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3 Tips for Proper Service-Management Security Posture

Proper posture is key to better health. Likewise, an organization's security posture is crucial when deploying service management in the public sector. Commercial-grade IT solutions serve the needs of their markets, yet where federal, state, or local-level government agencies are involved, FedRAMP-Authorized solutions must deliver even stronger security controls aligned with NIST Special Publication 800-53. It's important to understand how the technical architecture of your cloud-based enterprise service management solution improves your agency's security posture.

Posture-Perfect: NIST Tips

Secure Beyond Commercial-Grade

All connections into and out of the environment must be secure by default—prudent but not required for commercial deployments.

Know Your Vendors

FedRAMP-Authorized service management solutions should include workflows for a strong vendor risk-management program, including onboarding and risk assessment.

Always-on Vulnerability Monitoring

NIST recommends solutions that include continuous monitoring, exceeding the periodic vulnerability monitoring often provided with commercial-grade service management products.

Why Ivanti?

Ivanti® Service Manager has been through the rigorous FedRAMP Authorization process. With over 25 NIST SP 800-53-compliant workflows built into it, our FedRAMP-Authorized solution offers public agencies and government contractors a validated and proven choice for their cloud-based Enterprise Service Management deployments.

Discover more tips in our *white paper* for improving your agency's security posture.

Learn More

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