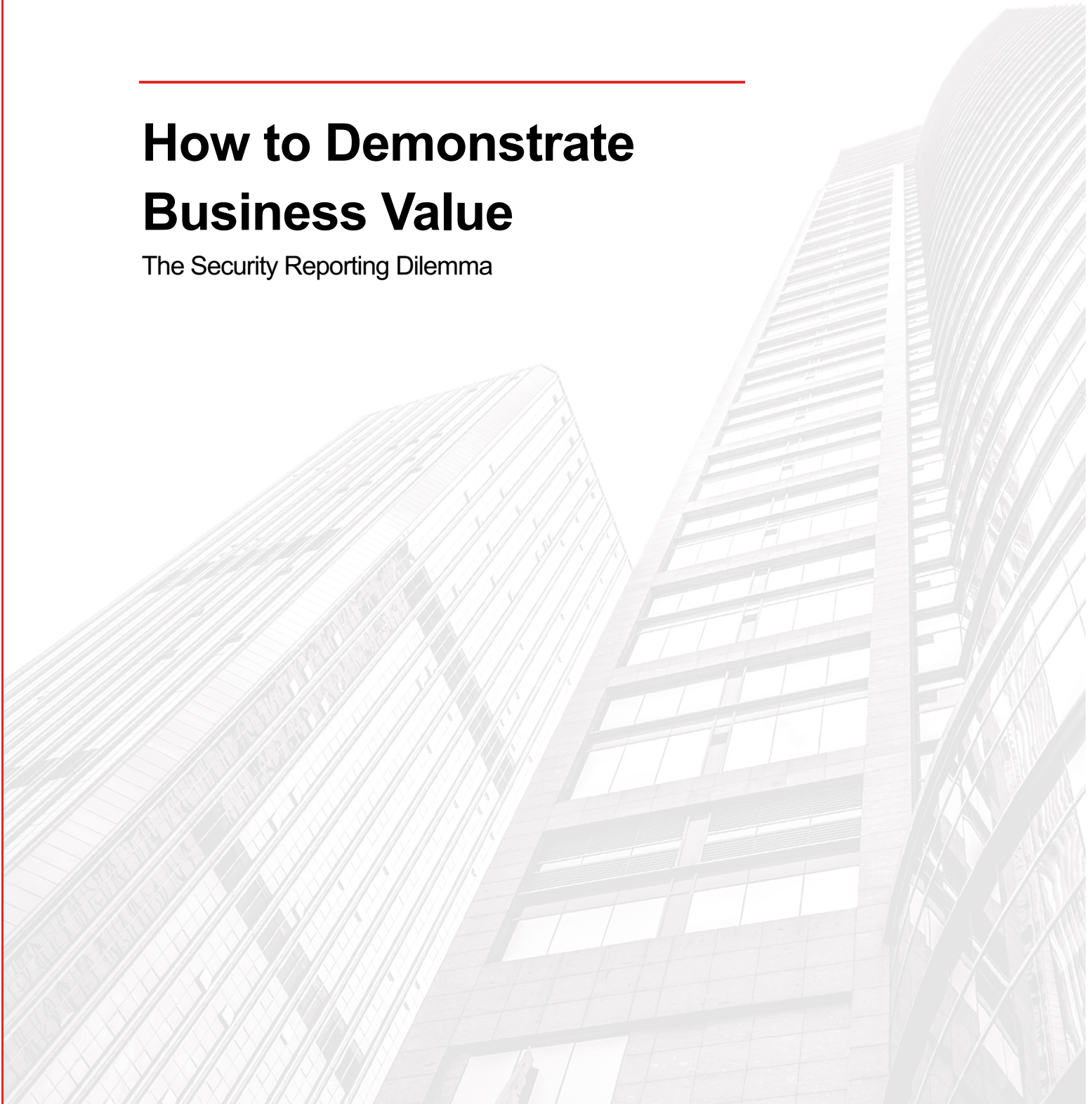




How to Demonstrate Business Value

The Security Reporting Dilemma



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The Pressure to Demonstrate Value is Real

IT organizations these days face a significant challenge—the inability to measure the value they bring to the business and communicating metrics to show transparency regarding security and compliance levels.

Many organizations indeed have effective, static operational security performance measures in place. Yet they frequently lack a focus on demonstrating how security initiatives align with business strategy and maximizing the value of those initiatives.

40%

**INFORMATION
PROVIDED TO
THE BOARD IS
ACTIONABLE**

A Bay Dynamics Report revealed that only 40 percent of respondents indicate that the information they provide to the board is actionable.¹

PRESSURE TO DEMONSTRATE VALUE



eighty-five percent

TECH MANAGEMENT ORGANIZATIONS

A Forrester Research survey reveals that 85 percent of tech management organizations acknowledge the pressure to demonstrate value.²

**CIO PERFORMANCE
IS A KEY METRIC OF IT'S
VALUE TO THE BUSINESS**

Such pressure can't be ignored. A Society for Information Management Survey finds that one of the most common metrics of CIO performance is the value of IT to the business.³

i

Traditional Metrics Don't Aid Strategic Security Decisions

Traditional metrics and reports focus on the high-level insights provided by Microsoft SCCM, such as information about software updates. Yet these metrics don't provide any depth or transparency concerning the diligence exercised in updating software. Insights around real-time patch levels and which business applications are affected lets business stakeholders spot moments of importance, and make connections among them. Such an accurate picture improves response to vulnerabilities and demonstrates how security is focused on an organization's critical risks. In contrast, traditional metrics aren't the figures business leaders use to make strategic decisions.

Microsoft SCCM reporting has its place. But it alone doesn't reveal how security teams help the business assess risk against vulnerabilities and compliance currently, or how they can drive future strategy.

For example, a typical Microsoft SCCM report might indicate that a number of software updates are required. But it's difficult to understand the business impact of this number at the executive level. Displaying when vendors make those software updates available and how quickly after that they are addressed enables executives to comprehend the impacts and security risks, and to make appropriate, fact-based security decisions.

In addition, being able to acquire reports from Microsoft SCCM demands knowledge of the SCCM database and SQL reporting services. In short, data access and ease of reporting for a fast response is challenging.

The Most Valuable Business Reports Offer In-Depth Insights

Dashboards and reports play a vital role in your mission to secure your organization. However, to be most effective, it's necessary to understand the required outcomes and priorities of the organization's various stakeholders to reduce exposure and reactionary spending.

The most valuable security reports are those that can improve the accuracy of risk assessments—by showing, for example, the time required to patch for critical vulnerabilities and how that translates into business impact. Dashboards of value highlight areas to drive improvements.

These reports and dashboards communicate what matters to each manager viewing the data—the CIO, CSO, or the CEO.



BUSINESS VALUE DASHBOARDS

It's time to embrace a value-based approach that ties IT security performance and measurement to outcomes. Only then can you add value by disclosing insights in a business-centric way. These value-based views are defined by Gartner as business value dashboards.⁴

To avoid manual, time-intensive analysis of security data, use reporting tools that roll up old-school metrics to dashboards in a way those individual systems and tools can't do easily, if at all. Offer the context of business impact alongside standard security metrics. Ensure that dashboard data can be filtered easily so any user, whether a security administrator or the CFO, can dig into the results and make a decision quickly that matches your modern, responsive operation. Enable your IT security teams to communicate to business decision makers effectively and stay relevant to the business.

An IDC study found that more than 70 percent of organizations that have data valuation processes in place are primarily collecting and analyzing data manually.⁵

The Foundation for Value

The value of timely dashboards that make relevant data more easily and quickly understood, and acted upon, cannot be overstated. Using intuitive, easy-to-interpret visualizations, these dashboards help you quickly determine:

- The current security state of where you are
- If you're on track to meet objectives
- What changes or fine tuning is required to stay on course

Value-based dashboards and reports targeted for either security or business users are a requirement for every modern security organization. They drive performance efficiencies, facilitate business strategy, optimize security processes, monitor trends, and quickly identify new opportunities or risks. These business-oriented dashboards improve the speed and accuracy of decision-making, forming the foundation to demonstrate and improve value and effectiveness for your business.

Extend the Value of SCCM Reporting—How Xtraction Can Help

The Xtraction for SCCM connector supports your efforts to demonstrate value to your organization. Xtraction is a powerful solution that brings together

data from multiple vendors' tools and multiple enterprise applications—each with its own reporting interface—into a single, consolidated business view instantly. You can pull together and display data from enterprise systems for security management, IT service management, IT asset management, client management, and more. Report daily operations activity, or roll up to business value dashboards and then drill down to focus on the more intricate needs of security analysts.

“By 2020, more than 50% of infrastructure and operations (I&O) organizations will adopt business value dashboards (BVDs), which will be a significant increase from today's level of less than 10%.”⁶

—Gartner



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¹ Bay Dynamics “Reporting to the Board” <http://baydynamics.com/content/uploads/2016/02/Reporting-to-the-Board-Where-CISOs-and-the-Board-are-Missing-the-Mark1.pdf>

² David K Johnson, Eveline Oehrlich, and Elinor Klavens, Forrester Research, “ITSM Falls Short of Your 2016 Needs.”

³ Business Wire. “Society for Information Management (SIM) 2016 IT Trends Study Reveals Major Shift in Focus of IT Executives.”

⁴ Gartner. “IT Glossary.” Accessed January 19, 2016. <http://www.gartner.com/it-glossary/dashboard>

⁵ Sarah K. White, “Digital Transformation Will Shape 2016,” CIO, November 30, 2015. Accessed January 19, 2016. <http://www.cio.com/article/3009670/it-strategy/digital-transformation-will-shape-2016.html#slide4>

⁶ Gary Spivak and Robert Naegle, Market Guide for I&O Business Value Dashboards, Gartner, May 2015. Accessed January 19, 2016. <https://www.gartner.com/doc/3059017/market-guide-io-business-value>