



Vulnerability Management Scanning Service Description

PDI's Vulnerability Management Scanning (VMS) is designed for organizations needing regular internal or external vulnerability scans as part of their scanning/patch management program or compliance framework. PDI provides regularly scheduled scans and reports that demonstrate compliance with regulatory mandates or company policy.

VMS Service

PDI's VMS offering includes regularly-scheduled scans and scored reports configured and automated to provide efficient and consistent delivery. Risk-rated reports are generated and sent after each scan and provide Customers with insight and guidance to enable effective remediation. The myNuspire portal also provides additional on-demand information. The VMS service is managed and operated by PDI.

The service package includes:

- Professional Setup of Vulnerability Scanning Infrastructure
- Internal Vulnerability Scanning (IVS) with Authentication
- And/or External Vulnerability Scanning (EVS)
- Automated Reporting with Vulnerability Scoring per the Qualys scoring engine
- Customer Support on VMS reporting, for example, assistance with a report that does not process
- On-Demand, High-Level Reporting View in the myNuspire Portal
- Automated Scanning

Deliverables

VMS deliverables consist of automated monthly and up-to-weekly risk-rated reports sent to the Customer's distribution list and on-demand scan visibility in the myNuspire portal.

On-Demand Scanning with Targeted Reporting

In addition to the periodic, scheduled vulnerability scans, PDI conducts on-demand scans within two business days upon Customer request and up to one remediation scan per week, with one remediation scan included with the service. On-demand scans can be based on the default scan template where all targets are scanned for all vulnerabilities, or they can be more targeted to scan for a particular known vulnerability, e.g., Common Vulnerabilities and Exposures (CVE).

On-demand vulnerability scan reports and requests are routed through Security Engineering for ticketing. Scan reports are provided via automation and are delivered to your distribution list. An agreed-upon SLO stipulates the response time for on-demand scans.

Customer Responsibilities

The Customer is responsible to provide access to personnel and key documentation as well as to undertake the responsibilities of:

- Utilizing PDI-supplied reports as part of the Customer's regulatory compliance efforts
- Supplying accurate IP addresses to scan
- Identifying proper times for PDI to run scans to minimize network performance impacts
- Determining the Customer's patch prioritization with the guidance of PDI reports