

End User Devices Security Effectiveness Report

PREPARED FOR:

Mike Buma
Info-Tech Research Group

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IT SECURITY
DIAGNOSTIC PROGRAM
POWERED BY INFO-TECH RESEARCH GROUP

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OVERALL EFFECTIVENESS SCORE

These scores reflect your team's view of End User Devices security effectiveness. The overall score gives a high level sense of where you're at in this area, while the policy and process and technology scores summarize your team's responses in these subcategories.



MOST EFFECTIVE POLICIES AND PROCESSES

According to your team, these policies and processes are your most effective. Effectiveness scores reflect confidence in threat identification and prevention and the ability to minimize adverse impact on end user experience.

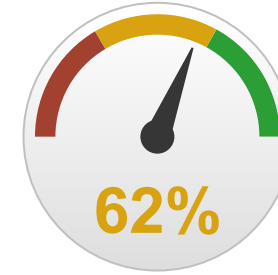
1	Device standards defined	Effectiveness Score	80%
		Confidence: 78%	Impact: 81%
2	Desktop/laptop standards defined	Effectiveness Score	79%
		Confidence: 76%	Impact: 81%
3	Audit deployment practices	Effectiveness Score	61%
		Confidence: 61%	Impact: 61%



OVERALL POLICY AND PROCESS EFFECTIVENESS SCORE



OVERALL



OVERALL TECHNOLOGY EFFECTIVENESS SCORE



MOST EFFECTIVE TECHNOLOGIES

According to your team, these technologies are your most effective. Effectiveness scores reflect confidence in threat identification and prevention and the ability to minimize adverse impact on end user experience.

1	Endpoint Encryption	Effectiveness Score	81%
		Confidence: 83%	Impact: 79%
2	Patch Management	Effectiveness Score	79%
		Confidence: 83%	Impact: 75%
3	Endpoint Anti-Malware	Effectiveness Score	73%
		Confidence: 75%	Impact: 71%



LEAST EFFECTIVE POLICIES AND PROCESSES

According to your team, these End User Devices devices policies and processes are your least effective.

!	Deployment/decommissioning checklist	Effectiveness Score	33%
		Confidence: 39%	Impact: 28%
!	Audit deployed devices	Effectiveness Score	35%
		Confidence: 37%	Impact: 33%
!	BYOD policies	Effectiveness Score	60%
		Confidence: 54%	Impact: 67%



TEAM ALIGNMENT

This section shows the areas in which your team is most closely aligned and most greatly divergent.

Most Aligned		Gap
⚙️	Patch/update risk analysis	2%
⚙️	BYOD policies	2%
⚙️	Device standards defined	2%
Least Aligned		Gap
📄	Application Whitelisting	76%
📄	Patch Management	37%
📄	Personal/Client Firewalls	37%



LEAST EFFECTIVE TECHNOLOGIES

According to your team, these End User Devices technologies are your least effective.

!	Application Whitelisting	Effectiveness Score	40%
		Confidence: 42%	Impact: 38%
!	Personal/Client Firewalls	Effectiveness Score	69%
		Confidence: 67%	Impact: 71%

Policy and Process Effectiveness Score



This score summarizes your team's opinions on End User Devices security policies and processes. It is a high level indicator of where you're at in this area.

Confidence and impact are key indicators of security effectiveness. The overall effectiveness score is determined by the arithmetic mean of your team's policy and process confidence and impact responses.

Security Confidence
The degree of confidence expressed by relevant IT personnel that policies and processes in this area are preventing and identifying threats.

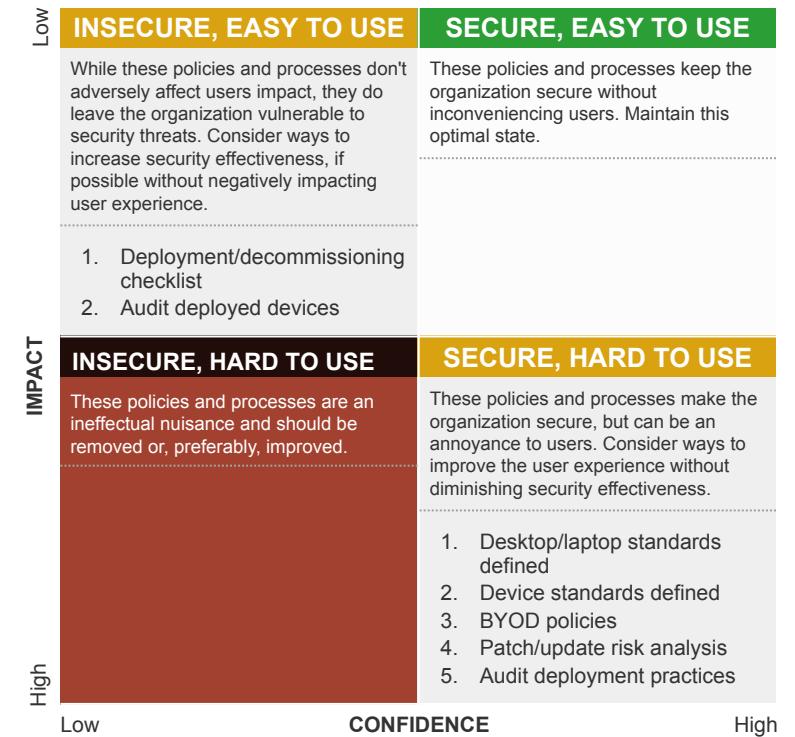
Adverse Impact
The level of adverse impact on end user experience that relevant IT personnel believe is caused by policies and processes in this area.

Policy and Process Drivers of End User Devices Security Effectiveness

Successful security depends on having effective policies and processes. Use this section to understand your team's perspective on which policies are working well and which aren't.

Effectiveness Score	Policy or Process	Evaluation Criteria: Confidence Respondents by % and #	Response Average	Previous Average	Evaluation Criteria: Impact Respondents by % and #	Response Average	Previous Average
79%	1 Desktop/laptop standards defined Internal security standards defined for each desktop/laptop platform.	22% [2] 22% [2] 56% [5]	76%	56%	11% [1] 11% [1] 78% [7]	81%	38%
80%	2 Device standards defined Internal security standards defined for each tablet or smartphone platform.	11% [1] 33% [3] 56% [5]	78%	63%	11% [1] 11% [1] 78% [7]	81%	35%
33%	3 Deployment/decommissioning checklist Complete a security checklist as part of deployment and decommissioning processes.	67% [6] 11% [1] 22% [2]	39%	65%	89% [8] 11% [1] 0% [0]	28%	52%
35%	4 Audit deployed devices Audit deployed devices to ensure they still meet requirements.	67% [6] 11% [1] 22% [2]	37%	67%	78% [7] 11% [1] 11% [1]	33%	54%
60%	5 BYOD policies Determine acceptable use of employee-owned devices.	11% [1] 78% [7] 11% [1]	54%	46%	22% [2] 33% [3] 44% [4]	67%	63%
61%	6 Patch/update risk analysis Perform a risk analysis prior to deploying patches/updates.	11% [1] 78% [7] 11% [1]	63%	42%	11% [1] 78% [7] 11% [1]	59%	50%
61%	7 Audit deployment practices Audit device deployment practices to ensure they are being followed.	11% [1] 56% [5] 33% [3]	61%	40%	22% [2] 44% [4] 33% [3]	61%	54%

■ Response of 1 or 2 (low/bad) ■ Response of 3 or 4 (medium/moderate) ■ Response of 5 or 6 (high/good)

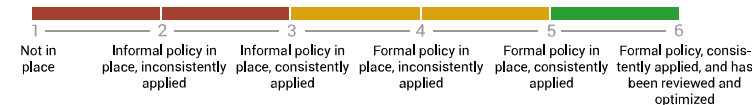


Policy and Process Execution Consistency - Team Alignment

Policies and processes aren't fully effective unless they're documented, enforced, reviewed, and optimized. Use this section to ensure your team is on the same page in terms of your policies and process status.

Question: "To what extent are the following policies in place and enforced?"

● Response of one or two (respondents believe policy or process has low maturity)
● Response of three or four (respondents believe policy or process has moderate maturity)
● Response of five or six (respondents believe policy or process has high maturity)



Policy and Process	Respondents by % and #	Response Average	Previous Average	Policy and Process Status - Team Alignment
1 Desktop/laptop standards defined Internal security standards defined for each desktop/laptop platform.	67% [6] 33% [3] 0% [0]	37%	69%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]
2 Device standards defined Internal security standards defined for each tablet or smartphone platform.	22% [2] 56% [5] 22% [2]	56%	61%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]
3 Deployment/decommissioning checklist Complete a security checklist as part of deployment and decommissioning processes.	0% [0] 67% [6] 33% [3]	70%	69%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]

The ideal outcome for this section would be perfect consensus among respondents. If policy and process requirements aren't known, they can't be followed through on or effectively enforced. But simply being aware of a policy or process is not enough, ideally the entire team should have a stake in review and optimization.

Policy and Process	Respondents by % and #	Response Average	Previous Average	Policy and Process Status - Team Alignment
4 Audit deployed devices Audit deployed devices to ensure they still meet requirements.	11% [1] 56% [5] 33% [3]	63%	67%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]
5 BYOD policies Determine acceptable use of employee-owned devices.	11% [1] 44% [4] 44% [4]	74%	73%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]
6 Patch/update risk analysis Perform a risk analysis prior to deploying patches/updates.	11% [1] 33% [3] 56% [5]	78%	81%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]
7 Audit deployment practices Audit device deployment practices to ensure they are being followed.	11% [1] 67% [6] 22% [2]	57%	67%	IT Staff Avg. [Progress bar] CSO [Progress bar] CIO [Progress bar]

This section contains comments from your team on specific aspects of your End User Devices policies and processes. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

James Joyce

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James Joyce

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T.S. Eliot

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W.B. Yeats

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William Wordsworth

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John Milton

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William Shakespeare

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Samuel Coleridge

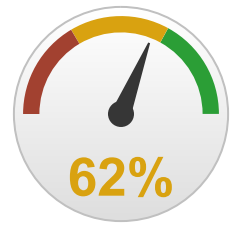
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Virginia Woolf

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Charlotte Bronte

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Technology Effectiveness Overview

This score summarizes your teams' opinions on the effectiveness of your End User Devices security technologies. It is a high level indicator of where you're at in this area.

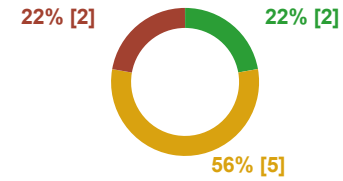
Confidence and impact are key indicators of security effectiveness. The overall effectiveness score expresses the arithmetic mean of your team's technology confidence and impact responses.

Security Confidence

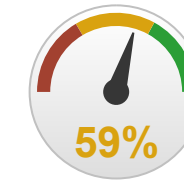
The degree of confidence expressed by relevant IT personnel that technologies in this area are preventing and identifying threats.

- Response of 1 or 2 (low/bad)
- Response of 3 or 4 (medium/moderate)
- Response of 5 or 6 (high/good)

Respondents by Percentage and Number



Confidence Score

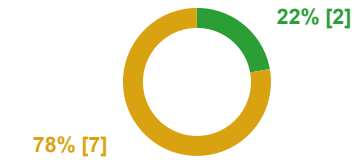


Adverse Impact

The amount of adverse impact these technologies have on end users, according to relevant IT personnel.

- Response of 1 or 2 (low/bad)
- Response of 3 or 4 (medium/moderate)
- Response of 5 or 6 (high/good)

Respondents by Percentage and Number



Impact Score



Technology Drivers of End User Devices Security Effectiveness

This section shows your team's views on the security technologies you currently have installed. Use this information to identify areas for improvement and to optimize your technology effectiveness. Effectiveness scores for each technology factor confidence scores (confidence and capabilities utilized) against impact scores (vendor support, ease of use, effort to maintain, and feature comprehensiveness).

Standalone

Technology is primarily dedicated to one function or to a small number of similar functions.

Suite

Technology is capable of performing multiple different but related functions, or bundled as part of a larger multi-functional technology package.

Co-Lo/MSP

Technology is owned by Info-Tech Research Group, but hosted by vendor.

In-house

Technology is hosted by Info-Tech Research Group.

Cloud

Technology is hosted by vendor.

- Response of 1 or 2 (low/bad)
- Response of 3 or 4 (medium/moderate)
- Response of 5 or 6 (high/good)

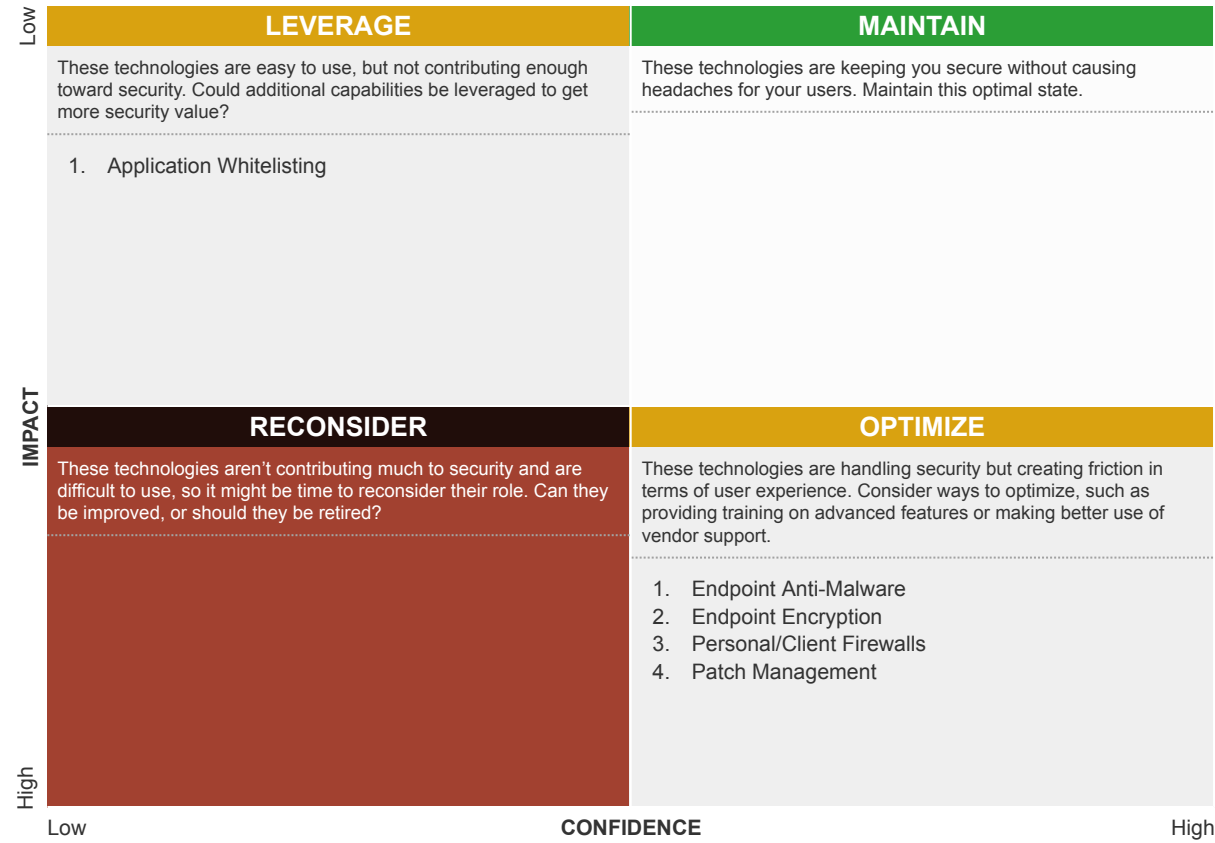
Technology and Effectiveness Score	Evaluation Criteria	Respondents by Percentage and Number	Response Avg.	Previous Avg.	Primary Vendor	Evaluation Criteria	Respondents by Percentage and Number	Response Avg.	Previous Avg.	Tech Details
73	Endpoint Anti-Malware	Confidence: 4 (44%), 2 (22%), 3 (33%)	67%	50%	McAfee	Ease of Use	1 (11%), 8 (89%)	83%	67%	Suite
	Capabilities Utilized	1 (11%), 2 (22%), 6 (67%)	83%	67%		Effort to Maintain	3 (33%), 6 (67%)	83%	67%	In-house
	Vendor Support	4 (44%), 1 (11%), 4 (44%)	50%	50%		Feature Comprehensiveness	6 (67%), 3 (33%)	67%	67%	
81	Endpoint Encryption	Confidence: 1 (11%), 2 (22%), 6 (67%)	83%	67%	McAfee	Ease of Use	1 (11%), 8 (89%)	83%	67%	Suite
	Capabilities Utilized	1 (11%), 1 (11%), 7 (78%)	83%	67%		Effort to Maintain	1 (11%), 1 (11%), 7 (78%)	83%	67%	In-house
	Vendor Support	2 (22%), 1 (11%), 6 (67%)	67%	67%		Feature Comprehensiveness	1 (11%), 3 (33%), 5 (56%)	83%	67%	
69	Personal/Client Firewalls	Confidence: 1 (11%), 4 (44%), 4 (44%)	67%	50%	McAfee	Ease of Use	1 (11%), 5 (56%), 3 (33%)	67%	67%	Suite
	Capabilities Utilized	2 (22%), 2 (22%), 5 (56%)	67%	67%		Effort to Maintain	3 (33%), 6 (67%)	83%	67%	In-house
	Vendor Support	3 (33%), 2 (22%), 4 (44%)	67%	50%		Feature Comprehensiveness	1 (11%), 4 (44%), 4 (44%)	67%	67%	
40	Application Whitelisting	Confidence: 5 (56%), 2 (22%), 2 (22%)	50%	N/A	Bit9	Ease of Use	7 (78%), 1 (11%), 1 (11%)	33%	N/A	Standalone
	Capabilities Utilized	6 (67%), 2 (22%), 1 (11%)	33%	N/A		Effort to Maintain	6 (67%), 2 (22%), 1 (11%)	33%	N/A	Cloud
	Vendor Support	5 (56%), 1 (11%), 3 (33%)	50%	N/A		Feature Comprehensiveness	5 (56%), 3 (33%), 1 (11%)	33%	N/A	
79	Patch Management	Confidence: 1 (11%), 2 (22%), 6 (67%)	83%	50%	CA Technologies	Ease of Use	4 (44%), 5 (56%)	67%	67%	Standalone
	Capabilities Utilized	1 (11%), 3 (33%), 5 (56%)	83%	67%		Effort to Maintain	3 (33%), 1 (11%), 5 (56%)	67%	67%	In-house
	Vendor Support	1 (11%), 2 (22%), 6 (67%)	83%	50%		Feature Comprehensiveness	1 (11%), 2 (22%), 6 (67%)	83%	67%	

Technologies Currently Installed - Effectiveness and Team Alignment

Technology Effectiveness

This quadrant visualizes the effectiveness of your End User Devices security technologies according to the responses of relevant IT staff. Use the recommendations to help improve or maintain the effectiveness of these existing technologies.

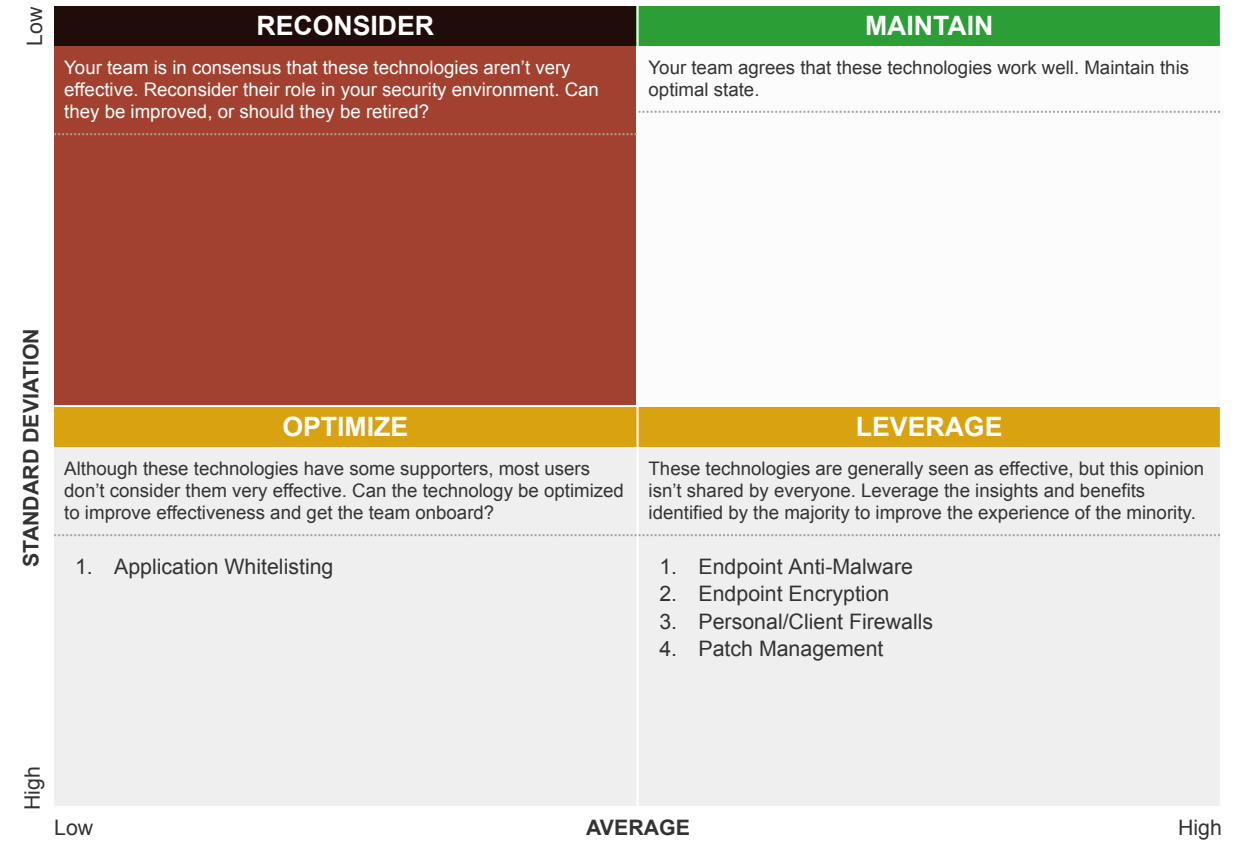
EFFECTIVENESS



Team Alignment Overview

Now that you've harnessed the wisdom of your team to understand the effectiveness of your technologies, it's time to get everyone on the same page.

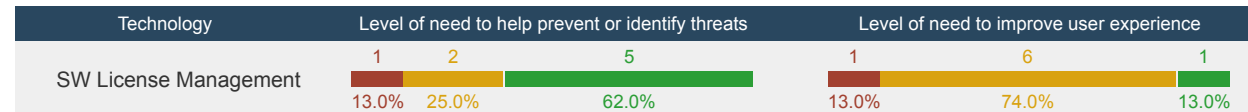
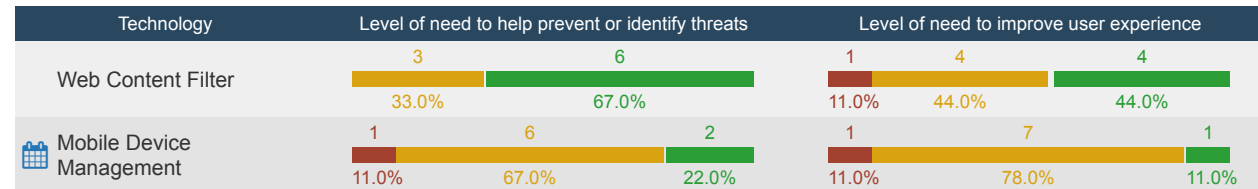
ALIGNMENT



To Buy or Not to Buy? Technologies Not Currently Installed

Deciding whether or not you need a new technology can be difficult. Use the information in this section to understand what – in the opinion of your team – the technologies you don't currently have in place could do for the effectiveness of your End User Devices security.

- Response of 1 or 2 (low/bad)
- Response of 3 or 4 (medium/moderate)
- Response of 5 or 6 (high/good)
- Planned



Purchase Priority List

Purchasing decisions for security technology should be driven primarily by threat identification and prevention, but improving user experience can be an added bonus.

1. Web Content Filter	INSTALL
2. Mobile Device Management	CONSIDER
3. SW License Management	CONSIDER

Primary Vendor: McAfee

1 Identify Areas for Attention and Discussion



This section shows your team's alignment - their relative opinions and degree of consensus - on the various capability and usage characteristics that determine the technology's effectiveness. Use this information to identify which aspects of the technology are causing problems, which are being under-utilized, and which aren't seen the same way by all members of your team.

STANDARD DEVIATION	Low	RECONSIDER	MAINTAIN	
		Your team is in consensus that this isn't very effective. Reconsider how it is being used and by whom. Can the situation be improved? Should the technology be retired?	Your team agrees that this works well. Maintain this optimal state. 1. Ease of use 2. Effort to maintain	
		OPTIMIZE	LEVERAGE	
	High	Although this aspect of the technology has some supporters, most users don't consider it very effective. Can this aspect of the technology be optimized to improve effectiveness and get the rest of the team onboard? 1. Vendor support	This aspect of the technology is generally seen as effective, but this opinion isn't shared by everyone. Leverage the insights and benefits identified by the majority to improve the experience of the minority. 1. Confidence 2. Capabilities utilized 3. Feature comprehensiveness	
	Low	AVERAGE		High

Overview

Security functions best when IT personnel standardize their approach and benefit from each other's insights. Follow the three step approach outlined in this report to diagnose and remediate specific discrepancies in your team's use and opinions of your Endpoint Anti-Malware technology.

CONFIDENCE			
Top Critics		Top Supporters	
James Joyce	1/6	Samuel Coleridge	6/6
T.S. Eliot	2/6	Virginia Woolf	6/6
W.B. Yeats	2/6	Charlotte Bronte	6/6
John Milton	2/6	William Wordsworth	4/6
William Shakespeare	3/6		

CAPABILITIES UTILIZED			
Top Critics		Top Supporters	
William Wordsworth	2/6	Samuel Coleridge	6/6
		Virginia Woolf	6/6
		Charlotte Bronte	6/6
		William Shakespeare	5/6
		James Joyce	5/6

EASE OF USE			
Top Critics		Top Supporters	
William Wordsworth	3/6	James Joyce	6/6
		John Milton	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		William Shakespeare	5/6

EFFORT TO MAINTAIN			
Top Critics		Top Supporters	
John Milton	3/6	James Joyce	6/6
		T.S. Eliot	6/6
		W.B. Yeats	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6

VENDOR SUPPORT			
Top Critics		Top Supporters	
James Joyce	1/6	Samuel Coleridge	6/6
T.S. Eliot	1/6	Virginia Woolf	6/6
W.B. Yeats	1/6	Charlotte Bronte	6/6
William Shakespeare	2/6	William Wordsworth	5/6
John Milton	3/6		

FEATURE COMPREHENSIVENESS			
Top Critics		Top Supporters	
James Joyce	3/6	Samuel Coleridge	6/6
T.S. Eliot	3/6	Virginia Woolf	6/6
W.B. Yeats	3/6	Charlotte Bronte	6/6
William Wordsworth	3/6	William Shakespeare	4/6
		John Milton	4/6

2 Consider Comments from the Team



This section contains comments from the team on specific aspects of your technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

3 Conduct a Team Alignment Exercise



The team alignment exercise is essentially just a conversation between team members about how to standardize approaches, address gaps and discrepancies, and optimize use of security technology.

Keys to success

- **Follow an agenda.** Your team's time is valuable, so it's important to be organized, efficient, and on-task. Keeping to a pre-determined agenda will help make the best use of your time, and will ensure that high priority items get covered first.
- **Designate a moderator.** Someone needs to structure the discussion and keep things moving. The moderator should also ensure that everyone is involved and has a chance to contribute; use the individual team member scores and comments as a basis for discussion or as a way of inviting a contribution.
- **Document the discussion.** Be sure to record the key themes and insights of your discussion. Generate a list of next steps and follow-up items, and assign timelines and accountability for these immediately.
- **Conduct follow up.** Without follow up, the team alignment exercise is probably a waste of time. Implementing and enforcing the outcomes of your alignment exercise are critical to realizing actual improvement.

This section contains comments from your team on specific aspects of your Endpoint Anti-Malware technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

W.B. Yeats

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W.B. Yeats

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William Wordsworth

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John Milton

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John Milton

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William Shakespeare

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Samuel Coleridge

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Samuel Coleridge

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Virginia Woolf

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Charlotte Bronte

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Charlotte Bronte

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Primary Vendor: McAfee

1 Identify Areas for Attention and Discussion



This section shows your team's alignment - their relative opinions and degree of consensus - on the various capability and usage characteristics that determine the technology's effectiveness. Use this information to identify which aspects of the technology are causing problems, which are being under-utilized, and which aren't seen the same way by all members of your team.

STANDARD DEVIATION	Low	RECONSIDER	MAINTAIN
		Your team is in consensus that this isn't very effective. Reconsider how it is being used and by whom. Can the situation be improved? Should the technology be retired?	Your team agrees that this works well. Maintain this optimal state.
		OPTIMIZE	LEVERAGE
	High	Although this aspect of the technology has some supporters, most users don't consider it very effective. Can this aspect of the technology be optimized to improve effectiveness and get the rest of the team onboard?	This aspect of the technology is generally seen as effective, but this opinion isn't shared by everyone. Leverage the insights and benefits identified by the majority to improve the experience of the minority.

1. Confidence
2. Capabilities utilized
3. Ease of use
4. Effort to maintain
5. Vendor support
6. Feature comprehensiveness

Low AVERAGE High

Overview

Security functions best when IT personnel standardize their approach and benefit from each other's insights. Follow the three step approach outlined in this report to diagnose and remediate specific discrepancies in your team's use and opinions of your Endpoint Encryption technology.

CONFIDENCE			
Top Critics		Top Supporters	
T.S. Eliot	2/6	Samuel Coleridge	6/6
James Joyce	3/6	Virginia Woolf	6/6
		Charlotte Bronte	6/6
		William Shakespeare	5/6
		W.B. Yeats	5/6

CAPABILITIES UTILIZED			
Top Critics		Top Supporters	
W.B. Yeats	2/6	John Milton	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		Charlotte Bronte	6/6
		William Shakespeare	5/6

EASE OF USE			
Top Critics		Top Supporters	
Charlotte Bronte	1/6	James Joyce	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		William Shakespeare	5/6
		T.S. Eliot	5/6

EFFORT TO MAINTAIN			
Top Critics		Top Supporters	
William Wordsworth	2/6	James Joyce	6/6
		T.S. Eliot	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		Charlotte Bronte	6/6

VENDOR SUPPORT			
Top Critics		Top Supporters	
James Joyce	1/6	Samuel Coleridge	6/6
T.S. Eliot	1/6	Virginia Woolf	6/6
		Charlotte Bronte	6/6
		William Shakespeare	5/6
		W.B. Yeats	5/6

FEATURE COMPREHENSIVENESS			
Top Critics		Top Supporters	
W.B. Yeats	2/6	Samuel Coleridge	6/6
T.S. Eliot	3/6	Virginia Woolf	6/6
		Charlotte Bronte	6/6
		William Shakespeare	5/6
		John Milton	5/6

2 Consider Comments from the Team



This section contains comments from the team on specific aspects of your technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

3 Conduct a Team Alignment Exercise



The team alignment exercise is essentially just a conversation between team members about how to standardize approaches, address gaps and discrepancies, and optimize use of security technology.

Keys to success

- **Follow an agenda.** Your team's time is valuable, so it's important to be organized, efficient, and on-task. Keeping to a pre-determined agenda will help make the best use of your time, and will ensure that high priority items get covered first.
- **Designate a moderator.** Someone needs to structure the discussion and keep things moving. The moderator should also ensure that everyone is involved and has a chance to contribute; use the individual team member scores and comments as a basis for discussion or as a way of inviting a contribution.
- **Document the discussion.** Be sure to record the key themes and insights of your discussion. Generate a list of next steps and follow-up items, and assign timelines and accountability for these immediately.
- **Conduct follow up.** Without follow up, the team alignment exercise is probably a waste of time. Implementing and enforcing the outcomes of your alignment exercise are critical to realizing actual improvement.

This section contains comments from your team on specific aspects of your Endpoint Encryption technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

W.B. Yeats

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W.B. Yeats

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William Wordsworth

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John Milton

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William Shakespeare

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Samuel Coleridge

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Virginia Woolf

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Virginia Woolf

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Charlotte Bronte

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Primary Vendor: McAfee

1 Identify Areas for Attention and Discussion



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STANDARD DEVIATION	Low	RECONSIDER	MAINTAIN
		Your team is in consensus that this isn't very effective. Reconsider how it is being used and by whom. Can the situation be improved? Should the technology be retired?	Your team agrees that this works well. Maintain this optimal state. 1. Ease of use 2. Effort to maintain
		OPTIMIZE	LEVERAGE
	High	Although this aspect of the technology has some supporters, most users don't consider it very effective. Can this aspect of the technology be optimized to improve effectiveness and get the rest of the team onboard?	This aspect of the technology is generally seen as effective, but this opinion isn't shared by everyone. Leverage the insights and benefits identified by the majority to improve the experience of the minority. 1. Confidence 2. Capabilities utilized 3. Vendor support 4. Feature comprehensiveness
	Low	AVERAGE	High

Overview

Security functions best when IT personnel standardize their approach and benefit from each other's insights. Follow the three step approach outlined in this report to diagnose and remediate specific discrepancies in your team's use and opinions of your Personal/Client Firewalls technology.

CONFIDENCE			
Top Critics		Top Supporters	
William Wordsworth	1/6	James Joyce	6/6
T.S. Eliot	3/6	John Milton	6/6
Virginia Woolf	3/6	Samuel Coleridge	6/6
		W.B. Yeats	5/6
		William Shakespeare	4/6

CAPABILITIES UTILIZED			
Top Critics		Top Supporters	
W.B. Yeats	1/6	John Milton	6/6
Charlotte Bronte	2/6	Samuel Coleridge	6/6
William Wordsworth	3/6	James Joyce	5/6
		T.S. Eliot	5/6
		Virginia Woolf	5/6

EASE OF USE			
Top Critics		Top Supporters	
W.B. Yeats	2/6	John Milton	6/6
		Samuel Coleridge	6/6
		James Joyce	5/6
		William Shakespeare	4/6
		T.S. Eliot	4/6

EFFORT TO MAINTAIN			
Top Critics		Top Supporters	
T.S. Eliot	3/6	John Milton	6/6
W.B. Yeats	3/6	Samuel Coleridge	6/6
		James Joyce	5/6
		William Wordsworth	5/6
		Virginia Woolf	5/6

VENDOR SUPPORT			
Top Critics		Top Supporters	
T.S. Eliot	2/6	John Milton	6/6
William Wordsworth	2/6	Samuel Coleridge	6/6
Virginia Woolf	2/6	James Joyce	5/6
		Charlotte Bronte	5/6
		William Shakespeare	4/6

FEATURE COMPREHENSIVENESS			
Top Critics		Top Supporters	
William Wordsworth	1/6	James Joyce	6/6
Charlotte Bronte	3/6	W.B. Yeats	6/6
		John Milton	6/6
		Samuel Coleridge	6/6
		William Shakespeare	4/6

2 Consider Comments from the Team



This section contains comments from the team on specific aspects of your technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

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Keys to success

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This section contains comments from your team on specific aspects of your Personal/Client Firewalls technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

T.S. Eliot

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William Wordsworth

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William Wordsworth

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William Shakespeare

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Samuel Coleridge

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Virginia Woolf

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Charlotte Bronte

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Primary Vendor: Bit9

1 Identify Areas for Attention and Discussion



This section shows your team's alignment - their relative opinions and degree of consensus - on the various capability and usage characteristics that determine the technology's effectiveness. Use this information to identify which aspects of the technology are causing problems, which are being under-utilized, and which aren't seen the same way by all members of your team.

STANDARD DEVIATION	Low	RECONSIDER	MAINTAIN	
		Your team is in consensus that this isn't very effective. Reconsider how it is being used and by whom. Can the situation be improved? Should the technology be retired?	Your team agrees that this works well. Maintain this optimal state.	
	High	OPTIMIZE	LEVERAGE	
		Although this aspect of the technology has some supporters, most users don't consider it very effective. Can this aspect of the technology be optimized to improve effectiveness and get the rest of the team onboard?	This aspect of the technology is generally seen as effective, but this opinion isn't shared by everyone. Leverage the insights and benefits identified by the majority to improve the experience of the minority.	
	Low	AVERAGE		High

2 Consider Comments from the Team



This section contains comments from the team on specific aspects of your technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

Overview

Security functions best when IT personnel standardize their approach and benefit from each other's insights. Follow the three step approach outlined in this report to diagnose and remediate specific discrepancies in your team's use and opinions of your Application Whitelisting technology.

CONFIDENCE			
Top Critics		Top Supporters	
William Shakespeare	1/6	James Joyce	5/6
John Milton	1/6	W.B. Yeats	5/6
Samuel Coleridge	1/6	T.S. Eliot	4/6
Virginia Woolf	1/6	William Wordsworth	4/6
Charlotte Bronte	1/6		

EASE OF USE			
Top Critics		Top Supporters	
William Shakespeare	1/6	James Joyce	6/6
William Wordsworth	1/6		
John Milton	1/6		
Samuel Coleridge	1/6		
Virginia Woolf	1/6		

VENDOR SUPPORT			
Top Critics		Top Supporters	
William Shakespeare	1/6	W.B. Yeats	6/6
John Milton	1/6	James Joyce	5/6
Samuel Coleridge	1/6	William Wordsworth	5/6
Virginia Woolf	1/6		
Charlotte Bronte	1/6		

CAPABILITIES UTILIZED			
Top Critics		Top Supporters	
William Shakespeare	1/6	James Joyce	6/6
John Milton	1/6	T.S. Eliot	4/6
Samuel Coleridge	1/6		
Charlotte Bronte	1/6		
William Wordsworth	2/6		

EFFORT TO MAINTAIN			
Top Critics		Top Supporters	
William Shakespeare	1/6	James Joyce	5/6
W.B. Yeats	1/6	T.S. Eliot	4/6
John Milton	1/6		
Samuel Coleridge	1/6		
Virginia Woolf	1/6		

FEATURE COMPREHENSIVENESS			
Top Critics		Top Supporters	
William Shakespeare	1/6	James Joyce	6/6
John Milton	1/6	W.B. Yeats	4/6
Samuel Coleridge	1/6		
Virginia Woolf	1/6		
Charlotte Bronte	2/6		

Keys to success

- **Follow an agenda.** Your team's time is valuable, so it's important to be organized, efficient, and on-task. Keeping to a pre-determined agenda will help make the best use of your time, and will ensure that high priority items get covered first.
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This section contains comments from your team on specific aspects of your Application Whitelisting technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

T.S. Eliot

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W.B. Yeats

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William Wordsworth

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William Wordsworth

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John Milton

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William Shakespeare

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Samuel Coleridge

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Virginia Woolf

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Virginia Woolf

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Charlotte Bronte

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Charlotte Bronte

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Primary Vendor: CA Technologies

1 Identify Areas for Attention and Discussion



This section shows your team's alignment - their relative opinions and degree of consensus - on the various capability and usage characteristics that determine the technology's effectiveness. Use this information to identify which aspects of the technology are causing problems, which are being under-utilized, and which aren't seen the same way by all members of your team.

STANDARD DEVIATION	Low	RECONSIDER	MAINTAIN
		Your team is in consensus that this isn't very effective. Reconsider how it is being used and by whom. Can the situation be improved? Should the technology be retired?	Your team agrees that this works well. Maintain this optimal state.
		OPTIMIZE	LEVERAGE
	High	Although this aspect of the technology has some supporters, most users don't consider it very effective. Can this aspect of the technology be optimized to improve effectiveness and get the rest of the team onboard?	This aspect of the technology is generally seen as effective, but this opinion isn't shared by everyone. Leverage the insights and benefits identified by the majority to improve the experience of the minority.
	Low	AVERAGE	High

1. Confidence
2. Capabilities utilized
3. Ease of use
4. Effort to maintain
5. Vendor support
6. Feature comprehensiveness

Overview

Security functions best when IT personnel standardize their approach and benefit from each other's insights. Follow the three step approach outlined in this report to diagnose and remediate specific discrepancies in your team's use and opinions of your Patch Management technology.

CONFIDENCE			
Top Critics		Top Supporters	
James Joyce	2/6	William Shakespeare	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		Charlotte Bronte	6/6
		T.S. Eliot	5/6

CAPABILITIES UTILIZED			
Top Critics		Top Supporters	
James Joyce	2/6	William Shakespeare	6/6
T.S. Eliot	3/6	John Milton	6/6
William Wordsworth	3/6	Samuel Coleridge	6/6
		Virginia Woolf	6/6
		Charlotte Bronte	6/6

EASE OF USE			
Top Critics		Top Supporters	
James Joyce	2/6	William Shakespeare	6/6
T.S. Eliot	2/6	John Milton	6/6
W.B. Yeats	2/6	Samuel Coleridge	6/6
William Wordsworth	2/6	Virginia Woolf	6/6
		Charlotte Bronte	6/6

EFFORT TO MAINTAIN			
Top Critics		Top Supporters	
James Joyce	1/6	William Shakespeare	6/6
T.S. Eliot	1/6	John Milton	6/6
William Wordsworth	2/6	Samuel Coleridge	6/6
W.B. Yeats	3/6	Virginia Woolf	6/6
		Charlotte Bronte	6/6

VENDOR SUPPORT			
Top Critics		Top Supporters	
James Joyce	2/6	William Shakespeare	6/6
W.B. Yeats	3/6	T.S. Eliot	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		Charlotte Bronte	6/6

FEATURE COMPREHENSIVENESS			
Top Critics		Top Supporters	
James Joyce	2/6	William Shakespeare	6/6
William Wordsworth	3/6	John Milton	6/6
		Samuel Coleridge	6/6
		Virginia Woolf	6/6
		W.B. Yeats	5/6

2 Consider Comments from the Team



This section contains comments from the team on specific aspects of your technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

3 Conduct a Team Alignment Exercise



The team alignment exercise is essentially just a conversation between team members about how to standardize approaches, address gaps and discrepancies, and optimize use of security technology.

Keys to success

- **Follow an agenda.** Your team's time is valuable, so it's important to be organized, efficient, and on-task. Keeping to a pre-determined agenda will help make the best use of your time, and will ensure that high priority items get covered first.
- **Designate a moderator.** Someone needs to structure the discussion and keep things moving. The moderator should also ensure that everyone is involved and has a chance to contribute; use the individual team member scores and comments as a basis for discussion or as a way of inviting a contribution.
- **Document the discussion.** Be sure to record the key themes and insights of your discussion. Generate a list of next steps and follow-up items, and assign timelines and accountability for these immediately.
- **Conduct follow up.** Without follow up, the team alignment exercise is probably a waste of time. Implementing and enforcing the outcomes of your alignment exercise are critical to realizing actual improvement.

This section contains comments from your team on specific aspects of your Patch Management technology's effectiveness. Leverage their insights and suggestions to drive discussion and knowledge transfer during your team alignment exercise.

T.S. Eliot

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W.B. Yeats

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William Wordsworth

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William Wordsworth

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John Milton

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William Shakespeare

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William Shakespeare

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Samuel Coleridge

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Virginia Woolf

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Charlotte Bronte

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Charlotte Bronte

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How Report Components are Calculated:

Dashboard

- The overall effectiveness score expresses the arithmetic mean of all confidence and impact questions.
- The overall policy and process effectiveness score expresses the arithmetic mean of all policy and process confidence and impact questions.
- The overall technology effectiveness score expresses the arithmetic mean of all technology confidence and impact questions.
- Team alignment gaps are calculated using the coefficient of variation for all applicable policy and process scores. "Gap" scores are the coefficient of variation number.

Technology effectiveness scores are calculated as follows:

- Calculate the arithmetic mean of the relevant confidence and capabilities utilized questions to yield a confidence score.
- Calculate the arithmetic mean of the relevant ease of use, effort to maintain, feature comprehensiveness, and vendor support questions to yield an impact score.
- Calculate the arithmetic mean of the confidence and impact scores.

Policy and Process Effectiveness Pages

- The overall policy and process effectiveness score expresses the arithmetic mean of confidence and impact responses for all policies.
- Individual policy and process effectiveness scores express the arithmetic mean of confidence and impact responses for the specific policy or process.
- The position of each policy and process on the effectiveness quadrant is determined using the impact score out of six (y axis) and confidence score out of six (x axis).

Technology Effectiveness Pages

- The overall technology effectiveness score expresses the arithmetic mean of the high level confidence and impact questions.
- See "Dashboard" section above for calculation of specific technology effectiveness scores.
- The position of each technology on the effectiveness quadrant is determined using the confidence score (see above) on the x axis and impact score (see above) on the y axis.
- The position of each technology on the team alignment overview quadrant is determined using the arithmetic mean of the technology evaluation criteria scores on the x axis and the standard deviation of those scores on the y axis.

The purchase priority list is determined using the following calculation:

- Multiply "prevent or identify threats score" by five (weighting). If actual response is "not applicable," then purchase priority value is automatically "don't buy."
- Multiply "improve user experience score" by five (weighting). If actual response is "not applicable," then use zero for calculation value.
- Add the results of these calculations, then assign priority using the following scale:

41-60 = Buy
21-40 = Consider
0-20 = Don't Buy

Team Alignment Detail Pages

The position of each technology on the team alignment quadrant is determined using the arithmetic mean of technology evaluation criteria scores (x axis) and standard deviation of these scores (y axis).