

## Quarterly Product Maintenance Program

Have you occasionally found yourself in need of an extra hand when it comes to optimizing product performance within your IT network? Patriot Technologies' team of certified, seasoned engineers offers a Quarterly Product Maintenance Program to help you get the most out of some of the most widely implemented security solutions—freeing internal resources to concentrate on strategic initiatives and day-to-day operations. This program allows you to engage a qualified product engineer on a quarterly basis to fine-tune product performance, offer knowledge transfer and/or perform a configuration policy alignment.

**Product Performance**—At Patriot we recognize that your staff may not be experts on every security solution installed. We offer an expert product knowledge base and are able to fine tune your software for optimum performance.

**Knowledge Transfer**—Experience is the key to our engineers' success. With extensive, mandatory training on individual products, they can propose best practice improvements, product customization and training not known by the general user community.

**Configuration Policy Alignment**—installing and managing security software solutions is the first step to protecting your IT assets. Monitoring performance against internal configuration policy is the next step that most IT departments just don't have time for. Patriot's engineers can measure goals versus performance during this one-day engagement.

Patriot's team of professional services engineers are trained to specifically address these issues and more in a one-day, quarterly maintenance product engagement. If you run Checkpoint, Configuresoft, IBM/ISS or Tripwire, we can help the product run more efficiently, broaden the knowledge base of your users and ensure product functionality is aligned with configuration policy.

An overview of some of the offerings is outlined below. To learn more about this program, call 301-695-7500 or visit [www.patriot-tech.com](http://www.patriot-tech.com).

### Check Point

- Check disk space, firewall and OS logs for any errors
- Check for vulnerabilities, depending on firewall version, that need to be fixed via an HFA (an HFA can be scheduled during a maintenance window)
- Ensure that firewalls are configured according to current best practices
- Review disaster recovery plan; if necessary help setup automated backups
  - SecurePlatform—Perform a snapshot and archive to a remote system (requires some downtime)
  - Nokia—Review Voyager settings to ensure backups are scheduled and if necessary perform a full backup and archive to a remote system
- Review log maintenance plan; if necessary configure log switching at pre-determined intervals; work with customer to remove logs if disk space is an issue
- Work with customer to create any necessary rule changes, validate that the rule is implemented securely, i.e. not opening ports that were blocked in a lower rule
- Work with new employees and provide knowledge transfer as it relates to their environment

### IBM/ISS

- Verify database maintenance and backups are configured according to ISS best practices
- Verify all agents are online and active
- Verify that the Xpress update server is configured correctly and is retrieving the latest downloads from ISS
- Verify all agents have the latest XPUs installed
- Install additional agents if necessary
- Verify that any next-generation appliances are configured to report to SiteProtector (as opposed to the default option which is to report locally)
- Work with new employees to understand the SiteProtector install as it pertains to their environment

### Configuresoft

- Check license status
- Check current version of ECM; discuss upgrading if necessary
- Check current version of SUM; discuss upgrading if necessary or if not present
- Check status of all installed agents; discuss upgrading if necessary
- Check on systems that do not have an agent but need one; install if necessary
- Determine the last time a 'full' collection was made; if none was made recently either schedule one for that night or run one instantly (if applicable)
- Knowledge transfer and product training to new or existing employees
- Compare the client's security policy against any template that may have created to ensure both match; modify if necessary
- Compare the clients configuration policy against any template that may have created to ensure they match; modify if necessary
- Run a collection, or several collections, to compare against relevant compliance/SUM templates
- Automatically remediate approved deficiencies, present the deficiencies results and discuss remediation
- Research any MS patches that need to be installed for impact; install any/all missing patches approved by the client
- Generate reports currently in use by client
- Discuss desired reports, i.e. custom reports that are not built into ECM
- Brief client at the end of each day to recap activities and discuss future plans

### Tripwire

- Deploy and baseline Tripwire Client to any new or additional servers (per client licensing)
- Update existing rule sets to the newest available from Tripwire
- Adjust any new rules to minimize noise and unwanted elements
- Adjust any reports to reflect new rule sets
- Evaluate tasks schedule and adjust for efficiency
- Knowledge transfer and product training to new or existing employees