



HP Personal Systems Security Advisory Services

This document answers the most common questions related to HP Personal Systems (PS) Security Advisory Services (SAS)

Service Overview and Features

What are HP Personal Systems (PS) Security Advisory Services?

This comprehensive set of information security lifecycle services can help businesses prevent security issues with tailored, end-to-end advice and assessments for multi-brand/multi-OS personal system devices.

What are Security Advisory Services?

The services are:

- PC Security Audits - The objective of this service is to determine customers' overall PC security posture compared to current industry standards.
- Vulnerability Scans – This service aims at identifying which PCs in the network can be soft targets for attackers. For example, these are generally systems with outdated software and missing patches.
- Penetration Testing - The objective of this service is to figure out if the vulnerable systems identified in the last step can actually be penetrated. Penetration testing identifies the threat vectors and potential organization risks.
- Security Architecture Review - The objective of this service is to consolidate findings from all previous stages and provide recommendations to the customer.

Under each of these services, an HP security advisor will work with IT security teams to review the current PC security environment and will help to:

- Identify risks
- Estimate their potential impact
- Present recommendations to secure the PC environment

Additionally, if needed, HP has the expertise to provide General Security Consulting services, which include Information Security Training and Policy and Security Procedure Development.

Refer to Service Datasheet for service descriptions provided by your HP sales professional.

Why are these called Lifecycle Services?

Each service offers a specific solution for every stage of a customer's PC information security planning lifecycle. The services must be repeated periodically from the beginning (PC Audit stage) to consistently maintain the health of the PC security environment.

¹Verizon:
<http://www.verizonenterprise.com/resources/reports/rp-databreach-investigation>.

Can I buy the lifecycle offering individually?

Yes, you can. We can provide these services independently if findings from earlier stages are conclusive. For example, if the business requests only penetration testing, they must be able to provide the vulnerability scan reports or let HP run a vulnerability scan to determine the outcome.

Where are the Security Advisory Services available?

These Services are initially available to North American, English-speaking customers; however, security advisory service requests outside North America will be considered on a case-by-case basis.

Who provides the service – HP or a third-party vendor?

While in-house HP security advisors provide the services, there can be exceptions where the services are rendered by a third-party provider. The services will be always supervised and directed by an in-house HP security advisor. In all cases, HP ensures that the services adhere to customer data security policies.

What is the general skill set of our security consultants?

- Up to 25 years of experience in a technical, information security role.
- Multiple certifications related to penetration testing, auditing, system security, and/or network security. There are multiple and varied certifications. Key examples include: CISSP, CCNP Security, CCNA Security, GIAC, CISM, CEH, ISO/IEC 27001 LA, ISSMP.
- At least a bachelor's degree in Computer Science, Computer Engineering, or Information Technology. Master degrees preferred, at least for most senior consultants.

Does this service support personal systems from other brands?

Yes, it does. The HP PS Security Advisory Service will work with all brands, including Dell, Lenovo, Apple, and Samsung.

Can HP provide this service for all operating systems? What kind of devices are supported?

HP PS Security Advisory Service is OS-agnostic and supports every OS from Microsoft to Android and iOS. HP also supports all endpoint devices including personal systems such as PCs, tablets, and smartphones, as well as printers and multi-function devices (MFDs).

Is there a minimum quantity of seats or other deal qualification constraints?

No, there is no minimum requirement.

How does HP ensure that the customer's employees are productive when HP consultants are running the test and audits?

The PC Audit is performed using a read-only configuration to reduce any potential impact to the customer's operation. In addition, only a sample selection of systems will be included to reduce the possible impact on productivity.

For vulnerability scans and penetration tests, HP security advisors are aware of the kind of issues encountered and will take the necessary steps beforehand to avoid impacting workflow. HP works closely with customers to alert them when unusual activity is noticed.

What will be the duration of each service?

Table 1. Duration chart

PS Security Audit	Typically, two man weeks
Vulnerability Scan	Minimum 1 man week for 256 IP Addresses
Penetration Testing (Requires vulnerability Scan)	Minimum 2 man weeks for 256 IP Addresses+ vulnerability scan time
Security Architecture Review (Requires audit, vulnerability scan and penetration test)	Minimum 3 man weeks
General Consulting (Security training and policy development)	Can vary between 1 month to 6 months (Full time consultant pricing)

What sets HP apart in the market?

- Focus on endpoint security, which is often overlooked by traditional security consulting firms.
- Ability to jointly and simultaneously assess and advise on both print and personal systems security, when combined with Print Security Advisory Services.
- Trusted brand that builds highly-secured personal systems.

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