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Seven Habits of Highly Effective Security Products

SESSION ID: ASEC-F03A

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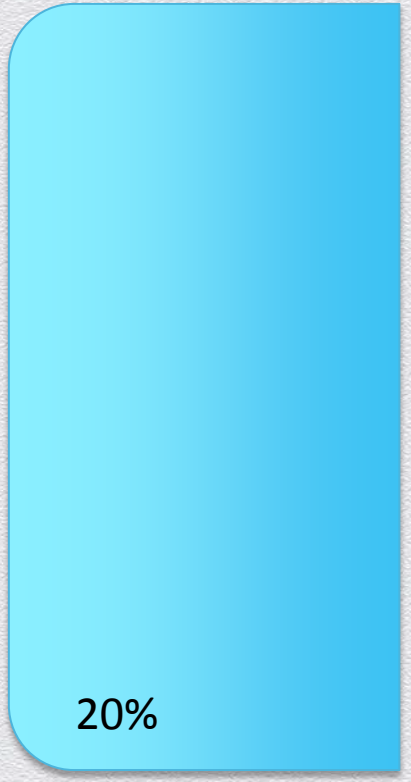
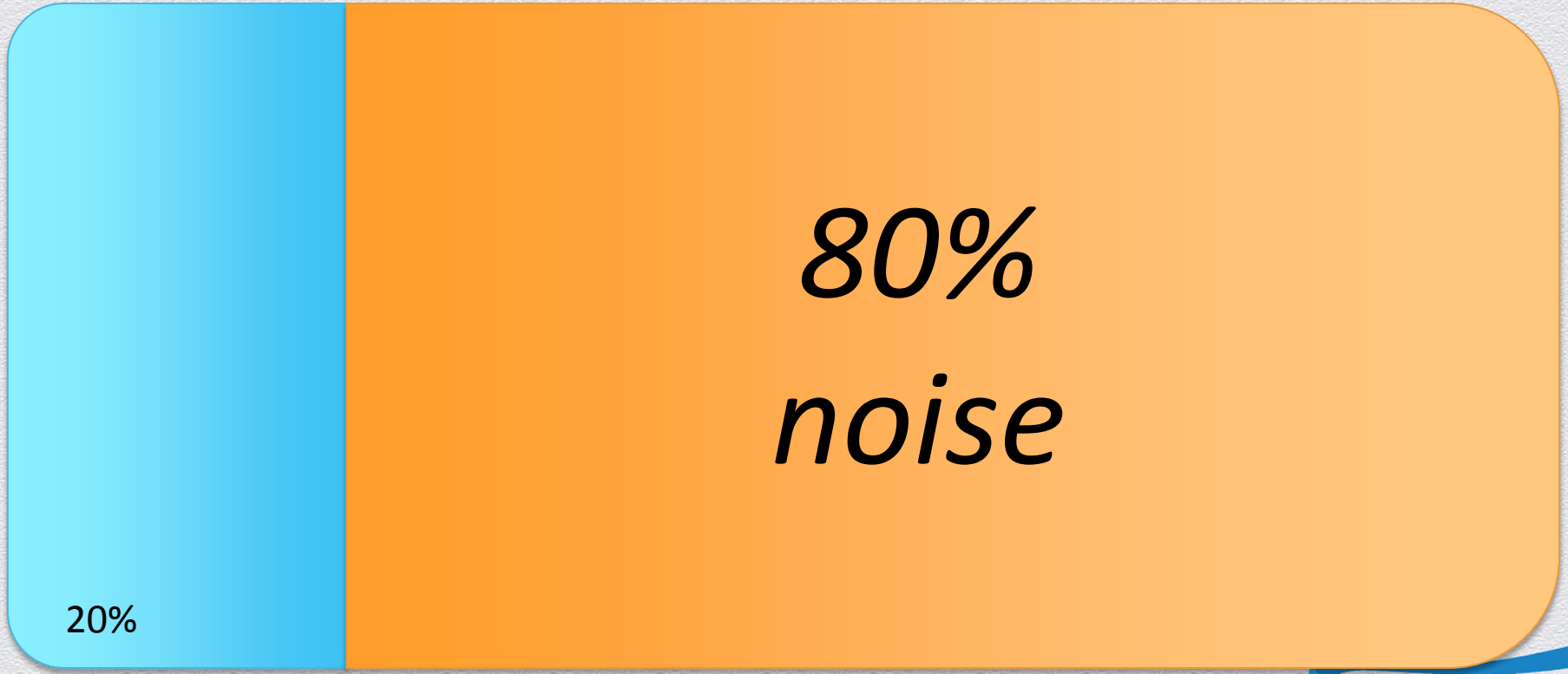
Are Our Customers Using Our Products?



"IT organizations actually use only roughly 20% of the features and functions in a system."
- David Cappuccio, Gartner

Are Our Customers Using Our Products?



Effective Security Products…

- …assume the security department is overworked and understaffed
- …do not require a Ph.D. to operate
- …make it easy for an occasional user
- …consider customers' deployment and operational requirements
- …consider security requirements outside of the product's core security function
- …are built securely (obvious, and yet…)
- …do what they say they will do

Understand Your Customers' Security Resources

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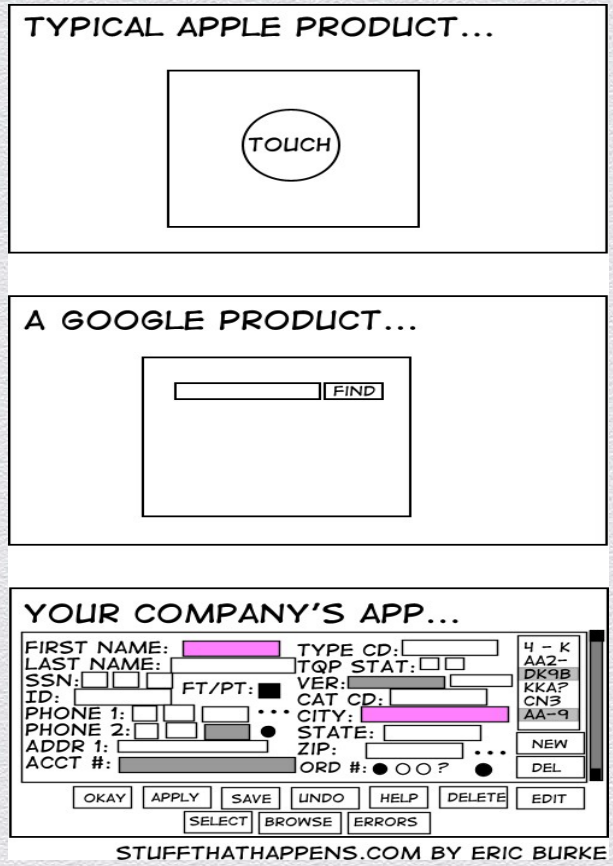
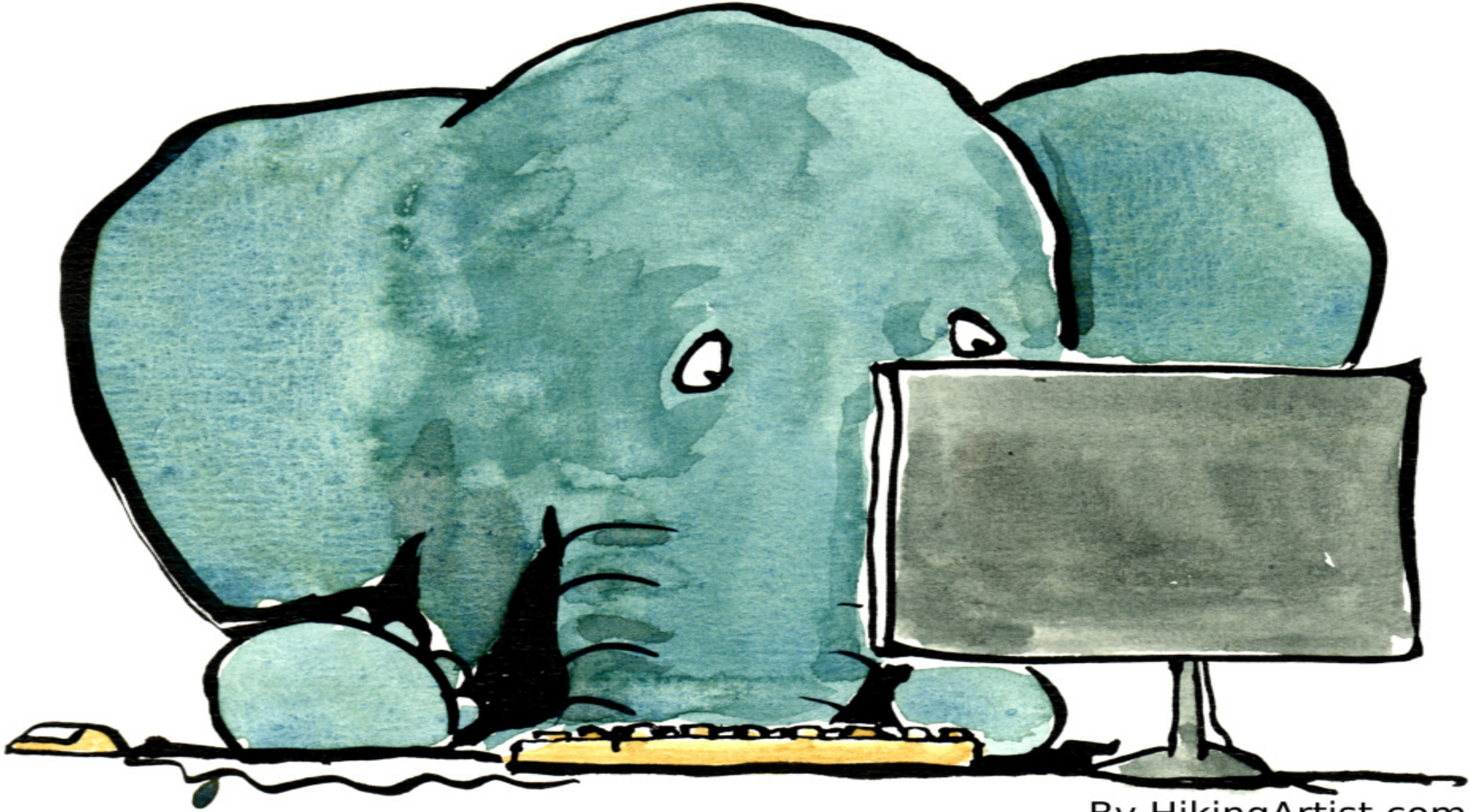
Let's make him a hero…

The Importance of Security Usability Testing



- Avoiding false positives (and false negatives!)
- Ensuring configurations meet security standards


By HikingArtist.com

What Are Your Customer's Operational Needs?

Step 1: Shape cow into sphere

Step 2: Deploy in a vacuum

What Are Your Customer's Operational Needs?

How much of a performance impact is acceptable?

Are there preferred backup / replication systems already in your environment?

How often can you upgrade?

What about O/S patching?

Corporate Security Policy

- Patching
- Separation of duties
- Password requirements
- Usage agreements

Standards

Our auditor isn't OK with this.

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UNDERSTAND YOUR CUSTOMERS!

Tell us about your security infrastructure and organization, Mr. Coyote…

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Appendix

8 Questions to Ask Your Customer

1. How large is your security department?
2. Who will use or administer the product? What are their titles?
3. How often will users or admins use the product?
4. Do you have existing infrastructure in your environment that you want to leverage?
5. What performance impacts are acceptable to your business?
6. How often can you upgrade?
7. Are there important IT / Security policies in your org that we should know about?
8. What standards are you using this product to meet? Are there additional standards that apply?

Resources

- http://www.usability.gov/
- 30 Usability Issues to be Aware Of
- Browser and O/S usage statistics
- http://csrc.nist.gov/groups/STM/cmvp/index.html
- http://www.niap-ccevs.org
- https://www.pcisecuritystandards.org/
- http://www.hhs.gov/ocr/privacy/index.html