

SERVICE OVERVIEW

Enterprise Content Services Security Assessment Service

Visibility into your current cybersecurity posture for Enterprise Content Services (ECS) solutions is more important than ever



Visibility into best practices for securing your OpenText ECS system



Maturity benchmarking against best practices



Actionable recommendations to address gaps and drive improved security posture



Reduced risk through improved awareness

Organizations face a volatile cybersecurity threat landscape with growing attack surfaces due to increased network bandwidth, emerging technologies and interconnected devices. Additionally, evolving privacy regulations, such as the General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA) require a transparent, risk-based approach to managing personal data within an organization's enterprise content systems. ECS software talent shortages, and systems that were often implemented by previous teams without adequate knowledge transfer, contribute to challenges to correctly manage enterprise content. Maintaining a complete picture of your OpenText ECS based solution, benchmarked against established best practices, is critical to ensuring a strong security posture.

The OpenText ECS Security Assessment Service helps effectively manage security efforts by benchmarking to best practices to secure your OpenText ECS Systems. Through a consultative approach, the OpenText team provides an assessment of security risks, maturity of your ECS security control capabilities, and actionable recommendations to improve your security posture within a short time frame.



The security assessment is typically 4 to 5 weeks in duration. The engagement does not require hands-on access to systems; rather, it leverages solution related documentation and consultation with stakeholders and system administration staff. Additional services are available to do system-level diagnostics and customization code reviews where the customer has a need.

Visibility

Having a clear line of sight to best practices for securing your enterprise content solution and benchmarking against current practices provides valuable information about your organization's ECS-specific cybersecurity risk posture to enable more informed decision-making. The OpenText Professional Services team focuses the assessment on five critical security areas. Stakeholders participate in a remote or on-site workshop to educate about best practices, common weaknesses, and practical strategies to address common security posture gaps.

Maturity benchmarking

Five critical security areas are assessed, described and scored to illustrate current state vs. good practice and to highlight any risks:

- **System architecture:** Secure connections, back-end services, administration configuration, server security, technical change procedures, physical security, product security assurance program subscription.
- **Password security:** Password standards, configuration, and expiry protocols.
- **OpenText security model:** Review of how the data model—including privileges, group structures, permissions, and roles have been applied to secure information and how it is managed.
- **Business continuity:** Review High Availability (HA) and Disaster Recovery (DR) contingency plans—hardware, software, and process—in terms of the required Recovery Point Objective (RPO) and Recovery Time Objective (RTO), as defined in the non-functional requirements of the systems.
- **Customizations and enhancements:** High-level review from a security perspective of any custom code deployed. For example, checking for code that by-passes normal security for reporting or performance purposes, stores login information for system access, or modifies system data through approved APIs.

Actionable recommendations

The ECS Security Assessment Service provides a security assessment report featuring an executive summary, control maturity benchmarks and recommendations for improvement. Understanding your security status is often a key input toward investment decisions to address identified gaps that the report provides.

OpenText experts will offer practical advice about actions that can be performed directly by your organization. They will also outline how OpenText could either do some of the work or enable your team with the necessary skills to act upon the recommendations. OpenText can also assist in the form of additional consulting, mentoring/coaching, training and certification of your team.

Reduced risk

A key goal of the Security Assessment Service is to provide better visibility into the inherent risks in your existing security program for your ECS solution. The service makes concrete recommendations towards mitigating cyber risks that could have regulatory, financial, legal, and reputational impacts on your organization.

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The OpenText difference

OpenText Professional Services' experienced, highly skilled team uses industry and OpenText best practice methodologies to bring unique value to the assessment of your organization's security posture for OpenText ECS platform based solutions. OpenText platform architects and managed services system administrators are OpenText product certified and typically have more than 10 years of consulting experience on OpenText solutions.

As the product vendor, OpenText delivers as one team! The Architecture experts that lead the engagements work closely with complementary departments including operations experts in Managed Services who contribute to the analysis of operational procedures that affect Enterprise Content Services solution security. OpenText manages systems for over 2,000 customers and has been delighting business users for over two decades, with extensive experience managing a wide range of systems including very large, integrated solutions. These experts are equally proficient at managing systems for customers whether they are on-premises, in the cloud, or a hybrid environment. They have a wealth of experience and best practice knowledge to share with your organization.

Further, Professional Services experts have unparalleled access to their Customer Support and Product Engineering colleagues and strong relationships with stakeholders and experts in those organizations. This comes from being co-located with them and sharing mutual accountability to customer success and satisfaction with products and solutions.

Our customers benefit from this one-team commitment and innovative problem-solving.

For more information about OpenText Professional Services please visit www.opentext.com/services or email ProfServices@opentext.com.

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