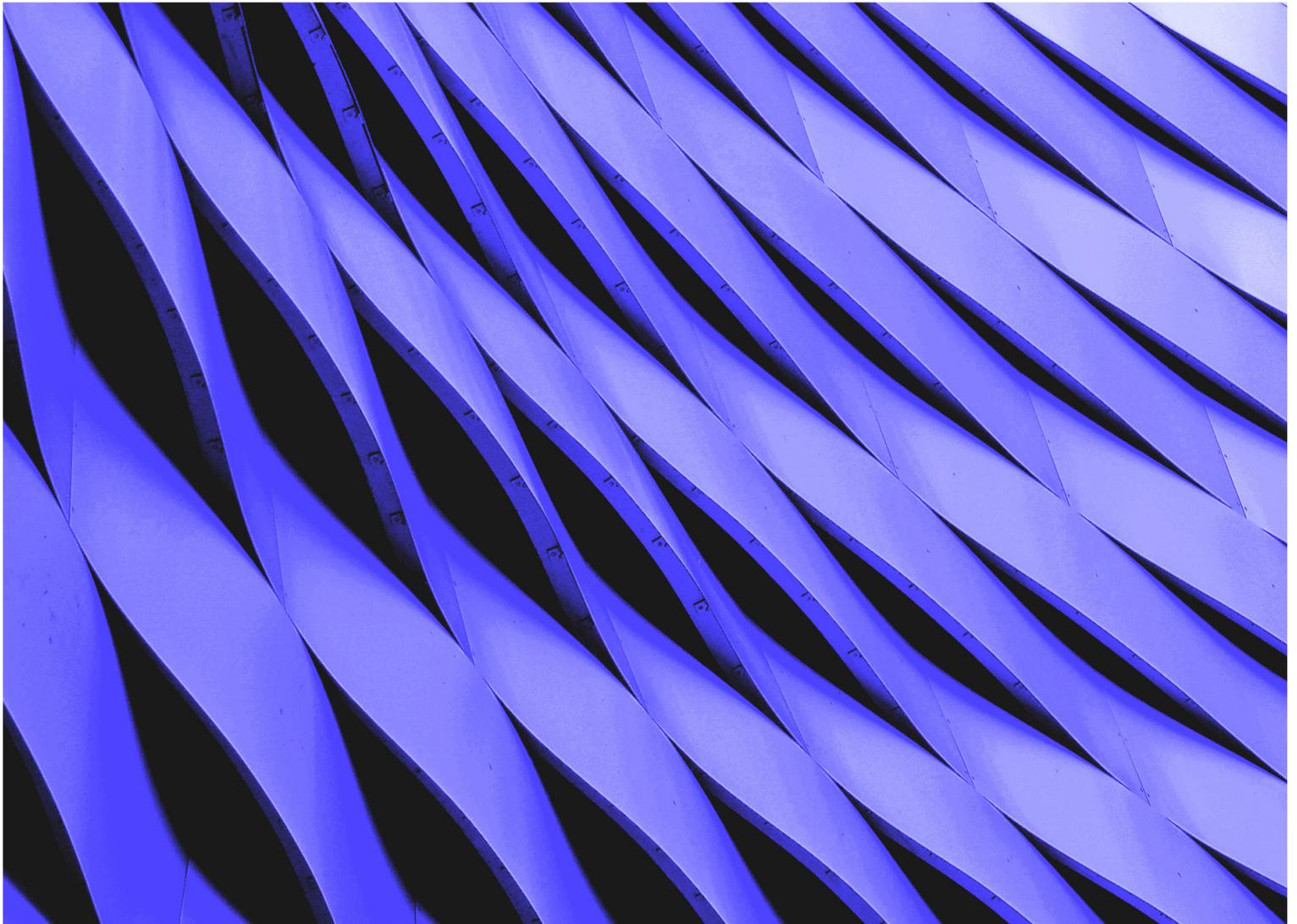


# Vulnerability Management: The Power of Reporting



### Introduction

You have deployed a vulnerability management solution. It is a necessary step and an important part of protecting your data and devices from the threat actors who want to get their hands on your information. The next step is answering the biggest question you will get from your board of directors and executive leadership:

“Show me this is working.”

One of the most important parts of an effective security program is showing results, and doing so in a way that can be consumed easily by a variety of audiences with a variety of technical expertise. Merely dumping a pile of printed paperwork on somebody’s desk is not the path to take. Instead, the goal is tailored reporting that clearly shows how you are reducing the surface area that will allow the bad guys to access your data.

***Detailed reporting capabilities enhance vulnerability management solutions, reducing risk of a vulnerability leading to the compromise of data.***

### Why Reporting Matters

Reporting goes beyond pretty charts and colorful graphs. Effective reporting shows you what vulnerabilities are discovered using vulnerability scanning, how those vulnerabilities put specific devices at risk, and the level of risk associated with the vulnerability (dependent on an asset-based approach of which devices are more critical).

Gathering the data is one thing. Making sense of it and using the results moving forward is critical to illustrating the effectiveness of a vulnerability management solution. Reporting takes the raw data and puts it into a consumable story. This information helps determine what poses the greatest risk, where the greatest risk lies in your environment and, most importantly, where to prioritize remediation efforts. Over time, reports also show the progression of your program, illustrating the long-term value of having a vulnerability management solution in place – and answering those questions from your leadership.

### Secureworks’ Viewpoint

Secureworks Vulnerability Management service partners with Qualys Cloud Platform Vulnerability Management technology to make reporting scan results easy to understand. The Qualys scanning portal is integrated with the Secureworks Client Portal, allowing single sign-on and a single access point for your Secureworks services. Reports can be run on demand or scheduled through the Qualys scanning portal. Secureworks Security Analysts can assist with the creation of targeted reports to help communicate the correct level of information to the right people. Reports are delivered through the portal or via email in a variety of customizable formats.

Detailed reporting capabilities enhance the power of Secureworks Vulnerability Management solution, helping customers identify and prioritize the remediation of vulnerabilities, reducing the risk of a vulnerability leading to the compromise of your data, and driving compliance with industry regulations while ensuring the devices and data that support and drive your business are secure.

## **Making an Impact: Real-World Customer Success Stories**

### **Show Me This is Working**

A Secureworks customer rolled out their vulnerability scanning services and during the rollout they deployed their scanner appliance, set up a weekly scan with authentication, and then scheduled a report that would run after their weekly scan to tell them the current state of open vulnerabilities. The reports were full of data but despite frequent remediation actions, the customer's leadership was concerned because the numbers were not going down. There were concerns they were not making any progress or parties not doing their part to remediate vulnerabilities.

The customer engaged the Secureworks VMS team and shared these concerns. Within 30 minutes, the VMS team was able to outfit the customer with a scorecard report that showed just how effective their actions had been. By adding filters to the existing report, the customer was able to demonstrate that despite the count of open vulnerabilities remaining flat over time, there also was a steady line of fixed vulnerabilities.

New vulnerabilities are discovered daily. It can be hard to keep up. The reporting guidance provided by the VMS team can tell the story of what has been fixed as well as what still remains to be done. These metrics help prove this tool is creating value.

In addition to showing the vulnerabilities that were open as well as fixed, the VMS team also created a scorecard report that told the story of how long a time the vulnerabilities have been open. The aging report tells you how many vulnerabilities have been open for 0-to-30 days, 31-to-60, 61-to-90, 91-to-180, 181-to-270, and greater than 270 days. This showed only a low percentage of vulnerabilities that had been discovered but not fixed since the program's inception.

### **A 36,000 Page PDF Does Not Help Me**

The Qualys vulnerability scanning platform has the capability to tell us a lot about your environment, but no matter how rich the content is, no one can effectively use a 36,000-page report. A customer that had recently rolled out an authenticated scanning program was absolutely overwhelmed by the amount of data that was presented in a single report. A call with the VMS team familiarized them with how they could create a report that only showed the vulnerabilities discovered on their hosts with a high confidence level. By applying filters to your reports, the VMS team can assist you with building reports that will not only be easily consumed but actionable as well.

*Qualys reports many customers today develop customized reports and dashboards that map to a customer's unique scope and use case. Using powerful indexing on the back end, this provides customers with:*

- *Fast visibility to locate assets*
- *Drill-down reporting capabilities*
- *The information needed to perform patching or demonstrate compliance*

### **How Can I Decrease My Overall Exposure the Fastest?**

A common theme for our customers that have never run a vulnerability management program before is that there are more vulnerabilities than they ever imagined, and the top priority is closing as many vulnerabilities as soon as possible.

By using a volume metric, the VMS team can help you identify the top 75 vulnerabilities in your environment. By focusing on these high volume findings, you will be able to reduce your overall exposure very quickly. This same methodology can be applied to your hosts with a combined risk metric, by which you can identify your top 75 high-risk vulnerabilities to not only lower your vulnerability exposure by the highest volume, but by the highest volume of highrisk vulnerabilities.

### **There Are 10 Vulnerabilities for the Same Application... Which Do I Choose?**

The VMS team can help you use the power of reporting to identify the most recent patch that can fix a number of historic vulnerabilities as well. By using the Qualys report filtering, we can show you how to fix the highest number of vulnerabilities with the least number of patches to deploy. Once you take action, we can also help you show the total number of vulnerabilities that you have fixed over time, demonstrating the real impact your vulnerability management program driven remediation.



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We combine visibility from thousands of customers, aggregate and analyze data from any source, anywhere, to prevent security breaches, detect malicious activity in real time, respond rapidly, and predict emerging threats. We offer our customers a cyber-defense that is Collectively Smarter. Exponentially Safer.™

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**Corporate Headquarters**

**United States**

1 Concourse Pkwy NE #500 Atlanta,  
GA 30328  
+1 877 838 7947  
[www.secureworks.com](http://www.secureworks.com)

**Europe & Middle East**

**France**

8 avenue du Stade de France 93218  
Saint Denis Cedex  
+33 1 80 60 20 00  
[www.secureworks.fr](http://www.secureworks.fr)

**Germany**

Main Airport Center,  
Unterschweinstiege 10 60549  
Frankfurt am Main Germany  
069/9792-0  
[www.dellsecureworks.de](http://www.dellsecureworks.de)

**United Kingdom**

One Creechurch Place,  
1 Creechurch Ln  
London EC3A 5AY  
United Kingdom  
+44(0)207 892 1000  
[www.secureworks.co.uk](http://www.secureworks.co.uk)

1 Tanfield  
Edinburgh EH3 5DA  
United Kingdom  
+44(0)131 260 3040  
[www.secureworks.co.uk](http://www.secureworks.co.uk)

**United Arab Emirates**

Building 15, Dubai Internet City Dubai,  
UAE PO Box 500111 00971 4 420  
7000

**Asia Pacific**

**Australia**

Building 3, 14 Aquatic Drive Frenchs  
Forest, Sydney NSW Australia 2086  
1800 737 817  
[www.secureworks.com.au](http://www.secureworks.com.au)

**Japan**

Solid Square East Tower 20F  
580 Horikawa-cho, Saiwai-ku  
Kawasaki, 212-8589  
Japan  
81-(44)556-4300  
[www.secureworks.jp](http://www.secureworks.jp)