

Security Vulnerability Assessment for SMB, U.S. and Canada

HP Care Pack Services

Technical data



Small and medium businesses (SMBs) face the same security vulnerabilities as larger enterprise customers in business today. However, SMBs frequently do not have the same resources to prevent hackers and protect intellectual property. Security incidents can have significant negative impact on business and can interrupt operations and increase costs in the short term.

Today SMBs need a trusted vendor with industry certified credentials to lead them through the complex security field. They must protect their infrastructures from a mounting number of internal and external threats that can significantly affect their core business.

Security Vulnerability Assessment for SMB HP Care Packs are available in Basic and Enhanced service levels.

Service benefits

- Identification of your business exposure to today's IT security risks
- Identification of vulnerabilities and weaknesses in your organization's networking infrastructure
- Understanding of how your current IT security measures compare to industry standards
- Proactive identification of IT security risks before they impact your business
- Leverage the skills from HP and industry's leading security providers operating in multivendor environments.

Service Feature Highlights

Basic and Enhanced service levels provides:

- Security infrastructure and policy review
- Penetration test of perimeter systems
- Wireless security review
- Discovery and recommendations report
- Best practices sharing
- Security patch strategies - available only for Enhanced service level

Specifications

Table 1. Service features

Feature	Delivery specifications
Security infrastructure and policy review	An HP industry certified Security Consultant will review Customer's current security infrastructure and policy. Customer will receive a discovery and recommendations report highlighting key IT security strengths and areas of potential vulnerability.
Penetration test of perimeter systems	Using industry-recognized penetration testing tools, HP will probe Customer's Internet-facing IP addresses for potential weaknesses. HP will provide a comprehensive report containing results and recommendations of the penetration testing. The level of service purchased determines the number of IP addresses to be scanned. An appropriate number of HP Care Pack services can be purchased to support Customer's specific environment. Basic service includes up to 15 Internet-facing IP addresses and Enhanced service includes up to 50 Internet-facing IP addresses.
Wireless security review	HP will analyze Customer's wireless security design and policy and include a summary of findings in the recommendations report. The HP Security Consultant will provide recommendations based on industry best practices in wireless technologies, including access points and wireless switches.
Discovery and recommendations report	HP will provide a comprehensive recommendations report that details areas of strength and potential concerns discovered during the assessment phase. This document will provide identified security vulnerabilities and specific recommendations for minimizing Customer's business exposure to the risks. The HP Security Consultant will discuss regulation compliance for the specific industry such as HIPAA, FERPA, GLB and others.
Best practices sharing	The HP Security Consultant will discuss the report content, make specific recommendations, and address any other security concerns Customer may have relative to Customer's overall IT infrastructure. Basic service includes up to one hour of consulting time and Enhanced service includes up to two hours of consulting time. Additional consulting and security remedial services can be purchased as custom scope of work engagements. Ask HP's Security Consultant for further details.
Security patch strategies - available only for Enhanced service level	The HP Security Consultant will discuss current patch strategies and make recommendations relative to implementation of alternative solutions to enhance timely patch distribution.
Coverage window	The coverage window specifies the time during which services are available. Standard business hours, standard business days: Service is available between 8:00 am and 5:00 pm, local time, Monday through Friday, excluding HP holidays. Calls received outside this service window will be logged the next business day (may vary by geographic location).

Service limitations

- Security remedial services recommended by HP's Security Consultant are not included in the Security Vulnerability Assessment for SMB service and can be purchased separately as custom scope of work services.
- This service reviews the Customer's security infrastructure for generally known security issues and concerns. This service may not assess all possible vulnerabilities.
- The Security Vulnerability Assessment for SMB service is delivered remotely using various methods and tools.
- This service is available in the English language only.

Customer responsibilities

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Maintain a current backup copy of the operating system, network system, development programs, and all other applicable software programs, data and files. Be responsible for restoring operations
- Provide to the HP Security Consultant a copy of the Security Policy and Wireless Design Diagram
- Provide to the HP Security Consultant a list of Internet-facing IP addresses to be scanned. Number of IP addresses to be scanned is determined by the level of service selected. Basic service covers up to 15 IP addresses and Enhanced service covers up to 50 IP addresses

General provisions/Other exclusions

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For more information

For more information on Security Vulnerability Assessment for SMB service, contact either an HP sales office in the US (or Canada), or an HP authorized reseller or visit our Web site at:

www.hp.com/hps/carepack in the U.S.

www.hp.ca/hps/carepack in Canada

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