Cybersecurity & Privacy

INNOVATE. TRANSFORM. SUCCEED

Adapt to the new business reality.

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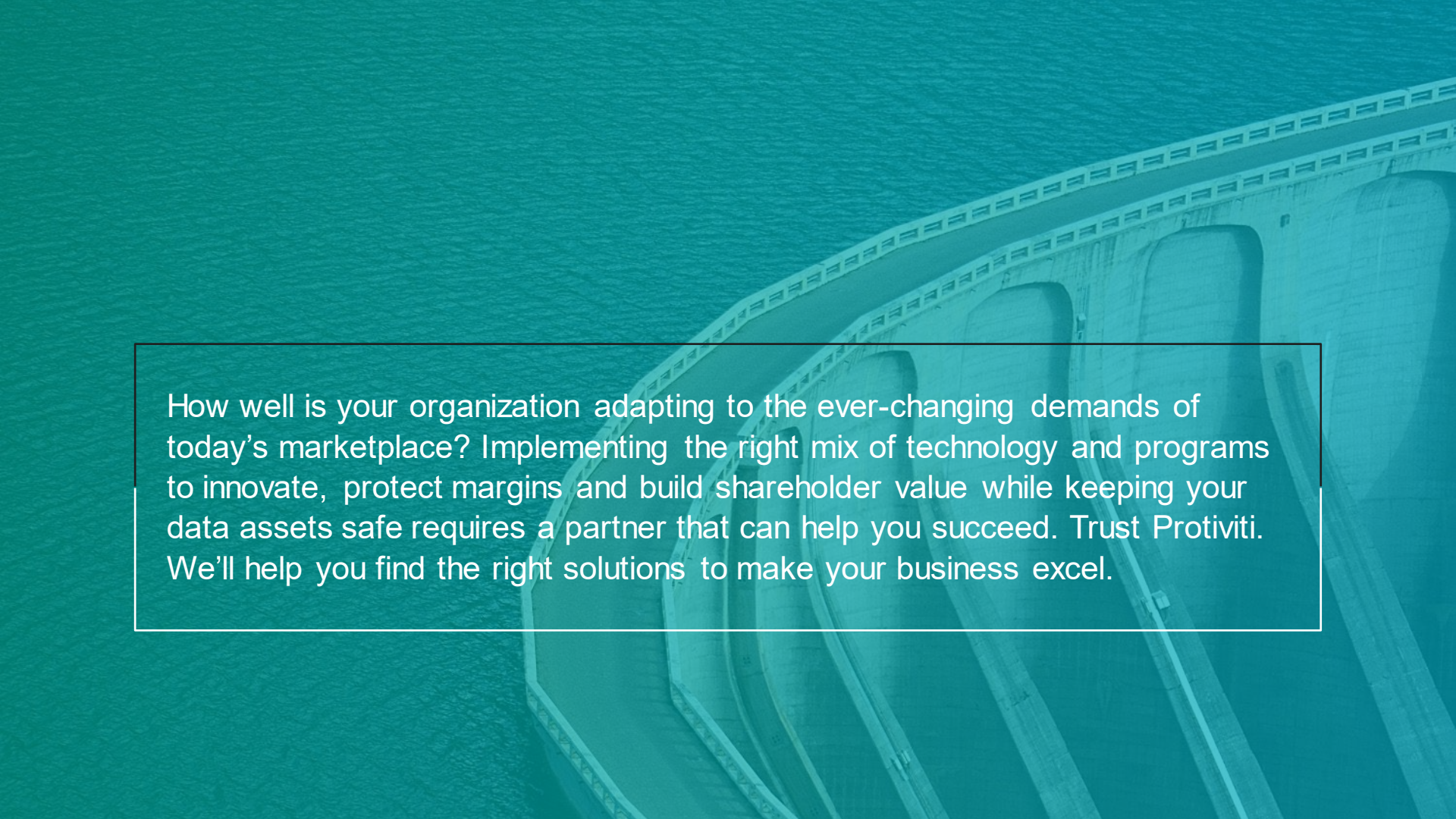
Global Business Consulting

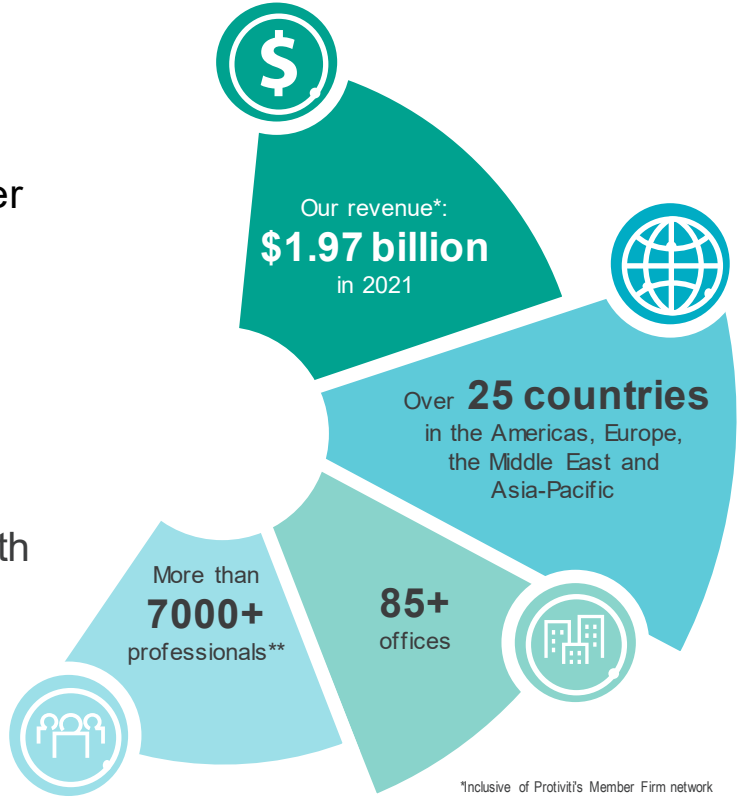


How well is your organization adapting to the ever-changing demands of today's marketplace? Implementing the right mix of technology and programs to innovate, protect margins and build shareholder value while keeping your data assets safe requires a partner that can help you succeed. Trust Protiviti. We'll help you find the right solutions to make your business excel.

PROTIVITI OVERVIEW

Protiviti provides consulting solutions in finance, technology, operations, data, analytics, governance, risk and internal audit to our clients through our network of more than 85+ offices in over 25 countries

- Serve 60% of *Fortune* 1000®
- Serve 35% of *Fortune* Global 500®
- We also work with smaller, growing companies, including those looking to go public, as well as with government agencies.
- Protiviti is a subsidiary of Robert Half International



*Inclusive of Protiviti's Member Firm network

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PROTIVITI SNAPSHOT – CYBERSECURITY AND PRIVACY

By maintaining industry-led certifications and actively engaging in the cybersecurity community, Protiviti is a trusted global partner that organizations confidently turn to for measurable results and outstanding value in solving complex cybersecurity and privacy problems.

7 Years Running (2014-2020)

7 Years Running (2015-2021)

THE PROTIVITI ADVANTAGE

Deep Technical Skills

We have deep technical expertise globally in cyber threat intelligence and we translate that information to relevant insights and recommendations

End-to-end Support

We support our global clients through end-to-end initiatives from understanding business issues, to developing a strategy, delivering value and providing ongoing support

Holistic Understanding Of Risk

Our approach goes beyond identifying gaps, issues or vulnerabilities. We determine root causes, validate issues and develop short-term and / or long-term recommendations

Integrated Approach

We integrate multiple disciplines and emerging technologies such as RPA, IoT and AI/ML when delivering our solutions

Established Partnerships

Our subject matter experts partner with major solution providers and have access to their products, experts and roadmaps

Technology Accelerators

We leverage the intellectual property within our partner ecosystem to help fast track technology deployments

Flexible Delivery Models

To address short-term skill gaps, deliver projects or transform an organization quickly and cost-efficiently, we customize our approach, delivering the maximum value to clients

STAY AHEAD OF THE RAPID PACE OF CHANGE

Adapt to the new business reality. **Innovate. Transform. Succeed.**

We leverage emerging technologies and methodologies to innovate, while helping organizations transform and succeed by focusing on business value.

Our advanced solutions range from strategy development through design, implementation and managed services. We are also experts in operational resilience, data and analytics, cybersecurity and privacy, cloud, application implementation, artificial intelligence and robotic process automation.

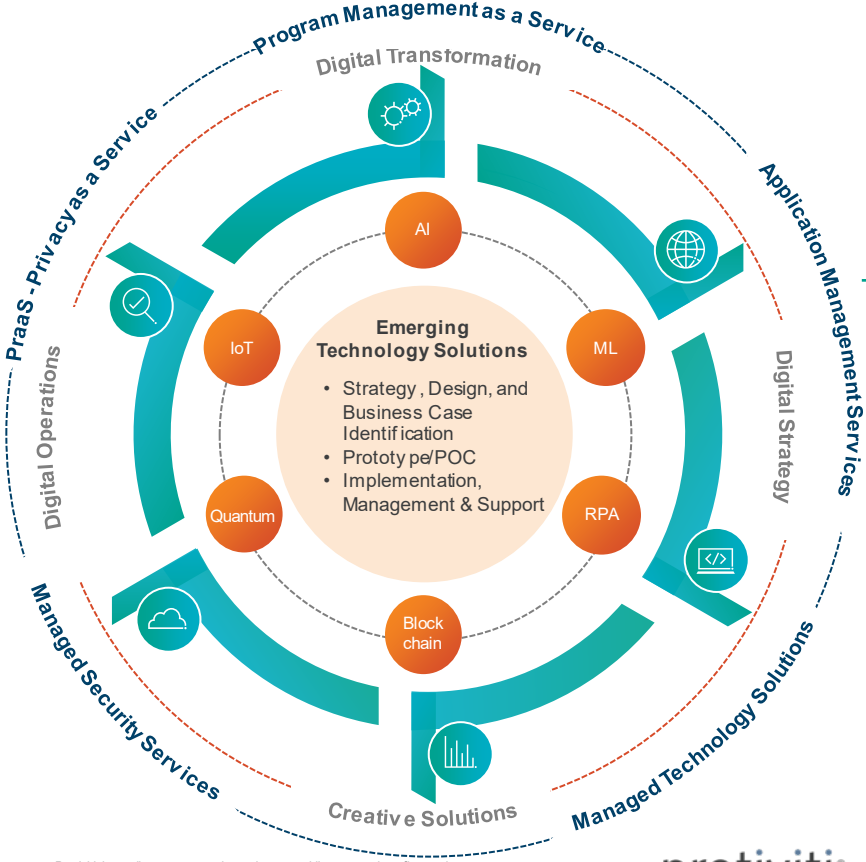
See why Protiviti is the right choice to innovate, transform and succeed.

TECHNOLOGY CONSULTING — SOLUTION OVERVIEW

Technology Strategy and Operations
- Business Transformation & Strategy
- Technology Strategy & Architecture
- Technology Service Delivery
- Technology Risk Management & Governance
- Transformation Program Execution

Cybersecurity and Privacy
- Security Program and Strategy
- Data Protection
- Attack and Penetration
- Digital Identity
- Managed Security Services and Security Operations
- Privacy Management

Cloud Solutions
- Strategy and Governance
- Transformation and Modernization
- Cloud Migration
- Cloud Security



Enterprise Application Solutions
- Solution Design and Selection
- Application Security and Controls
- Microsoft Dynamics
- Oracle
- SAP
- Workday
- Celonis Technical Solutions

Software Services
- Salesforce Solutions
- Custom Business Applications
- Microsoft Cloud Applications

Enterprise Data and Analytics
- Data Governance
- Business Intelligence Reporting & Analytics
- Data Architecture & Cloud Engineering
- Master Data Management
- Data & Analytics Strategy

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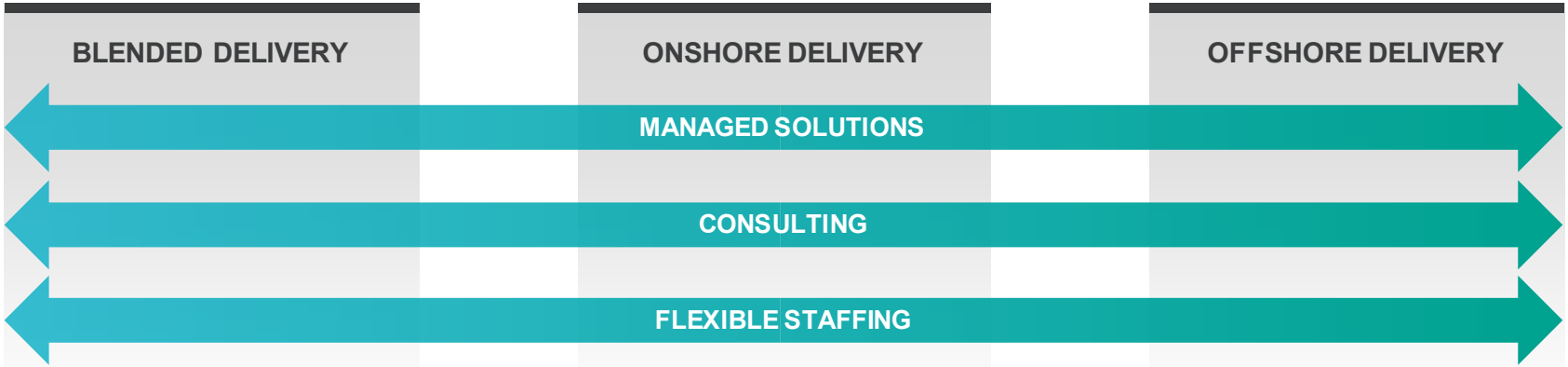
FLEXIBLE DELIVERY OPTIONS

We have flexibility to tailor our delivery models to meet your organizational needs:



- Project leadership delivered in collaboration with skilled resources
- Local, specialized talent with option to convert to permanent

- Delivered in collaboration with our consulting solution centers
- Access to Robert Half's 24x7 Service Center with Tier 1 and 2 technical and operational support staff

- Delivered in collaboration with our offshore solution centers
- Greater concentration of resources
- Reliable, optimized source of talent

MANAGED SOLUTIONS VALUE

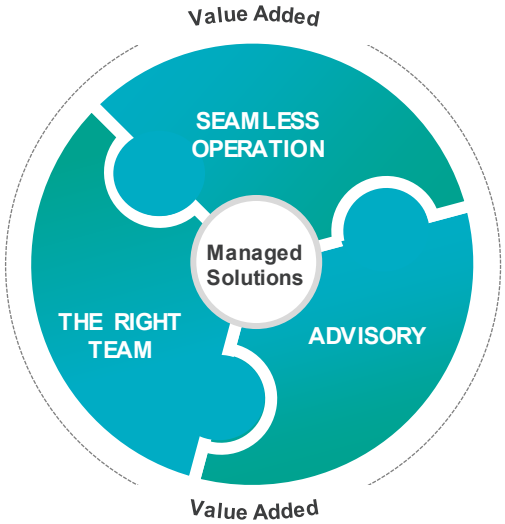
OUR MANAGED SOLUTIONS PROVIDE YOU WITH

- Cost reductions by avoiding over hiring
- Bandwidth to prevent burdening full-time employees to deliver on projects
- Ability to scale up or down as needed
- Experienced subject matter experts, on demand, for unique and complex issue

ADVISORY

Identify, anticipate and solve problems through transformation and implementation

- Solving complex programs with Agile methodologies and design thinking while managing deliverables, milestones and outcomes
- Technology enablement through artificial intelligence, machine learning, process mining and robotic process automation



SEAMLESS OPERATION

Manage or fix functions, processes or data to free up your team to work on what matters

- Cost efficiencies: Flexibility to scale up or down with the right resources at the right time (onshore or offshore)
- Reduced risk: Performance, productivity and service levels are our responsibility

THE RIGHT TEAM

Address skillset gaps and hiring challenges

- Maintaining control and oversight of the resources
- Access to specific, specialized skills and expertise that cannot be found on your internal team
- Time saved to upskill your existing team

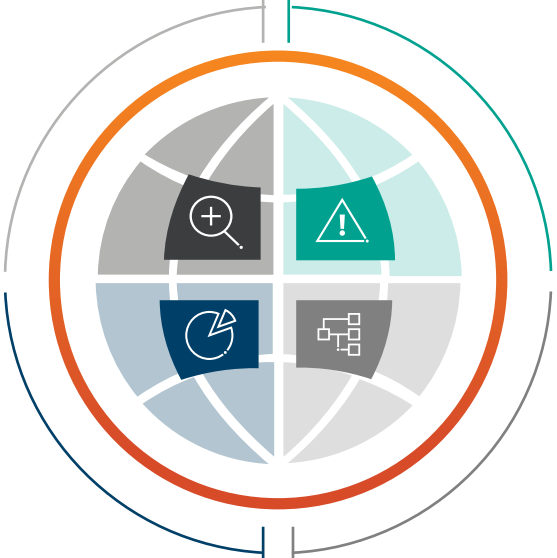
OUR DELIVERY CENTER CAPABILITIES

Protiviti India Member Firm

- IT Audit and SOX & Financial Controls
- Risk and Compliance
- Business Process Improvement
- Security and Privacy
- Enterprise Data & Analytics
- Enterprise Application Solutions
- Managed Services

Las Vegas Service Center (RH)

- Managed Help Desk
- IT Infrastructure Support
- IT Monitoring and Incident Response
- IT Hardware Deployment
- IT SOP Documentation and Execution



- Software Development
- Package Tools Implementation
- Enterprise Content Management
- Knowledge Management
- Research and Analytics

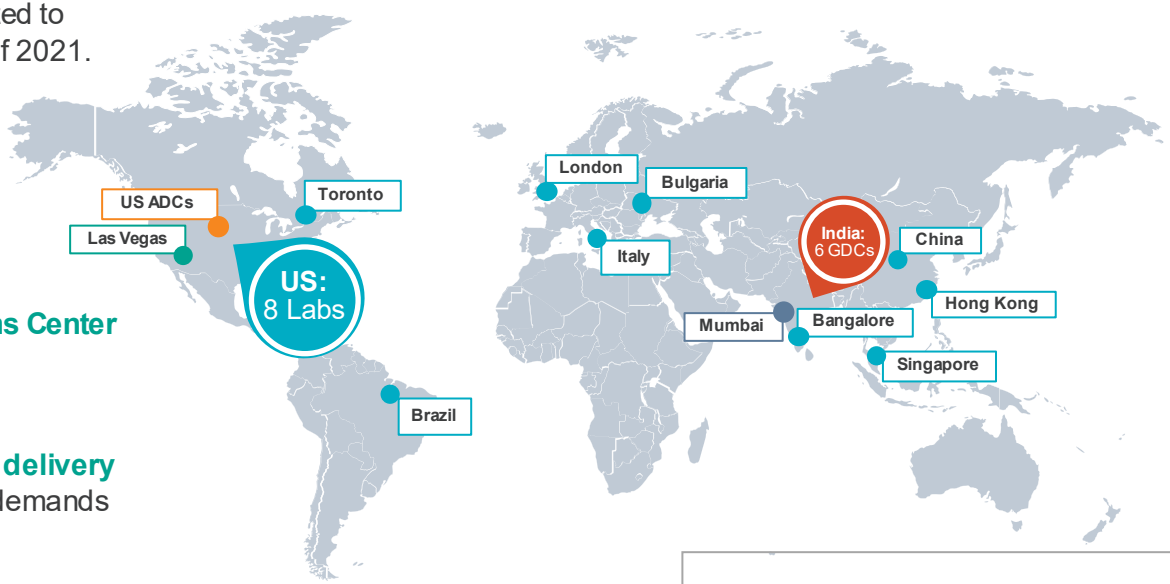
Protiviti Capability Center (India)

- Secure Data Hosting
- Virtual Workspaces
- Managed Document Review
- E-Discovery
- Contract Review and Remediation
- Records/Legal Holds Management

Legal Consulting Global Ops Center(RH)

OUR GLOBAL CYBERSECURITY & PRIVACY DELIVERY RESOURCES

- Our **Cybersecurity & Privacy team** is forecasted to exceed **1,000 professionals globally** by end of 2021.
- **17 Global Cybersecurity Testing Labs**
- **Las Vegas Service Center**
- **US Alternative Delivery Centers**
- **Mumbai Global Managed Security Operations Center**
- **6 India Global Delivery Centers**
- Our global footprint allows us to create **flexible delivery models ("right-shore")** to meet unique client demands and constraints.
- **Access to thousands of professional contractors** through our parent company, Robert Half International.



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CYBERSECURITY AND PRIVACY: WHAT'S TRENDING IN THE MARKETPLACE

Through 2025, 30% of critical infrastructure organizations will experience a security breach that will result in the halting of an operations- or mission-critical cyber-physical system.

As per Forrester Prediction report (2022), **55%** of security pros reported their organization **experienced an incident or breach involving supply chain or third-party providers** in the past 12 months.

By the end of 2023, modern privacy laws will cover the personal information of **75%** of the world's population.

By 2024, 30% of enterprises will adopt cloud-delivered Secure Web Gateway (SWG), Cloud Access Security Brokers (CASB), Zero Trust Network Access (ZTNA) and Firewall As A Service (FWaaS) capabilities from the same vendor.

According to the latest survey from the Neustar International Security Council (NISC), conducted in November 2021, **81% of organizations have committed to bolstering their cybersecurity budgets for 2022**.

According to CIO.com, both **private and public entities will work together to have decisive plans against cyberattacks** as seen in 2021 by the Biden Administration's executive order.

Historically, **breaches in the Asia-Pacific region** have not been made public, but that is likely to change in 2022 as multifaceted extortion becomes more prevalent. Attackers are now threatening to expose breaches and publish sensitive data to increase urgency to pay.

Over the next few years, an IDC report predicts **25% of Fortune Global 500 companies will use CDT (customer data tokens) and BAT (basic attention tokens)** to compensate their security-conscious customers for gathering and using their data.

Source(s): Gartner, Gartner Predict Technology review, TechTarget, CSO, IDC, Security Budget, Forrester Predictions 2022

CYBERSECURITY AND PRIVACY: UNDERSTANDING YOUR PERSPECTIVE

THE CHALLENGES CLIENTS BRING	THE ANSWERS CLIENTS ARE LOOKING FOR
• Automate, mature and manage new digital security challenges while protecting data and business assets	• Design, implementation and management of new cyber capabilities and technologies across domains of Identify, Protect, Detect, Respond and Recover
• Privacy pressures from increased regulation (GDPR, CCPA, etc.) and scope of compliance	• Implementation of regulatory compliance, privacy and third-party risk management programs, while establishing trust with stakeholders
• Resource shortages and skills for cybersecurity and privacy needs	• Deep subject matter expertise with a flexible delivery model, including bringing in the right partners
• Securing the journey to the cloud and new technologies	• Efficient and effective transition to, compliance with and management of the cloud, while leveraging new technologies (e.g., AIML)
• Respond, recover and build resilience in the face of an adverse event (e.g., data breach)	• Design and implementation of resilience solutions and processes to withstand disruptive events

Securing your future with trust and confidence.

As technology rapidly evolves and digital adoption accelerates, Protiviti's cybersecurity and privacy team turns risk into an advantage – protecting every layer of an organization to unlock new opportunities, securely.

HOW WE CAN HELP YOU

MANAGE YOUR SECURITY STRATEGY AND ENABLE COMPLIANCE AND TRUST

- Cybersecurity Operating Model Enablement
- Cybersecurity and Privacy Risk Assessments
- Reporting Transparency and Compliance
- Digital Security Governance Optimization

PROTECT YOUR DATA AND BUSINESS ASSETS

- Data Security Strategy and Readiness
- Technology Risk and Vulnerability Management
- Access Management
- Data and Privacy Management

TRANSFORM AND OPTIMIZE YOUR BUSINESS

- Process Design and Execution
- Software Security Acceleration
- Security Tools Optimization and Rationalization
- Customer Experience Optimization

ARCHITECT YOUR SECURITY PLATFORMS

- Zero Trust Architecture
- Intelligently Automated Security
- Secure and Flexible Architecture Engineering
- Cybersecurity Systems Design and Implementation

SUSTAIN YOUR SECURITY PLATFORMS

- Security Operations Management
- Risk and Continuous Control Monitoring Management
- Workforce Effectiveness Enablement
- Resource Competency and Capacity Management

ENABLE YOUR SECURITY RESILIENCE PLANS

- Fraud and Crisis Fusion Center
- Third Party Risk Management
- Business Continuity and Transparency
- Resilience Assurance

CYBERSECURITY AND PRIVACY: WHERE WE EXCEL

Protiviti's Cybersecurity and Privacy team combines deep technical security competence with executive-level communication and management. Our holistic approach starts by understanding what is most important to organizations, then structuring and supporting programs so your business is engineered to grow securely.

Security Program and Strategy

- Risk Assessment and Analysis
- Program Design, Benchmarking and Metrics
- Policy Design and Development
- Security Strategy and Governance
- Board/C-Suite Cybersecurity Communication and Reporting
- Cyber Program Office

Managed Security Services and Security Ops

- Managed Detect and Respond (MDR)
- Threat Vulnerability Management
- Managed Cloud Security Ops
- Digital Identity as a Service
- Privacy as a Service (PraaS)
- Risk Operations Center (ROC)

Cloud Security

- Strategy, Architecture and Implementation
- Cloud Security Assessment
- DevSecOps
- Cloud Vulnerability Management

Digital Identity

- IAM Program and Strategy
- Role-Based Access Control
- Identity Governance and Administration
- Privileged Access Management
- Access Management
- Directory Services

Data Protection

- Data Classification, Protection and Governance
- Compliance (e.g., PCI, HITRUST, FFIEC)
- Secure Architecture
- Vendor/Third-Party Risk Management
- Cyber Defense and Response

Cyber Defense and Cyber Resilience

- Strategy and Planning
- Tabletop Exercises
- Emergency Breach Response
- Cyber Forensics and Litigation Support
- Compromise Assessments
- Cyber Threat Hunting
- Business Continuity/Business Resiliency
- Post-Event Review/Facilitated Lessons Learned

Attack and Penetration

- Application Security Testing
- Network Security Testing
- Red Team
- Social Engineering
- DevSecOp SDLC
- Source Code Review
- Hardware, IoT and Medical Device Testing
- Vulnerability Management

Operational Resilience

- Enterprise Resilience Programs
- Formalizing Business Services
- Cyber Resilience
- Technology Resilience
- Business Resilience
- Third-Party Resilience
- Resilience Testing and Assurance

Data Privacy

- Privacy Program Assessments
- Privacy Program Development
- Privacy as a Service (PraaS)

SECURITY PROGRAM AND STRATEGY

CLIENT PROBLEMS WE SOLVE

Gaining clarity on ever-increasing information security-related risks and their impact to the organization; quantifying and defining the risk tolerance and developing/refining strategies and controls to address those risks.

The challenge to build and operate an infrastructure that preserves the integrity and confidentiality of the organization's data assets and intellectual property.

Communication effectiveness to a variety of stakeholders, from operational management to C-suite leadership and boards of directors.

Insufficient skills or operational resources to manage and deliver security program initiatives.

BUSINESS OUTCOME

ENVISION

Understand information security threats and current capabilities to deal with them, and design necessary improvements

REALIZE

Set a strategic course and implement the designed architecture, leveraging strong program/project management and quantifying risk to articulate the benefit of doing so

PROTECT

Meaningful communication of progress and results to stakeholders that matter most – the board, employees, partners and customers – and driving continuous improvement

OUR STEPS TO SUCCESS:

Drive clarity on information security and privacy strategies; quantify and align them with business objectives

Establish the cybersecurity program office's foundation and strategy; manage work streams and improve security programs

Implement security program design, benchmarking, strategy, architecture, policies, metrics and awareness of program objectives

Ensure board/ C-suite cybersecurity communication and reporting, training and awareness

SECURITY PROGRAM AND STRATEGY

Client Challenge

A global life insurance company sought assistance in building a cloud platform with appropriate controls to provide high-availability (HA) applications for their clients. Specifically, the client wanted to develop a target control structure and framework for a cloud platform.

Solution Delivered

Evaluated maturity of the risk management organization, including target capabilities and new areas of focus

Analyzed existing Agile delivery and continuous integration models; defined and implemented key security controls for a DevSecOps pipeline

Identified opportunities for organizational and procedural change supporting cloud integrations

Developed prioritized security reference architecture patterns to establish repeatable guidelines for cloud initiatives

BUSINESS RESULTS

Provided assessment of existing capabilities and new requirements necessary for cloud transformation

Created roadmap for DevSecOps integration with existing Agile environment

Provided expertise on existing process changes required to support cloud integrations

Created sustainable cloud security architecture for repeatable processes

DATA PRIVACY

CLIENT PROBLEMS WE SOLVE

Our national and global clients are experiencing an unprecedented change in the data privacy landscape. Numerous new and changing U.S. state and federal regulations, as well as global regulations, are forcing business, technical and legal operational changes on a nearly weekly basis. These changes are not necessarily exclusive of one another and often overlap, resulting in highly complex legal and regulatory scenarios.

Protiviti supports our clients by helping them establish effective privacy compliance programs that cross the legal, technical, business and compliance groups. Our approach ensures that clients' privacy programs meet or exceed their legal data privacy obligations in an efficient and cost-effective manner.

BUSINESS OUTCOME

ENVISION

Understanding data collection, processing and applications in scope; identification of regulatory compliance gaps and remediation steps to quickly achieve compliance

REALIZE

Implementation of an effective and flexible data privacy program that meets not only today's obligations, but those of tomorrow as well

MANAGE

Support client data privacy obligations by providing a managed services/outsourced option to the GC and CIO groups

OUR STEPS TO SUCCESS:

- Establish a formal inventory of data processing operations and supporting systems that collect, process and store personal data
- Perform a current-state analysis against the requirements to identify gaps and develop a roadmap to achieve compliance
- Implement appropriate solutions to remediate gaps and achieve compliance. Establish all components of data privacy compliance program
- Conduct ongoing monitoring of compliance data, privacy protection and changes to legal obligations

DATA PRIVACY

Client Challenge

A global insurance company with operations, customers and employees in 23 countries needed to create an effective data privacy program that addressed not only U.S. data privacy regulations, but global regulations as well. Trying to meet the individual regulations using a "one-off" approach was not only legally risky, but also inordinately expensive.

The nature of data processed globally by the organization, along with the complex, overlapping legal jurisdictions (e.g. CCPA, FCRA, GDPR, etc.) that they fell within, required a common, comprehensive and flexible data privacy compliance approach. In addition, the company needed global training and communications, governance and strategic support.

Solution Delivered

Developed an executive report summarizing the organization's privacy requirements and potential risks, educating leadership on an effective path to compliance

Produced a detailed analysis addressing key privacy compliance gaps and root causes, along with a remediation plan

Implemented a common and flexible data privacy compliance program globally

Introduced a vendor-contract review program, including a standardized assessment template and DPIA template framework and approach

Created a managed services model to support customer requests

BUSINESS RESULTS

Issued detailed and executive data privacy regulatory assessment reports

Increased enterprise data privacy awareness across the organization using state-of-the-art organizational change management techniques

Implemented effective and flexible data privacy compliance program globally

Established a managed services/outsourcing model that moved data subject requests processing to Protiviti

DATA PROTECTION

CLIENT PROBLEMS WE SOLVE

Design, implement, operationalize and validate data security technology and programs supporting PCI, HIPAA, GLBA and FTC compliance requirements.

Implement data governance and protection.

Design and implement security architecture, including physical and cloud firewalls, security engineering and zero-trust network design.

BUSINESS OUTCOME

ENVISION

Understanding of data collection, processing and applications in scope; identification of compliance gaps and remediation steps to achieve compliance

REALIZE

Implementation of improvements and solutions to protect data

PROTECT

Data protection controls embedded throughout the organization

OUR STEPS TO SUCCESS:

- Determine security goals and objectives and translate them to technical requirements
- Determine gaps between current processes, tools, architecture and desired outcome
- Architect a technical solution including sourcing third-party products
- Implement and test the technical solution

DATA PROTECTION

Client Challenge

A global technology company was unable to address the totality of their security compliance requirements. The company lacked both the knowledge and the headcount necessary to address its customers' vast and disparate compliance requirements, which included FedRAMP, PCI, SOC 1 & 2, HITRUST, ISO 27001, alignment with FFIEC and several others. This, combined with strong growth projections for the organization, required the company to expand its current team and also consider how to respond to future compliance maintenance necessities without constantly having to add headcount.

Solution Delivered

Fielded a team of Protiviti professionals qualified to support the required security standards

Facilitated interactions between the client process and control owners and third-party certification/attestation bodies

Developed standardized reporting and communication protocols for tracking compliance status, ensuring leadership is made aware of progress and potential roadblocks

Analyzed repeatable compliance processes that could be standardized and offshored

BUSINESS RESULTS

Key security compliance deadlines were met

Increased support for control and process owners, allowing them to focus on their own operational goals and objectives

Client's customers were able to place more reliance on organization's control environment

CLOUD SECURITY

CLIENT PROBLEMS WE SOLVE

The proliferation of services and features available on cloud platforms, coupled with underinvestment in training on how to protect specific use cases, leads to unmanaged complexity.

Lack of visibility into the type of information being processed in the cloud and which users have control to manipulate data, services and infrastructure results in poorly governed cloud footprints.

Organizations are not taking advantage of the efficiency and effectiveness opportunities that exist through automation and orchestration, and the outcome is manual, people-dependent processes that do not scale.

BUSINESS OUTCOME

ENVISION

Improved confidentiality, effective controls over information access, and compliance with legal and regulatory mandates

REALIZE

Reduced risk of data and system compromise; greater confidence in security effectiveness due to automation and coverage of security controls

PROTECT

Business-critical information assets are operating in a secure environment

OUR STEPS TO SUCCESS:

- Determine security goals and objectives and translate them to technical requirements
- Determine gaps between current processes, tools, architecture and desired outcome
- Architect a technical solution including sourcing third-party products
- Implement and test the technical solution

CLOUD SECURITY

Client Challenge

A global consumer goods conglomerate was advancing the execution of its digitization strategy (which included defaulting to SaaS, PaaS and IaaS options for new IT projects). However, this organization had not designed or implemented protection, secure provisioning and governance frameworks to align with the speed of deployment and to guard against business disruption. As a result, the organization was seeking a partner to develop control governance framework and a technical cloud security reference architecture to support their "cloud first" digital strategy.

Solution Delivered

Developed foundational cloud security controls for SaaS, PaaS and IaaS cloud computing categories

Designed identity, information protection and operations security reference architectures to meet security requirements and incorporate budgetary and risk-based decision criteria

Analyzed and documented use of "sanctioned" versus "unsanctioned" applications to ensure compliance with internal and regulatory requirements

Developed standardized reference architectures to provide stakeholders with security principles that can drive self-service assessments

BUSINESS RESULTS

Accelerated decision making for product teams and stakeholders, thus eliminating the cybersecurity team as a bottleneck for innovation

Created detailed roadmap to support ongoing journey to maturity of the cloud security program and reduce probability of noncompliance with HIPAA, PCI and GDPR

Documented security capabilities for SaaS, IaaS and PaaS platforms to enable benefits of modern technologies without diminishing security of customer information

Developed common language for executives and business stakeholder to discuss governance of their digital transformation initiatives

DIGITAL IDENTITY

CLIENT PROBLEMS WE SOLVE

Effective management or reporting of user access, access privileges, audit trails, and when or how privileged accounts are being used, including by third-parties hosting client servers or applications.

Remediation of audit or regulatory requirements for controlled access or least privileged.

Changes in security management due to mergers, acquisitions or divestiture of business entities

BUSINESS OUTCOME

ENVISION

Assess and baseline current environment to identify gaps; develop IAM program strategy with a centralized onboarding approach and control framework

REALIZE

Reduced risk of data breach with an improved security posture, including efficiencies on the organization's access lifecycle; reduced reliance on manual controls

PROTECT

Establish single view of user's access catalog; implement automated solutions to manage access

OUR STEPS TO SUCCESS:

- Define IAM strategy and roadmap
- Develop IAM operating model
- Implement IAM and PAM solutions; remediate compliance issues
- Establish governance model to support business objectives

DIGITAL IDENTITY

Client Challenge

This global specialty hospital corporation had recently been spun off from its parent and had two years to implement its own IAM program, systems and processes. Although the client had its own subdomain, many of its systems and users were joined to the parent's corporate domain; identity governance technologies and IAM processes were owned and operated by the parent company.

Solution Delivered

Selected and implemented IAM solution for provisioning for Active Directory and 110 business applications and systems

Supported the migration of Active Directory domains

Implemented IAM governance model and reporting to monitor access)

BUSINESS RESULTS

Timely migration to new domain and implementation of provisioning solution

Creation and implementation of "run books" to migration of users, computers and applications to the new domain

Automated provisioning for distribution lists and shared drives

ATTACK AND PENETRATION

CLIENT PROBLEMS WE SOLVE

Help organizations gain an understanding of their specific threat landscape, including security vulnerabilities, root causes and remediation options.

Protect sensitive data and systems to avoid costly breaches, loss of intellectual property, business disruption and reputation damage.

BUSINESS OUTCOME

ENVISION

Understanding of security vulnerabilities and specific threat landscape, including how potential issues may impact businesses

REALIZE

Remediation of security vulnerabilities and threats in the environment

PROTECT

Reduced risk of data breaches

OUR STEPS TO SUCCESS:

Periodic internal and external vulnerability assessments or manual penetration tests of the environment

Consistent, on-demand security testing across networks, applications, IoT, hardware and more

A managed, risk-based testing program with remediation oversight to maximize ROI

ATTACK AND PENETRATION

succeed

Client Challenge

A global supermarket chain was undergoing a significant technology change which required a number of investments and updates to applications, systems and networks. The Security team was tasked with deploying a method to ensure that the new technologies were being implemented in a secure manner that prevented unauthorized access. However, the team was not able to quickly source or train the talent needed to perform these technical reviews on such a wide array of technologies. The client needed an "on-demand" solution that would allow it to quickly spin up testing and meet dynamic business deadlines.

Solution Delivered

Developed penetration testing-as-a-service solutions that allowed the client to respond to changing needs

Deployed red and purple teams to aggressively challenge plans, policies, systems and assumptions while verifying the technologies' capabilities

Developed network-level testing and static web application assessments

Implemented wireless reviews for various stakeholders within the client organization

BUSINESS RESULTS

A defined process for business and IT leaders to assess new technologies before implementation to better understand risk and impact of potential vulnerabilities

Significant reduction in the organization's overall security risk through the identification of hundreds of critical network, system and application vulnerabilities which might have allowed attackers access to sensitive systems and data if left undiscovered or unfixed

A more thorough understanding of potential business impact (data loss, significant system downtime, etc.) for known/accepted issues in the environment

In many cases, confirmation that technologies have been designed, configured and deployed in a secure manner

MANAGED SECURITY SERVICES AND SECOPS

CLIENT PROBLEMS WE SOLVE

Keeping pace with changing business demands.

Limited market availability of qualified resources; staff retention challenges.

Rapid responses necessary to satisfy critical functions, including critical security incidents and IT risk management and controls.

Immediate demand for solutions to secure and protect assets and data.

BUSINESS OUTCOME

ENVISION

Scalable, contractual teams and services in simple solution frameworks with skilled resources

REALIZE

Optimize the delivery of repeatable processes, emerging compliance changes and transformative business process changes

PROTECT

Optimize compliance activities by successfully achieving business strategies and objectives

OUR STEPS TO SUCCESS:

Scan digital technology infrastructures for existing vulnerabilities and remediate cyber threats

Build a unified security program that increases visibility, automates threat detection and response, and delivers actionable metrics for continued improvement

Monitor cloud resources to continuously assess and measure data, applications and infrastructure behaviors for potential security threats

MANAGED SECURITY SERVICES AND SECOPS

Client Challenge

Improving overall enterprise resiliency and providing additional capabilities for the client's current security operations center (SOC) to accelerate identification and remediation of its critical Tier 3 security events.

Engagement is technically complex within the customer outsourcing network infrastructure, with two outsourced network service providers providing critical services.

Solution Delivered

Developed incident identification and incident response playbooks

Implemented tools in third-party SIEM platform

Developed procedures for Tier 3 event ID and response

Managed response execution by setting up a scalable onshore/offshore response capability

Performed threat hunting within the internal network

BUSINESS RESULTS

Provided a unique Managed Detection and Response (MDR) offering, leveraging onshore and offshore capabilities

Adjusted delivery model and team composition as MDR services scaled up

Embedded scaling factors based on number and complexity of client MDR requirements

Expanded vendor partnership

CYBER DEFENSE AND CYBER RESILIENCE

CLIENT PROBLEMS WE SOLVE

Uncertain organizational response to handling security incidents and related outages.

Unseen threat actors may have bypassed traditional defenses and detection.

Complex security incidents requiring specialized skills, tools and knowledge.

Rigid incident response programs are unable to counter dynamic threats.

Lack of business continuity and/or resiliency strategies, documentation and response plans.

BUSINESS OUTCOME

ENVISION

Discover and respond to otherwise unseen cyber attacks and related outages

REALIZE

Effective strategies for detecting and responding to threat actors; coordinating the entire organization's reaction to security incidents, from initial discovery through reporting to the board; ensuring continuity and resiliency plans are well designed, documented and tested

PROTECT

Enhance confidence in the business by offering strategic planning, meaningful practice, detection of unseen attacks through compromise assessments, and comprehensive response to actualized threats, while ensuring continuity and resiliency plans are in place to protect the enterprise

OUR STEPS TO SUCCESS:

Incident response strategy and planning; business continuity and resiliency planning

Compromise assessment; tabletop and breach response; cyber threat hunting

Forensic discovery and analysis; post-event review and facilitated lessons learned

Documented and tested business continuity and resiliency plans

protiviti®

CYBER DEFENSE AND CYBER RESILIENCE

Client Challenge

A global e-commerce provider was approached by acquiring banks about common point-of-purchase correlations, indicating that the provider may be compromised. The client needed to:

- Identify PCI gaps and deliver remediation as a demonstrable act of diligence
- Develop and implement a global strategy to identify the alleged breach
- Gather information for external counsel to use in formulating a regulatory response
- Preserve evidence under the direction of counsel for anticipated litigation
- Develop strategic guidance in conjunction with counsel during an independent PFI investigation

Solution Delivered

Provided on-site team in forensic/incident response and PFI investigations to build a response strategy

Gathered global evidence preservation and tracking for regulatory, PCI and potential litigation strategies

Delivered a security remediation program to establish diligence in response

Provided articulation and support for key elements of external counsel's strategy for answering requests from privacy regulators

Provided interpretation and articulation of cyber threat intelligence used to identify the true source of the CPP data, establishing that client systems were not breached

BUSINESS RESULTS

Privacy regulators accepted the assertion that global systems were not the source of data exposure

Avoided millions of dollars in potential PCI fines by making timely and accurate disclosures

Presented an accurate narrative of events that was legally defensible, and defused negative publicity

External counsel received demonstrably accurate answers to questions during the formation of strategy

OPERATIONAL RESILIENCE

transform

CLIENT PROBLEMS WE SOLVE

The ability to detect, respond to, manage and recover from a disruptive event, whether initiated from cyber, natural disasters, technology or human error.

Aligning with new and evolving regulations with regard to operational resilience.

Taking advantage of opportunities to increase resilience of business services through trusted approaches and innovative solutions.

Integrated testing efforts, which allows firms to demonstrate their ability to recover from events and improve upon weaknesses in current processes and services.

BUSINESS OUTCOME

ENVISION

Assess current practices around operational resilience, including assessment of foundational elements

REALIZE

Analyze existing business services to determine criticality, establish initial impact tolerance methodology and create economic impact scenarios

Design and implement a resilience program with a focus on governance and alignment

Address cyber resilience and third-party deficiencies

PROTECT

Conduct testing to simulate "extreme but plausible" scenarios impacting critical business services; in partnership with executive leadership, integrate resilience standards into all standard business and IT audits and foundational audits (e.g., cybersecurity, third-party)

OUR STEPS TO SUCCESS:

Establish a clear understanding of critical business services, including a clear front-to-back mapping of processes, third-parties and systems that support the service

Take advantage of and adapt to existing programs and initiatives to better integrate resilience into the environment

Build resilience by designing and implementing essential programs to withstand adverse changes

Orchestrate across the enterprise on operational resilience. Break down silos that exist across business and technology functions

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OPERATIONAL RESILIENCE

Client Challenge

This global and systemically important financial institution had been given a regulatory mandate to address the operational resilience of their organization. This mandate, driven by the first line, included assessing planned initiatives against leading practices and enhancing plans where necessary; helping to draft regulatory responses; developing a go-forward strategy for the first line, including criticality framework, resilience operating model and testing approach; and working with the second line to develop appropriate metrics to monitor resilience and challenge first-line efforts.

Solution Delivered

Performed a current state assessment of operational resilience efforts, benchmarking against regulatory expectations and leading practices

Created a go-forward plan that accounted for work efforts to date and organizational/system limitations to address resilience concerns

Embedded Protiviti consultants and subject matter experts across the delivery workstreams, aligning the client's efforts with operational resilience leading practices and regulatory expectations from a global set of regulators

Aligned regulatory response with pragmatic go-forward efforts, ensuring plans exceeded regulatory demands

BUSINESS RESULTS

Created a global resilience strategy and operating model to align the organization with pending regulator demands

Provided guiding principles, frameworks and industry/regulatory insights to allow for advancement of resilience efforts and enhanced board/ management reporting

Created a framework to address and validate the organization's critical business services

Developed a customized strategy and approach for resilience capability testing

CISO NEXT

What is CISO Next? CISO Next connects CISOs and security thought leaders to explore and shape how their role will evolve in the current and future business landscape. The CISO Next initiative provides diverse perspectives, innovative tools for collaboration and cross-industry resources that enable security leaders to effectively address the known and unknown challenges in a dynamic threat landscape.

Key Outcomes

Network and collaborate with fellow CISOs

Expand your toolbox by gaining insight into different CISO "personas" and approaches

Leverage Protiviti insights and expertise to address core obstacles and drive strategy

Tap into a knowledge sharing community

200+ CISOs Engaged in Initiative

20+ Thought Leadership Pieces

10+ Design Thinking Roundtables

Continuous Monitoring of CISO Issues

12+ themes and 100s of tracked CISO issues

OUR KEY PARTNERS

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