

littlefish GROUP

VULNERABILITY MANAGEMENT SERVICE

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Service Overview

Every organisation will have exposed vulnerabilities that must be identified quickly, given a priority or severity rating and remediated. Littlefish can provide a customer with full Vulnerability Management Services (VMS) through Defender For Endpoints Threat Vulnerability Module and Qualys MSSP Cloud and Vulnerability Management Detection and Response (VMDR) platforms.

These platforms can help quickly identify vulnerabilities and provide exact remediation advice, whilst ensuring that Littlefish are selected the effective solution based on your requirements and existing technologies. The Cyber team will then work with the customer to bring together a remediation plan that is contextually driven and will aim to prevent compromise based on the latest intelligence data.

Qualys Vulnerability Management (QVM)

Littlefish operates a Qualys Vulnerability Management programme using the Qualys MSP Cloud platform or through Qualys Vulnerability Management Detection and Response (VMDR) licensing. The QVM platform provides greater scanning capabilities and functionality to ensure that any network or system can be identified, scanned and reported against.

The QVM platform utilises agents based on operating systems such as Windows, Linux and MacOS and uses Virtual Scanners, small virtual appliances that can be hosted in a Virtual Machine (VM) environment, to scan network devices and those platforms that do not run a traditional operating system such as firewalls, switches and routers. Qualys provides remediation advice based on the CVSS scoring system and rates each vulnerability risk similarly.

Littlefish can operate the QVM platform as a multi-tenanted solution that segregates customer data using tags against each identified and scanned asset at the network level or using a personal VMDR licenced platform that would be owned by the Customer.

Key Features and Activities

Tiered Service Approach: Littlefish can provide a tiered approach to vulnerability management to suit the needs of any organisation. The following are descriptions of each tier and its components:

- Essential: One monthly scan of all in scope assets and a report with remediation advice.
- Standard: Monthly scans and adhoc scans with reporting and intelligence driven prioritisation remediation advice based on the context of the organisation and its business activities.

- Enhanced: Monthly and adhoc scans with intelligence driven reporting and prioritisation and additional modules including threat management and compliance modules for CIS Top 18, PCI-DSS and Operational Technology (OT) deployments

Rapid Deployment: Littlefish can deploy scans through TVM and Qualys rapidly using the Defender for Endpoint solution or the Qualys Cloud Agent to quickly scan, analyse and report back vulnerabilities that have been identified.

Network Device Scanning: Qualys Virtual Scanners can be deployed within any virtual hypervisor environment to target network devices and those that cannot take a Cloud Agent. These passive scanners can quickly identify any vulnerabilities within operating systems and firmware of the devices that are critical to network functions and security.

Intelligence Driven Reporting: Our SOC team will provide intelligence driven reporting against the vulnerabilities identified, ensuring that the remediation advice focuses on those items that have been identified and have been exploited in the wild recently. This level of reporting goes beyond the CVSS scoring and provides accurate assessments of the vulnerability data and gives any IT team the prioritised risk treatment plan upfront.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

A monthly report will be provided detailing feedback on the service's performance and effectiveness during the period. The report will summarise vulnerability information against relevant assets within scope.

The Executive Summary report will highlight the following key metrics:

- Total Individual Vulnerabilities Detected
- Total Number of Vulnerabilities by Severity
- Top 5 Categories of Vulnerability
- Top 10 Most Vulnerable Assets
- Top 10 Severity Level 5 Vulnerabilities

The Top 10 Vulnerabilities will be detailed in the reporting, along with the associated intelligence documentation and remediation advice.

Trend Analysis

Littlefish will provide trend analysis from the 2nd month onwards to demonstrate any patterns in device activity and deployment issues. The analysis will include any machines or devices that have exhibited the same vulnerability across two or more scanning cycles, possibly indicating a faulty device or connectivity issues.

The report will be provided by the 10th working day of the month for the previous monthly reporting period per the current schedule. The VMS service will be reviewed as part of a quarterly Service Review chaired by the Cyber Security Service Delivery Manager and delivered via video conference.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- Consistent Scanning for Vulnerabilities: Regular scanning and reporting against the latest vulnerability data available that consistently provides a detailed picture of the security stance of an organisation.
- Context Driven Reporting: Contextualised remediation planning that aims to secure the customer's environment without causing unnecessary downtime.
- Intelligence Driven Analysis: Real-world Threat Intelligence data from the Cyber team is applied to the reporting output to provide enhanced risk-based prioritisation.
- Remediation Trend Analysis: Analysis over time demonstrates that continuous patching and remediation are being conducted and issues are resolved when patches and fixes are applied.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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