Solution Brief

Total Performance Visibility

Unified Monitoring and Reporting for IT Security and Compliance

Enabling Organizational Adherence to Government/Industry Requirements and Internal Standards

The Requirement

Security and Compliance IT professionals in many industries, particularly finance and health care, are finding it increasingly difficult to address the myriad of monitoring and reporting details associated with data access – especially with small security teams and limited budgets. What organizations need is simple and unified visibility to identify important audit events that require immediate action, so they can take remedial action.

How eG Enterprise Helps

- Provides security and compliance professionals with easy access to actionable data so they can address complex and ever-changing government/ industry regulations and internal requirements
- Reports on the who, what, when, where, and how associated with access to key IT resources
- Delivers a unified solution for performance monitoring as well as security and compliance tracking. This ensures minimal additional overhead on the IT infrastructure and simplifies deployment in the infrastructure

Going Beyond Performance Visibility

As government and industry requirements continually become more stringent, Security and Compliance professionals are finding it increasingly difficult to address the myriad of monitoring and reporting details associated with data access. In particular, the financial and health care industries must safeguard client and patient data, and all organizations must proactively document many facets associated with access to IT resources.

For example, banks and credit unions in the United States operate under the Gramm-Leach-Bliley Act (GLBA), which includes requirements for safeguarding sensitive data. These financial institutions must undergo regular audits by the Federal Financial Institutions Examination Council (FFIEC), which consists of intensive periodic reviews of IT infrastructure and processes. A critical component of these audits includes administrative permissions, as well as the ability to monitor and document the who, what, when, where, and how associated with access to resources. Further, should a breach or questionable activity take place, it is critical that user and administrative actions have been recorded so they can be audited.

eG Enterprise: All-in-One Solution for Performance, Security and Compliance Monitoring and Reporting

Providing total IT performance visibility is a core focus of eG Enterprise. At the same time, since eG Enterprise monitors and documents the full array of components in virtualized infrastructures, many of the metrics collected and reported on its dashboard can be used by security and compliance professionals to fulfill requirements related to IT department procedures and configurations and for addressing government and industry requirements, as well as internal standards. Analysis of server event logs provided for detecting performance issues can also be used to track servers that have specific security flaws. Likewise, user session activity recorded for tracking the workload on a Citrix XenApp server is critical data for determining who has accessed the Citrix farm, for compliance reporting.

Many of the reports provided by eG Enterprise can assist Security and Compliance management with maintaining internal standards, as well as regulatory requirements. At no additional cost, the variety of comprehensive, built-in reports provide the security and compliance data needed with just a few clicks. Further, these reports can be output on a scheduled basis or as needed, such as when preparing for an audit.

Security and Compliance Reporting with eG Enterprise

Administrative Access

Administrative access is a primary line item for security and compliance reviews, as well as internal audit procedures. The individuals that are granted administrative access to a Citrix and/or VMware infrastructure may or may not be the same as those that have Active Directory domain admin permissions, and it is not uncommon to see vendors or partners granted some level of administrative access. As such, it is essential to ascertain exactly who has what type of administrative permissions.

Server Administrator Properties	
WIN-20\1-3-2-02-b	
Privilege	Full Administration
Administrative account	Enabled
Unknown	-
Manage published applications	-
WIN-20\SEC_REC_Allow_Shadow_Sessions	
Privilege	Custom
Administrative account	Enabled
Unknown	LogOnConsole
Manage published applications	Servers: ViewSessions, ConnectSessions, SendMessages, LogOffSessions, ViewServers, TerminateProcess Applications: ViewApplications Servers/Productie: ViewSessions, ConnectSessions, SendMessages, LogOffSessions, ViewServers, TerminateProcess Servers/Test: ViewSessions, ConnectSessions, SendMessages, LogOffSessions, ViewServers, TerminateProcess

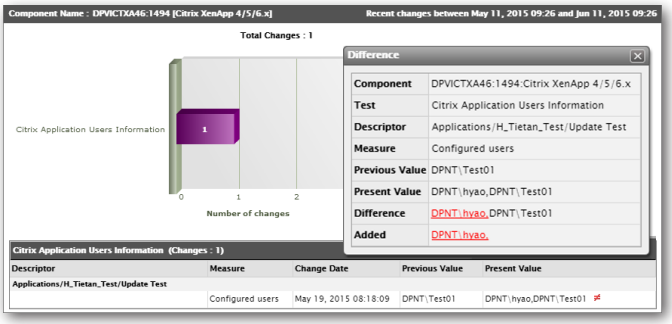
System Security

System auditing is a key foundational element of security, and the disablement of auditing is often a precursor to a security breach, especially as related to a database server or other resource. Having a mechanism to track when auditing is in a state of failure can proactively identify systems that are out of compliance.

Sql Security Details	
Server authentication mode	Windows Authentication mode
Audit level	Failure
Startup service account	tengate\sv_EMEA_AXSQL

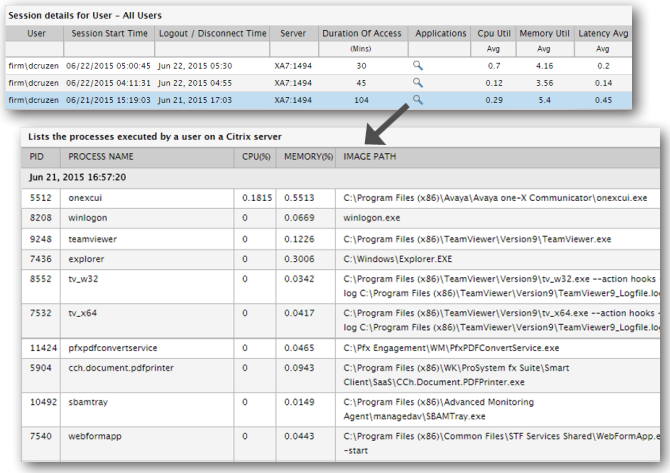
Change Control Verification

Change control documentation is a critical element of security and compliance reviews. Report output of the final system change, such as a new user that is provided with access to an application or resource, may be used as verification that the change control was successfully and completely executed.



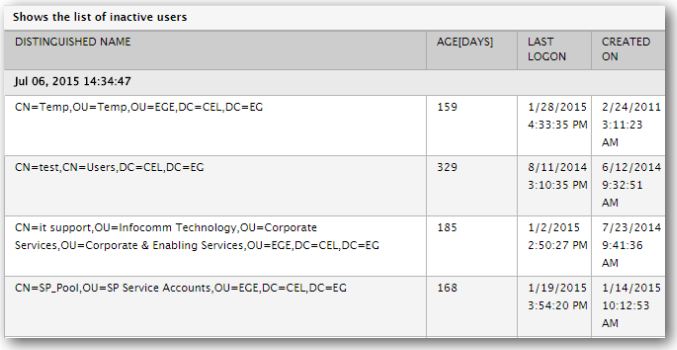
Resource Access

Government and industry regulations address many security concerns but cannot account for all scenarios. In such cases, having a mechanism to track and monitor resources access activity that can be used for forensic purposes is critical for addressing security requirements and is typically suitable for compliance. For example, if an employee were suspected of inappropriately modifying confidential company documents, the ability to track exactly which applications were accessed and when could provide the required data points.

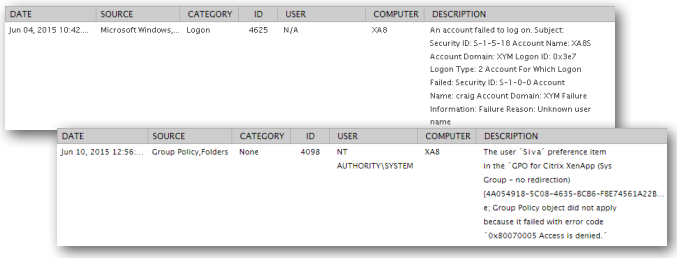


Safeguarding Against Inappropriate User Activity

Inactive user accounts are concerning because they are often overlooked by administrators but yet can be used to gain full access to resources when no longer appropriate. Regularly scheduled inactive users reports can enable Security and Compliance professionals to adhere to company and government/industry regulations.



Further, multiple failed logon and/or resource access attempts often signify inappropriate activities. The ability to track such activities is of keen interest to Security and Compliance management from a proactive standpoint as related to audits, as well as reactive forensic review.



About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud, and physical service infrastructures. Managing some of the largest IT deployments in the world, only eG Innovations offers 360-degree service visibility with virtualization aware performance correlation across every layer and every tier - from desktops to applications, and from network to storage. This unique approach delivers deep, actionable insights into the true causes of cross-domain service performance issues and enables administrators to pre-emptively detect, diagnose, and fix root-cause issues - before end users notice.

Contact Us: sales@eginnovations.com | www.eginnovations.com

US +1 866 526 6700 | SINGAPORE +65 6423 0928 | UK +44 (0)20 7935 6721 | NETHERLANDS +31 (0)70 205 5210

INDIA +91 44 4263 9553 | LATIN AMERICA +52 55 5533 3395 | Hong Kong: +852 3972 2415