

INTEGRATION BRIEF

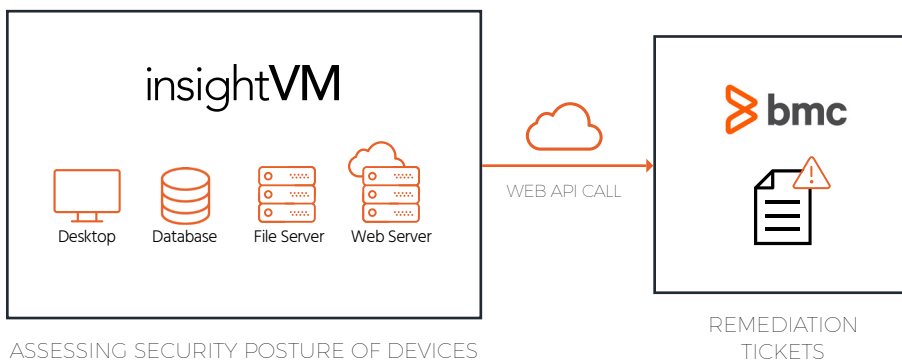
Incorporate Vulnerability Remediation Data Into Your IT Ticketing Solution

With BMC Remedy and Rapid7 InsightVM

One of the keys to securing any organization is being able to identify and apply proper remediation steps to mitigate the risk of vulnerabilities. Simultaneously, it can be quite the challenge for many security teams to incorporate vulnerability remediation data into their pre-existing ticketing solution. By integrating Rapid7 InsightVM* with BMC Remedy, you can automatically open tickets when new vulnerabilities are discovered and subsequently close tickets when vulnerabilities are fixed. As a Remedy administrator, you have the ability to assign tickets to a specific person or team, which increases accuracy and accountability during the remediation process. With remediation tickets in the system, you have the ability to report on which tickets have been successfully closed and compare them to subsequent scans to see if they've truly been remediated.

HOW IT WORKS

An InsightVM scan is conducted to assess the risk posture of the systems within your organization. The vulnerability data is then processed for each host. Next, at periodic intervals, InsightVM will query BMC Remedy's SOAP web service and pull relevant vulnerabilities and either create the remediation tickets, or close those that have been fixed. A BMC Remedy administrator can then assign the tickets to the proper teams for remediation.



INTEGRATION BENEFITS

- Streamline your IT workflow by utilizing the native ticketing solution used by your IT operations team
- Generate tickets automatically within BMC Remedy after a Rapid7 InsightVM or Nexpose scan is completed
- Customize ticket creation to open tickets by severity level, sites, or asset groups
- Configure and deploy more easily than before

BENEFITS OF AN INTEGRATED TICKETING SOLUTION

Combining InsightVM and BMC Remedy creates a closed loop system for the discovery and mitigation of network vulnerabilities. By enabling IT administrators to automatically export vulnerability data into Remedy, you can easily and efficiently get a snapshot of the risk posture of your network as well as assign tasks from the Remedy console; the result is a workflow worthy of admins reporting on.

*All mentions of Rapid7 InsightVM associated with its integration with BMC Remedy also apply to Rapid7 Nexpose.

Overview of Integration Process

- **Step 1:** Using InsightVM, perform a vulnerability scan.
- **Step 2:** InsightVM will then create a list of vulnerabilities associated with various assets.
- **Step 3:** Utilizing the connector, vulnerability information is exported into BMC Remedy.
- **Step 4:** Remedy tickets are created and/or closed.

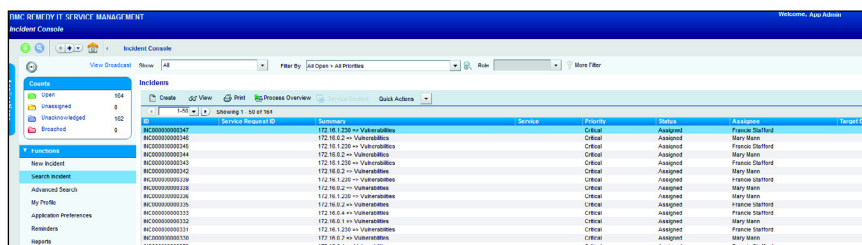
How It Works

The connector will periodically query InsightVM and import the results into BMC Remedy for assignment.

What You Need

- Rapid7 InsightVM or Nexpose
- BMC Remedy

Figure 1: BMC Remedy's dashboard of assigned tickets



The screenshot displays the BMC Remedy IT Service Management Incident Console. The interface includes a navigation menu on the left with options like 'Console', 'Incidents', 'New Incident', 'Search Incident', 'Advanced Search', 'My Profile', 'Application Preferences', 'Remedies', and 'Reports'. The main area shows a table of incident tickets with columns for 'Service Request ID', 'Summary', 'Service', 'Priority', 'Status', 'Assignee', and 'Target Date'. The table lists several tickets, all with a 'Critical' priority and 'Assigned' status, assigned to 'Mary Mann' or 'Francis Startost'. The summary for each ticket is '172.16.0.2 - Vulnerabilities'.

Service Request ID	Summary	Service	Priority	Status	Assignee	Target Date
BC0000000240	172.16.0.2 - Vulnerabilities		Critical	Assigned	Francis Startost	
BC0000000241	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000244	172.16.0.2 - Vulnerabilities		Critical	Assigned	Francis Startost	
BC0000000245	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000242	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000246	172.16.0.2 - Vulnerabilities		Critical	Assigned	Francis Startost	
BC0000000248	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000249	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000250	172.16.0.2 - Vulnerabilities		Critical	Assigned	Francis Startost	
BC0000000251	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000252	172.16.0.2 - Vulnerabilities		Critical	Assigned	Francis Startost	
BC0000000253	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000254	172.16.0.2 - Vulnerabilities		Critical	Assigned	Mary Mann	
BC0000000255	172.16.0.2 - Vulnerabilities		Critical	Assigned	Francis Startost	

SUPPORT

Please contact Rapid7 for support at [+1.866.380.8113](tel:+18663808113) or through our [customer support portal](#).

About BMC Software

BMC Software delivers innovative IT management solutions that have enabled more than 15,000 customers worldwide to leverage complex technology to drive extraordinary business performance. BMC does this by helping companies understand how they can place technology at the forefront of business transformation to improve delivery and consumption of digital services, increase operational agility and vastly exceed previous infrastructure capabilities, from mainframe to cloud to mobile. To learn more, visit bmc.com.

About Rapid7

Rapid7 powers the practice of SecOps by delivering shared visibility, analytics, and automation that unites security, IT, and DevOps teams. The Rapid7 Insight platform empowers these teams to jointly manage and reduce risk, detect and contain attackers, and analyze and optimize operations. Rapid7 technology, services, and research drive vulnerability management, application security, incident detection and response (SIEM), orchestration and automation, and log management for organizations across the globe.

To learn more about Rapid7 or get involved in our threat research, visit www.rapid7.com.