verizon

VULNERABILITY MANAGEMENT

USER GUIDE

Purpose and Objectives

The main objective of Vulnerability Management is to detect, notify and where necessary remediate vulnerabilities in a timely fashion.

Table of Contents

1 Verizon Enterprise Center

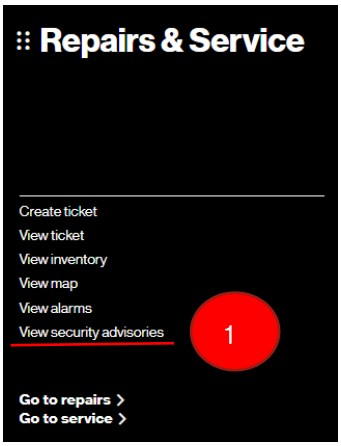
The Security advisories / Vulnerability Tool is accessed via Verizon Enterprise Center. You can find the Verizon Security Advisories info-page here.

2 Access to Security advisories / Vulnerability Tool

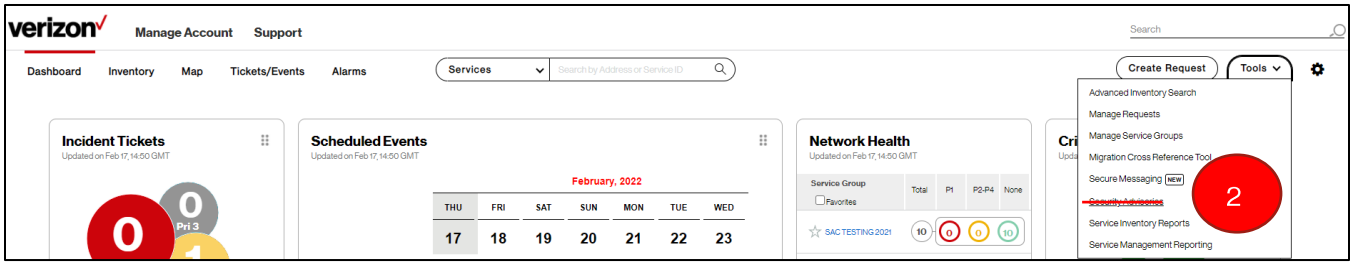
After successful login to Verizon Enterprise Center (VEC), access to the Security advisories / Vulnerability Tool can be accomplished 3 ways:

1) From the main customer splash page under Repairs & Service
2) From the Service Management Dashboard Tools Dropdown
3) From the Security advisories POD – (Available on the Main Splash Page or the Service Management Dashboard if added).

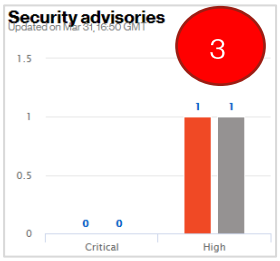
2.1 Main customer splash page under Repairs & Service



2.2 Service Management Dashboard Tools Dropdown

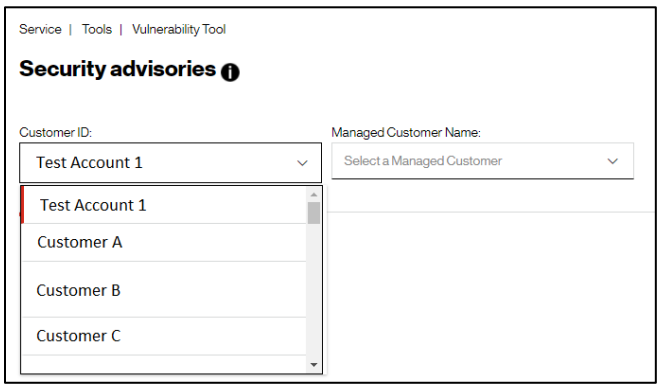


2.3 Security advisories POD

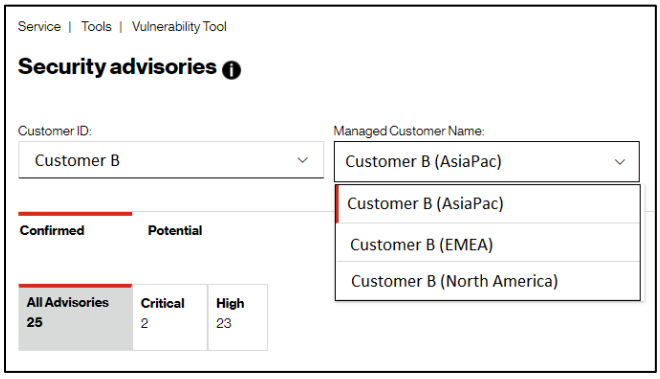


3 Customer Selection

Accounts listed under Customer ID are aligned to the Legal Entity Identifier (LE ID) for the customer. Some VEC users may have permissions to multiple LE IDs, thus will have as many customers listed in the Customer ID dropdown as illustrated below.

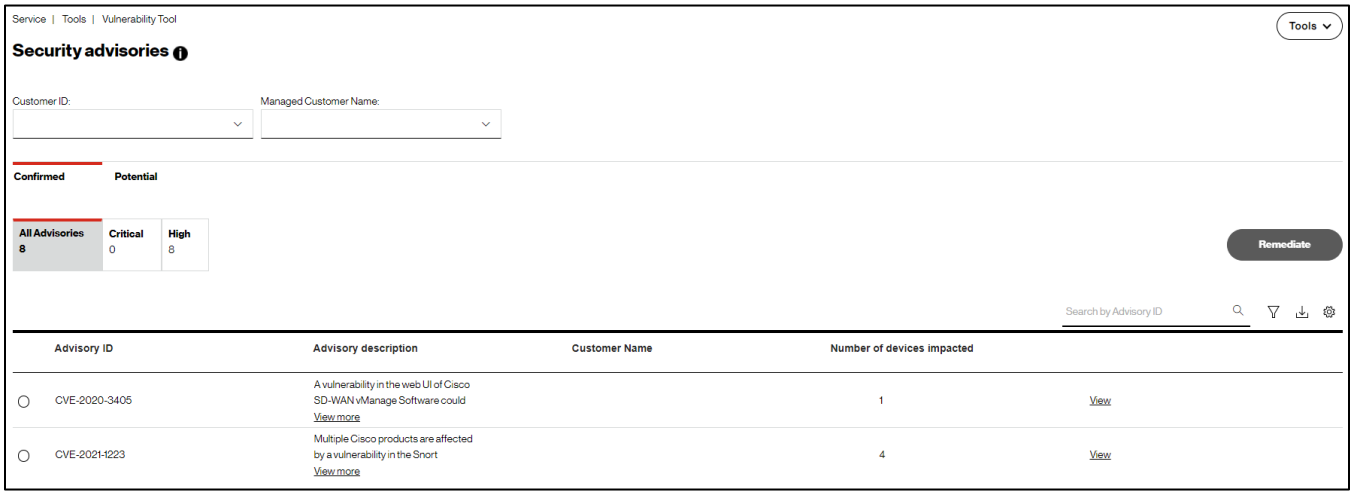


Based on the selected customer in the Customer ID field, associated options will be populated in the Managed Customer Name dropdown. In the example below, three Managed Customers share the same LE ID as part of Customer B.



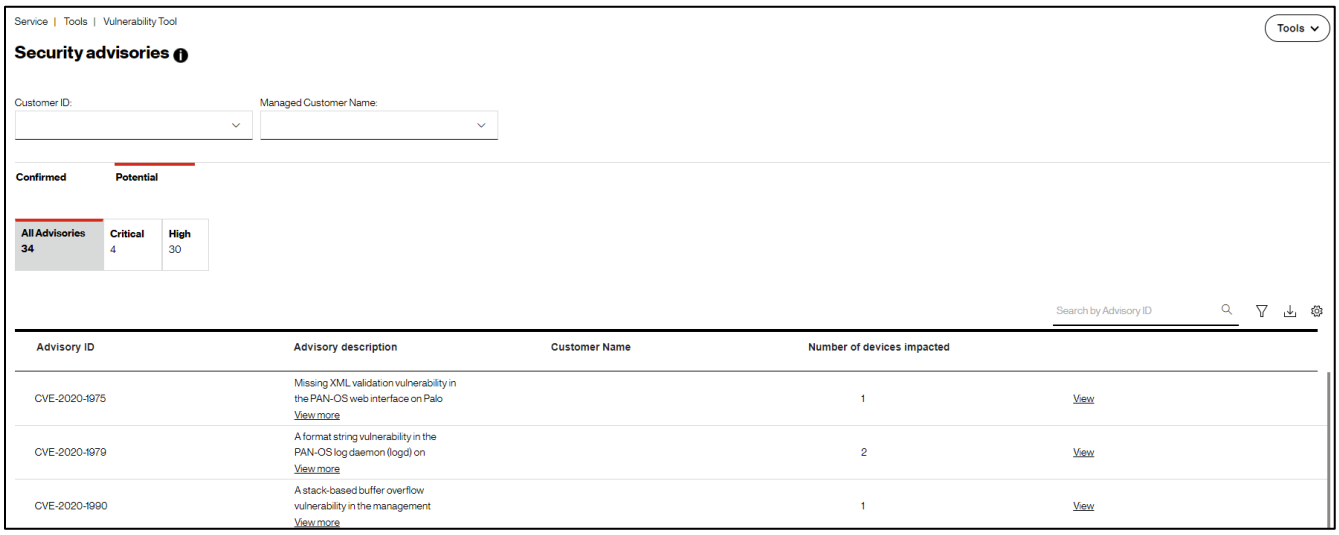
4 Confirmed advisories

Confirmed advisories have been evaluated by the Managed Services Operations team and are confirmed as impacting to the customer environment. Customer action is required to Remediate.
Confirmed advisories can be viewed by critical and high impact, or you can view both severities in the single “All Advisories” view.



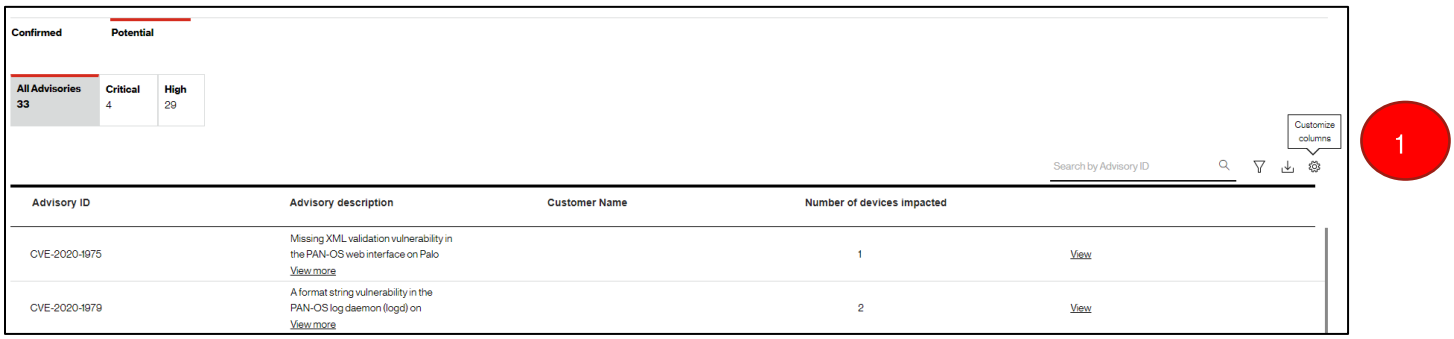
5 Potential advisories

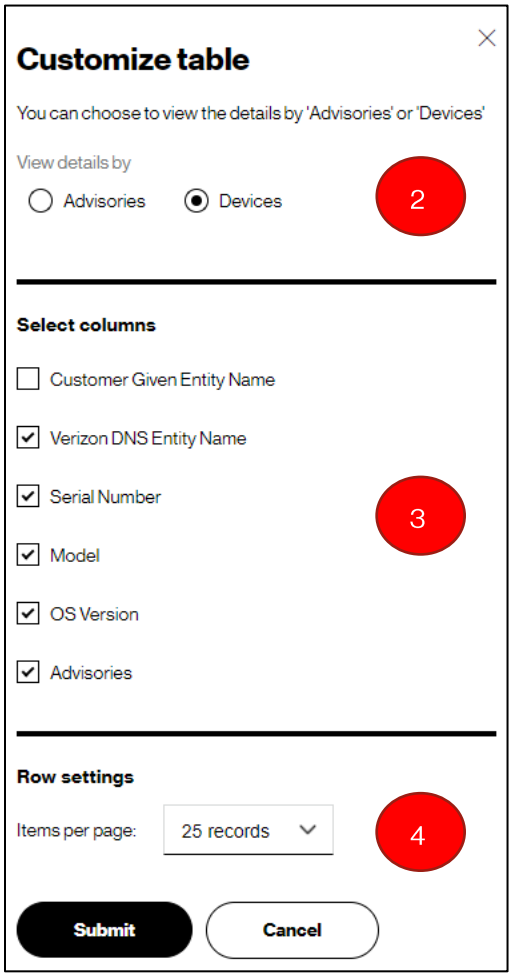
Potential advisories are under evaluation by the Managed Services Operations team, but an initial triage indicates the customer is potentially impacted based on a combination of the device’s hardware model and software version. No customer action is required on a potential advisory.
Similar to confirmed advisories, potential advisories can also be viewed by critical and high impact, or you can view both severities in the single “All Advisories” view.



6 Advisories and Devices View

There are two main views within the tool: Advisories View and Devices View. You can switch between the Advisories and Devices view by selecting the gear icon to the right of the search option. You can customize the columns you want to view as well as adjust the number of records per page.

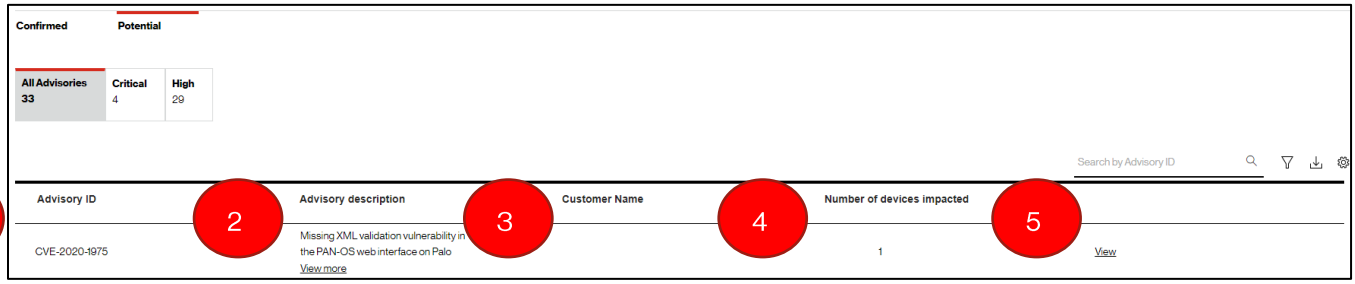




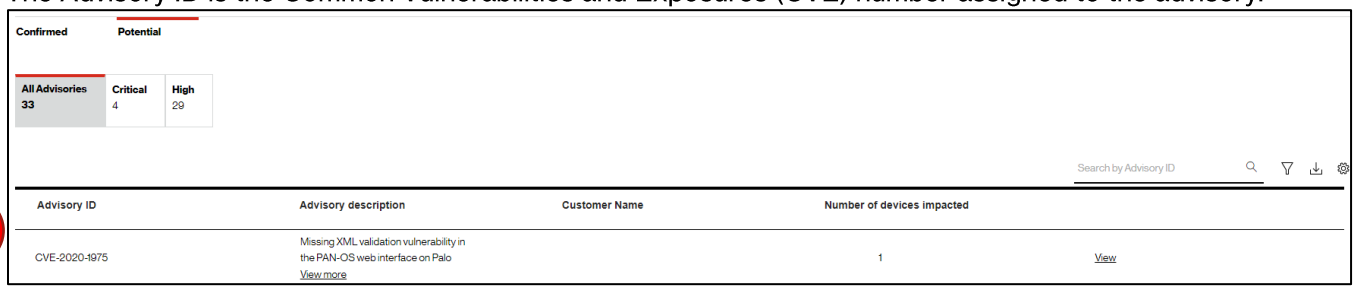
7 Basic page navigation – Advisories View

The default Advisories view contains the following columns:

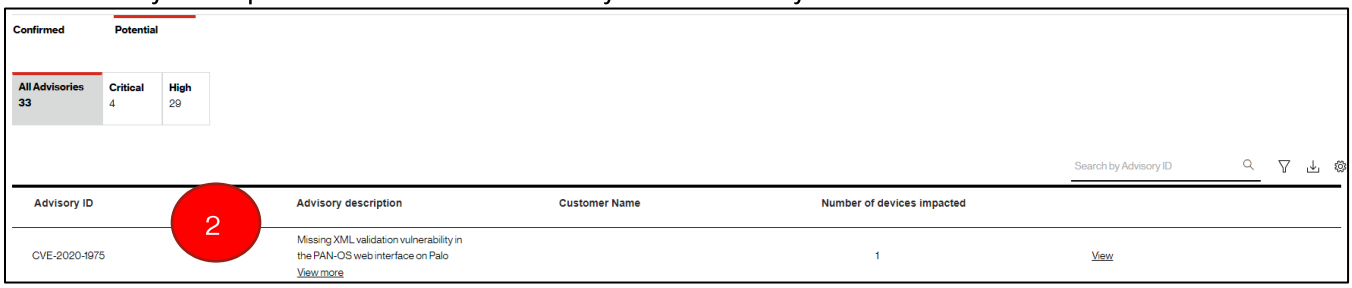
1) Advisory ID
2) Advisory description
3) Customer name
4) Number of devices impacted
5) View



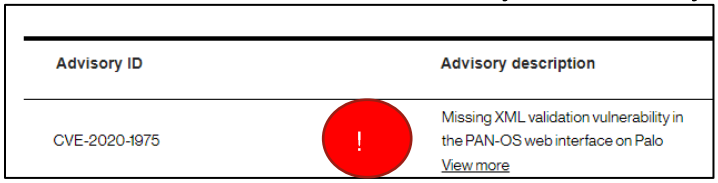
The Advisory ID is the Common Vulnerabilities and Exposures (CVE) number assigned to the advisory.



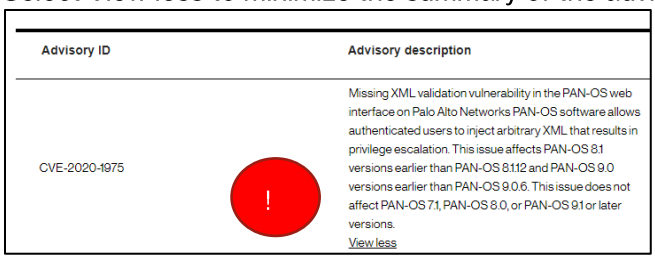
The Advisory description is the vendor's summary of the advisory.



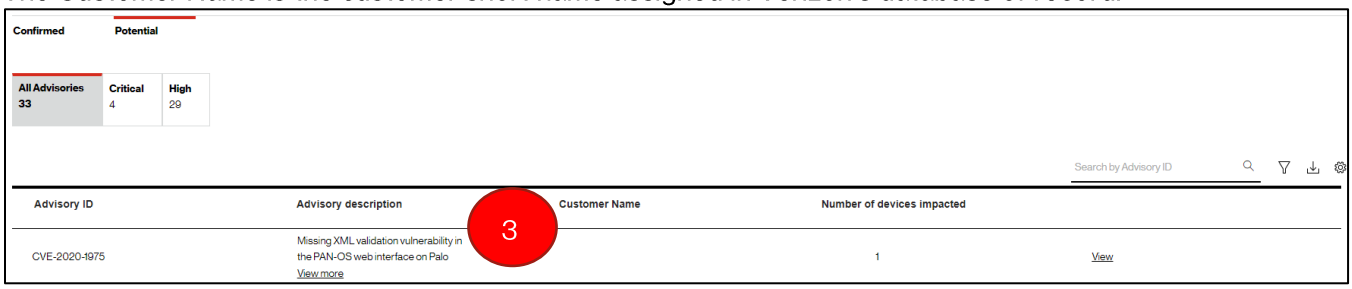
Select View more to see the full summary of the advisory.



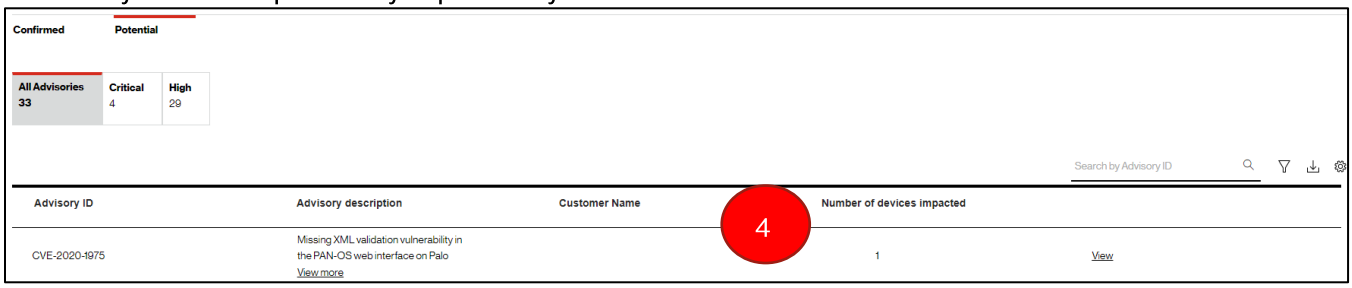
Select View less to minimize the summary of the advisory.



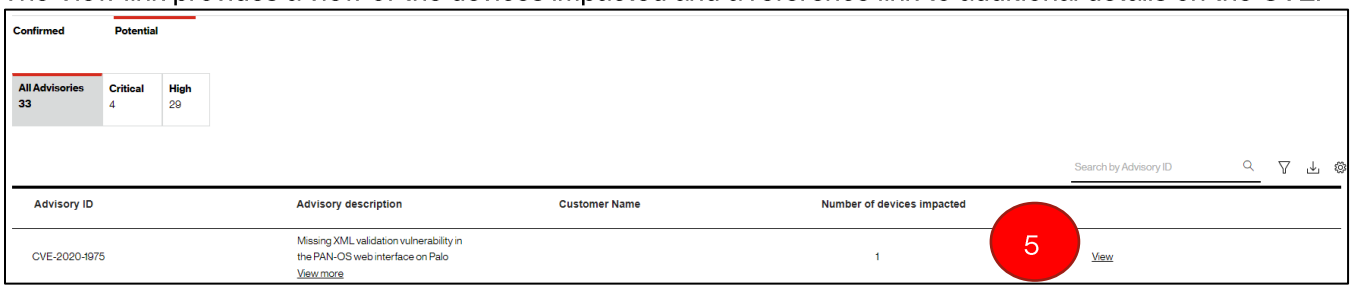
The Customer Name is the customer short name assigned in Verizon's database of record.



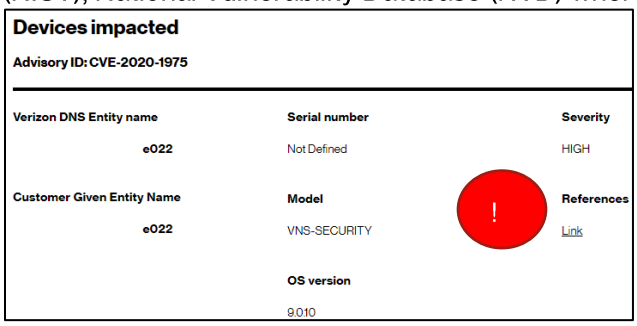
The Number of devices impacted is a count of customer devices impacted by a given advisory. In the example below only 1 device is potentially impacted by CVE-2020-1975.



The View link provides a view of the devices impacted and a reference link to additional details on the CVE.



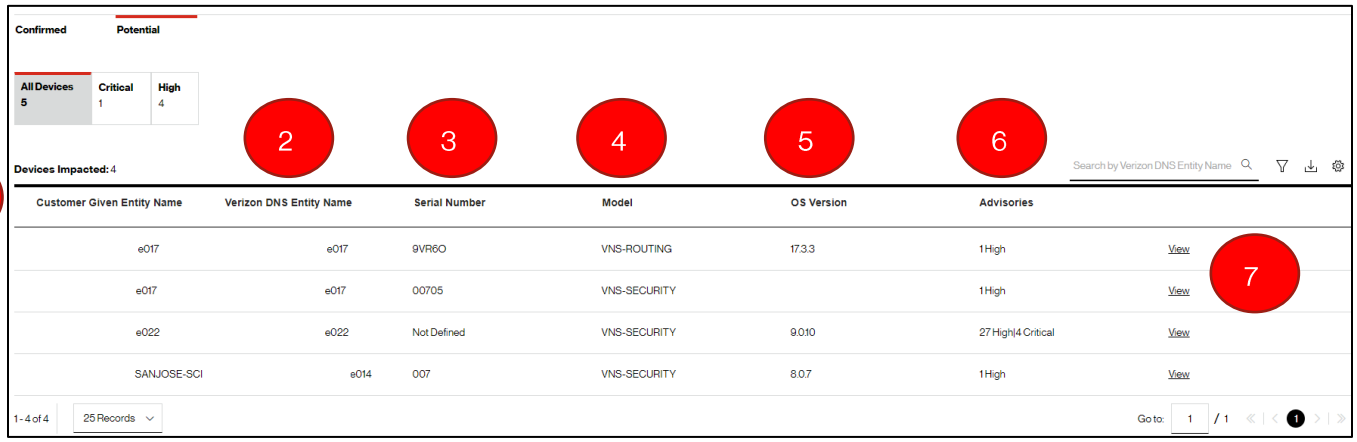
If you select Link under References, you will be linked to the National Institute of Standards and Technology (NIST), National Vulnerability Database (NVD) where you can gather additional information on the advisory.



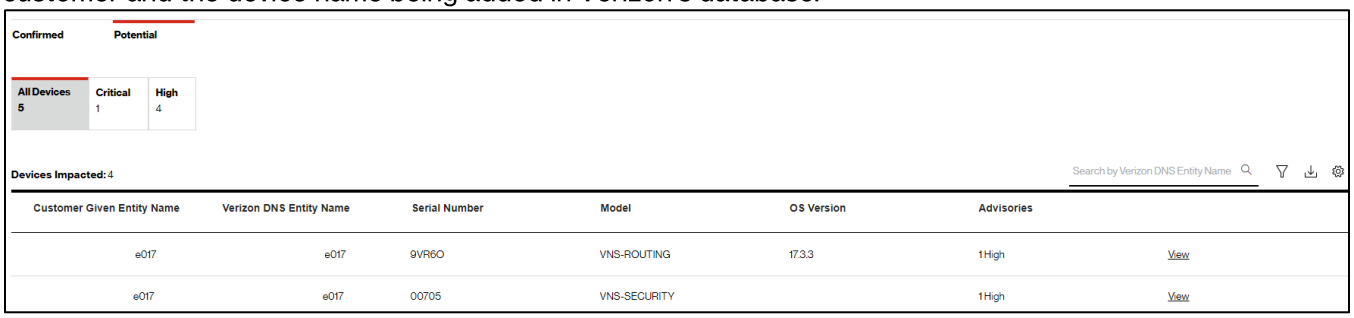
8 Basic page navigation – Devices View

The Devices view contains the following columns:

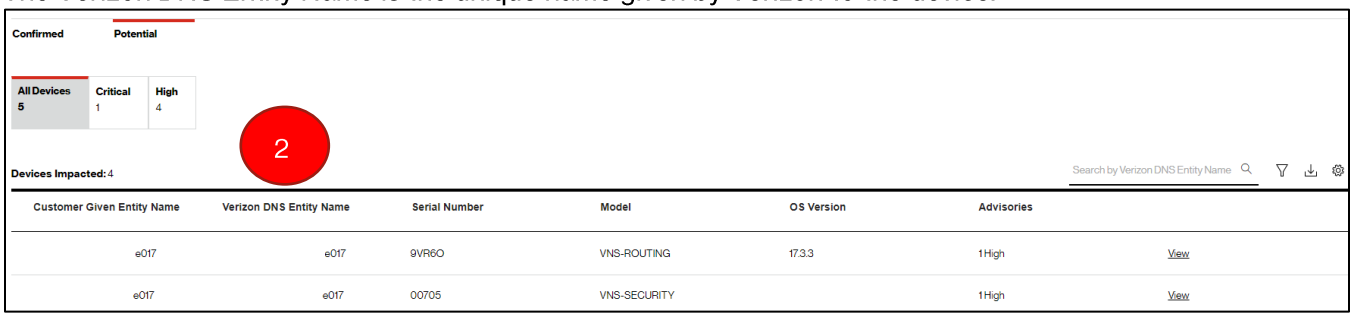
1) Customer Given Entity Name (not in the default view, customize columns to add)
2) Verizon DNS Entity Name
3) Serial Number
4) Model
5) OS Version
6) Advisories
7) View



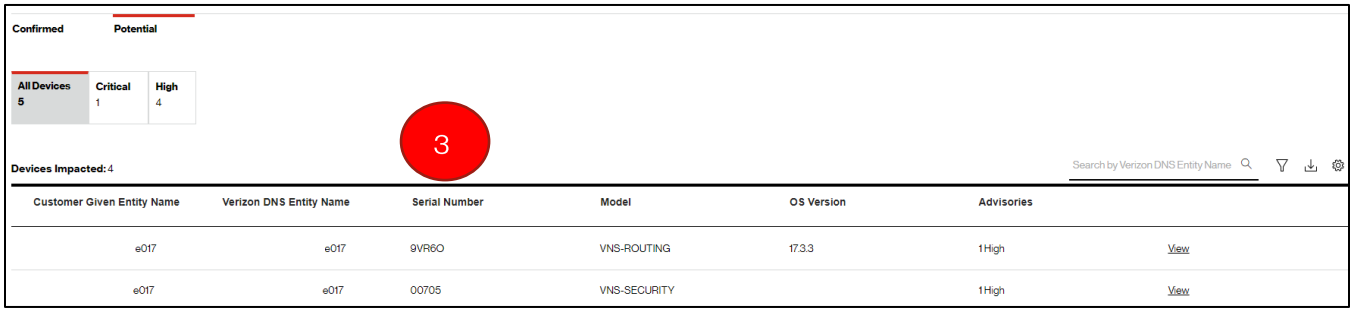
The Customer Given Entity Name is the device name provided by the customer. This field is not in the default view and must be added. Population of this field is dependent on the customer device name being provided by the customer and the device name being added in Verizon's database.



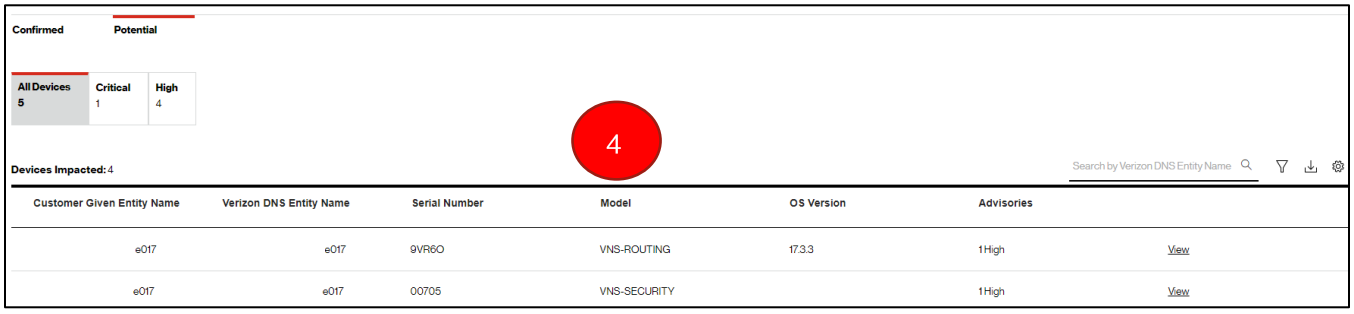
The Verizon DNS Entity Name is the unique name given by Verizon to the device.



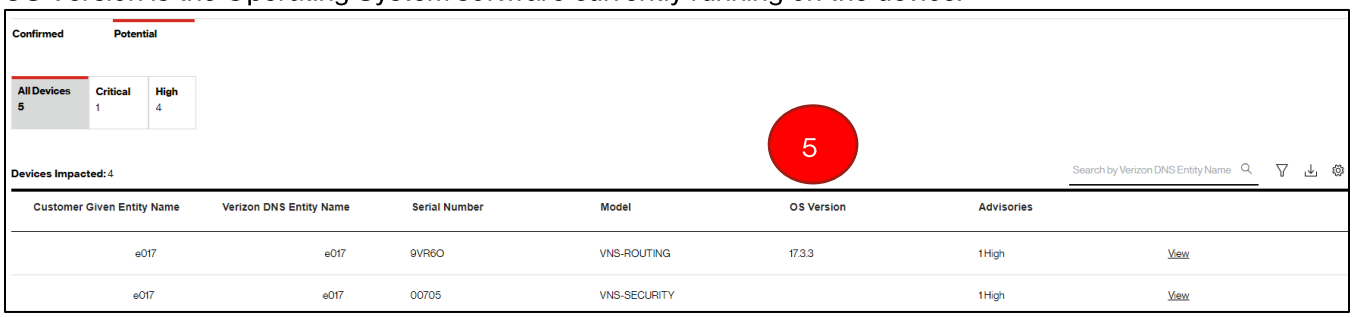
Serial Number is the serial number of the device.



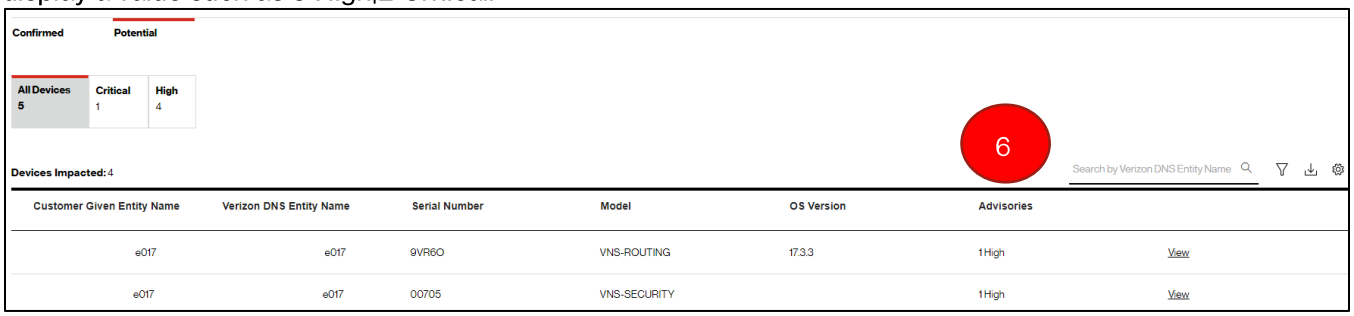
Model is the vendor model number of the device.



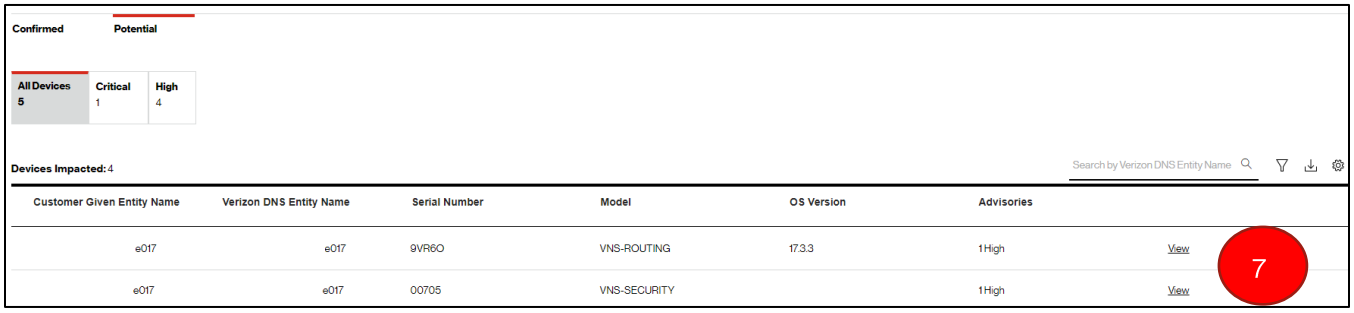
OS Version is the Operating System software currently running on the device.



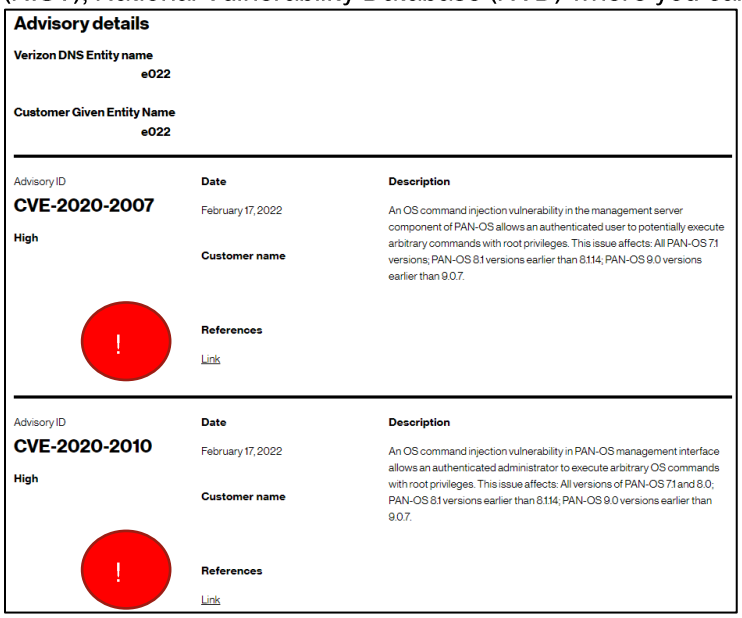
The Advisories column lists the number of advisories and severity of advisories for a device. This field could display a value such as 5 High|2 Critical.



The View link provides a view of the CVEs which potentially impact the device and a reference link to additional details on the CVE.

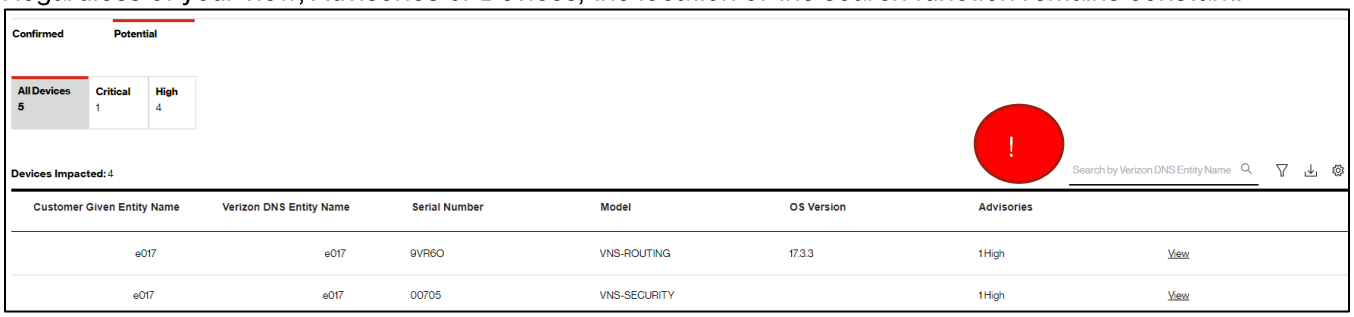


If you select Link under References, you will be linked to the National Institute of Standards and Technology (NIST), National Vulnerability Database (NVD) where you can gather additional information on the advisory.



9 Search Functionality

Regardless of your view, Advisories or Devices, the location of the search function remains constant.



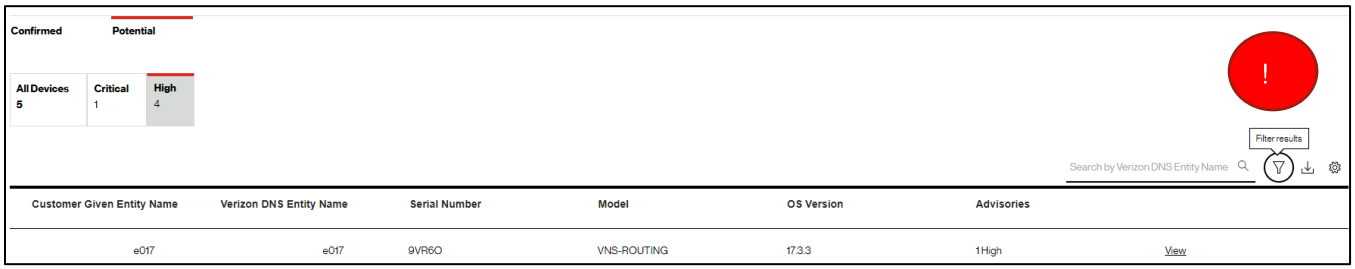
However, the search functionality caters to the view you are in. In the Devices view you can “Search by Verizon DNS Entity Name” whereas in the Advisories view you can “Search by Advisory ID.”

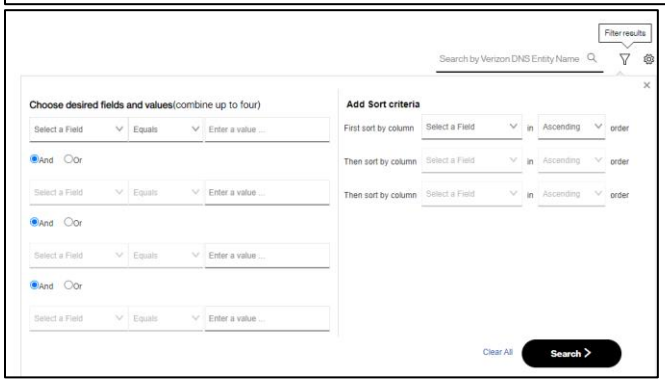
Devices view search functionality

Advisories view search functionality

10 Filter Functionality

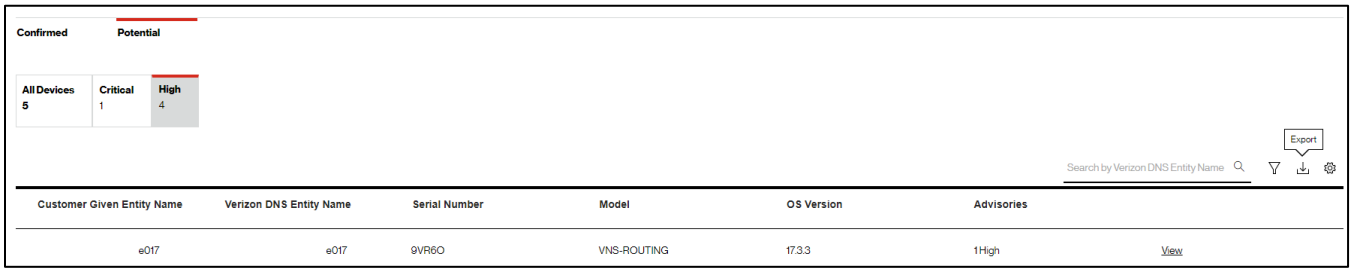
Regardless of your view, Advisories or Devices, the location of the filter function remains constant. You can customize according to your needs.





11 Export Functionality

Regardless of your view, Advisories or Devices, the location of the export function remains constant.

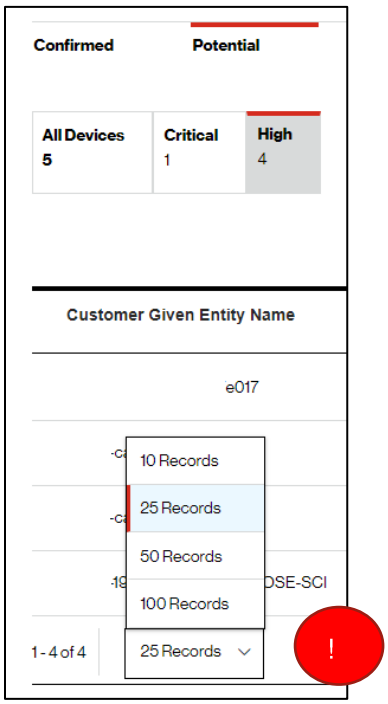


The file export will contain 3 tabs.

1. Advisory View Summary – Includes a list of all advisories by State (Confirmed & Potential), Severity (Critical & High) and Number of Devices Impacted per advisory.
2. Device View Summary – Includes a list of all devices by State (Confirmed & Potential), Severity (Critical & High) and number of Advisories in total that impact the device.
3. Details – this is the raw data that is summarized in the previous mentioned summary views.

12 Record counts per page

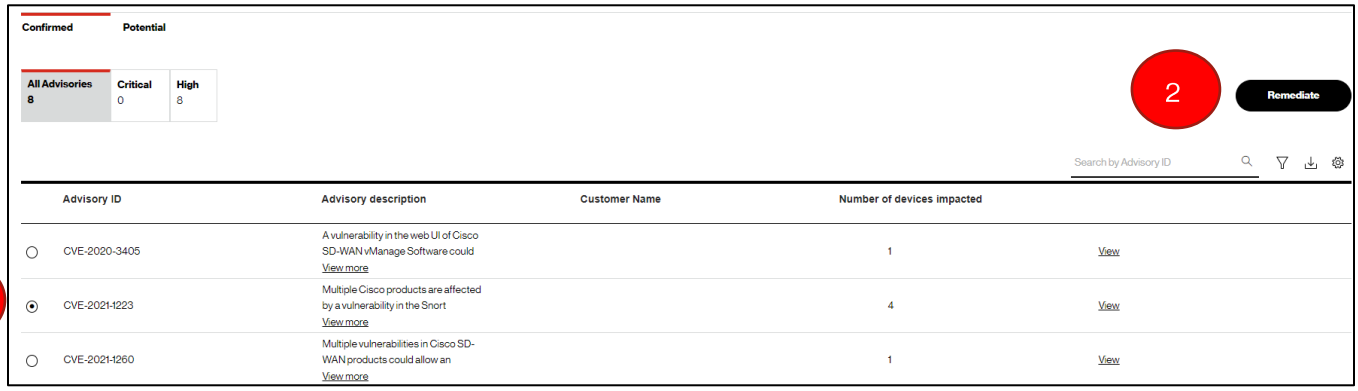
You can view increments of 25 records per page up to 100 records. This can be modified at the lower left corner of each page within both the Advisories vs Devices View. You can also adjust the number of records per page using the Customize columns option referenced in Section 4.



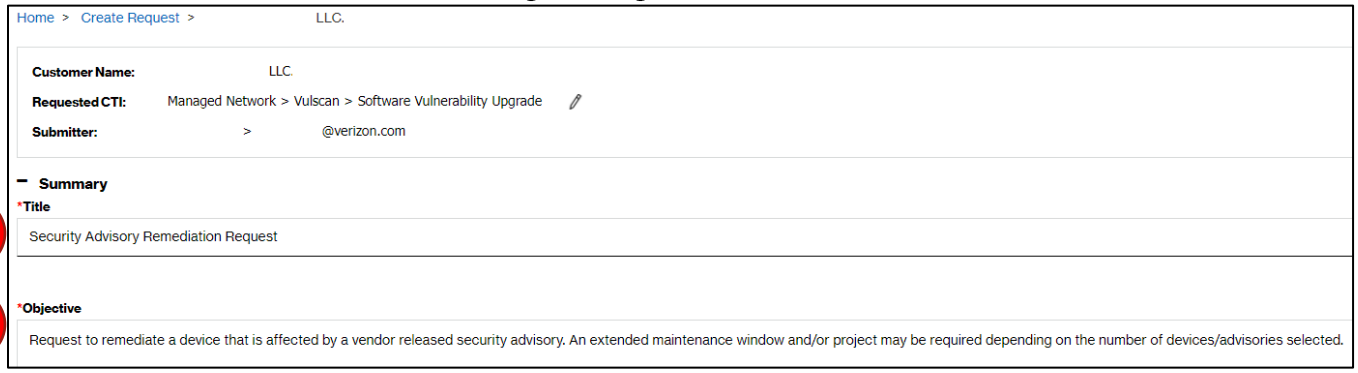
13 Opening a Change Request – Confirmed Advisories View

You can open a Change Request (CR) for confirmed advisories only. One Advisory (CVE) is allowed per Change Request (CR) and all devices impacted by the selected advisory will be added to the change request (CR).
***Note**: It is not recommended to select an advisory that has greater than 100 devices at this time. Please leverage the device view if this scenario is applicable to your advisory. See section 14 "Bulk Inventory" as another alternative.*
All Change Request fields are pre-populated with the exception of the Requested Start Date/Time and Requested Completion Date/Time. You can include additional details in the Title and Objective fields if necessary.
Initiate the following steps to open a Change Request (CR):

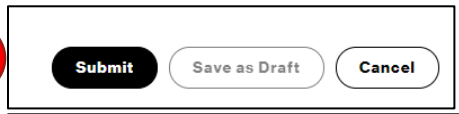
1) Select the CVE you want to remediate.
2) Select the "Remediate" button. A new browser tab will open.
3) Populate additional information in the Title field (optional)
4) Populate additional information in the Objective field (optional)
5) Populate the Requested Start Date/Time (GMT) in the Change Request
6) Populate the Requested Completion Date/Time (GMT) in the Change Request
7) Submit the Change Request

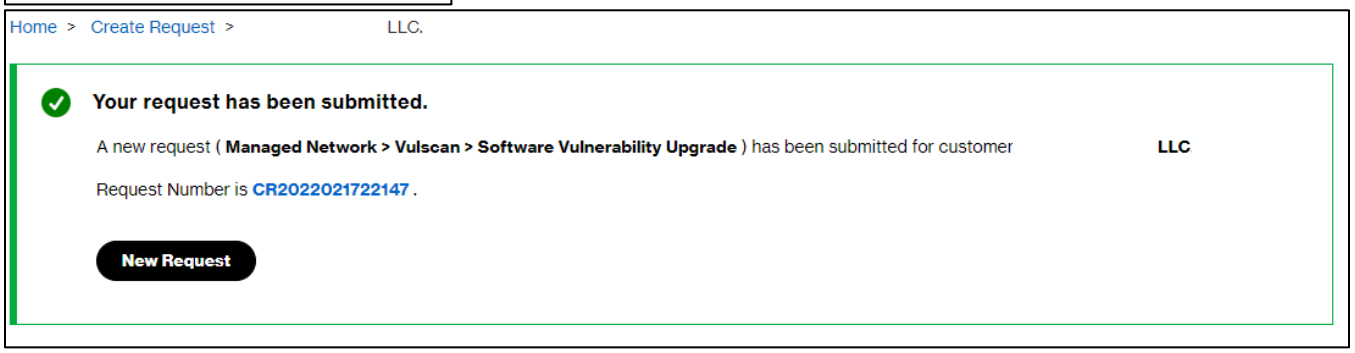


New browser tab within the Global Change Management tool.



***Note**: An extended maintenance window and/or project may be required depending on the number of advisories that are part of the advisory you selected.*





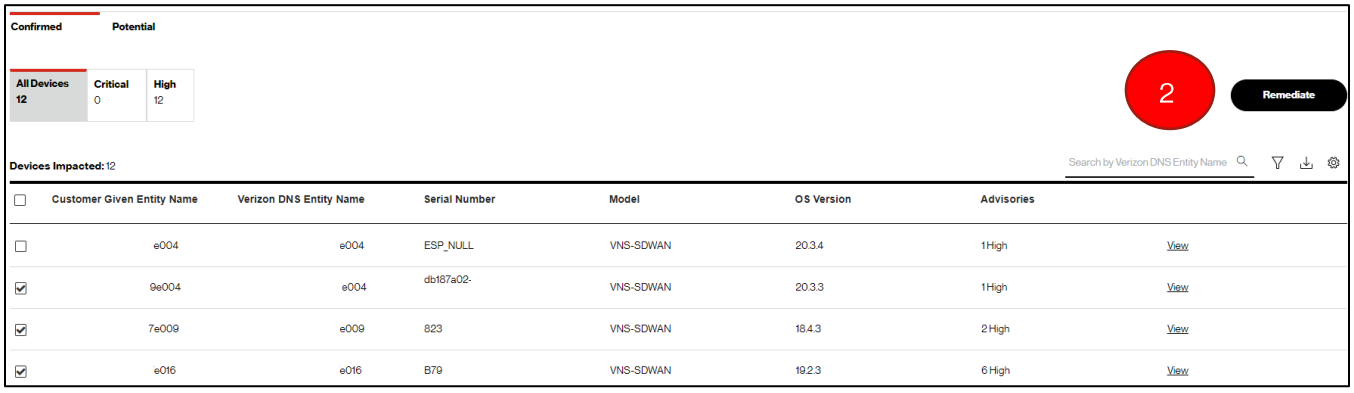
14 Opening a Change Request – Confirmed Devices View

You can open a Change Request (CR) for confirmed devices only. One or multiple devices can be selected. All associated CVEs for the given device(s) selected will be added to the change request (CR) for remediation.

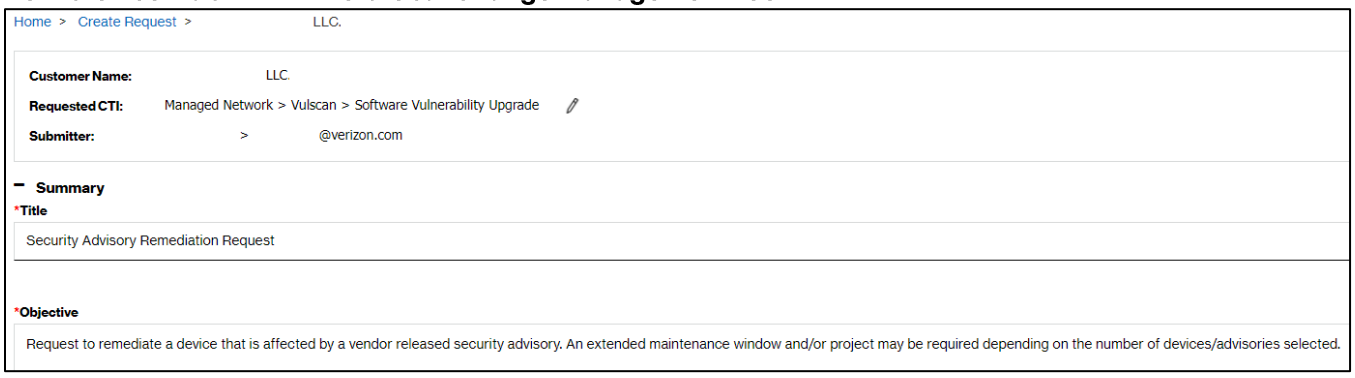
All fields are pre-populated in the change request with the exception of the Requested Start Date/Time and Requested Completion Date/Time. You can include additional details in the Title and Objective fields if necessary.

Initiate the following steps to open a Change Request (CR):

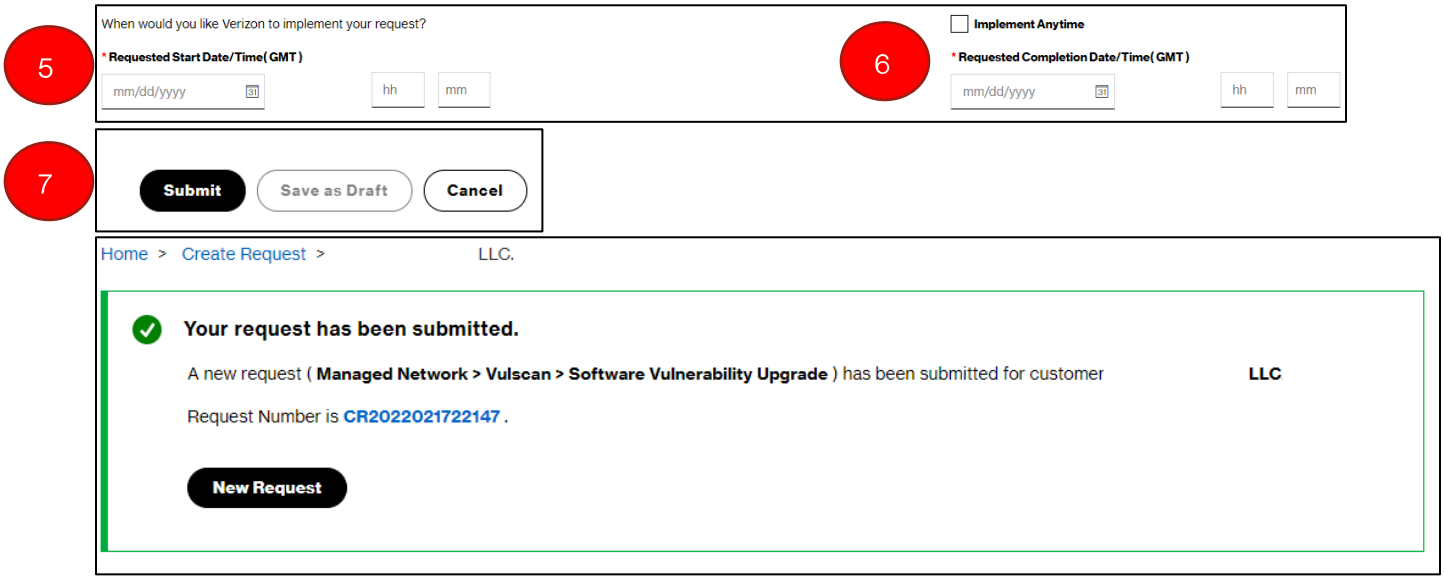
1) Select the device(s) you want to remediate.
2) Select the "Remediate" button. A new browser tab will open.
3) Populate additional information in the Title field (optional)
4) Populate additional information in the Objective field (optional)
5) Populate the Requested Start Date/Time (GMT) in the Change Request
6) Populate the Requested Completion Date/Time (GMT) in the Change Request
7) Submit the Change Request



New browser tab within the Global Change Management tool.

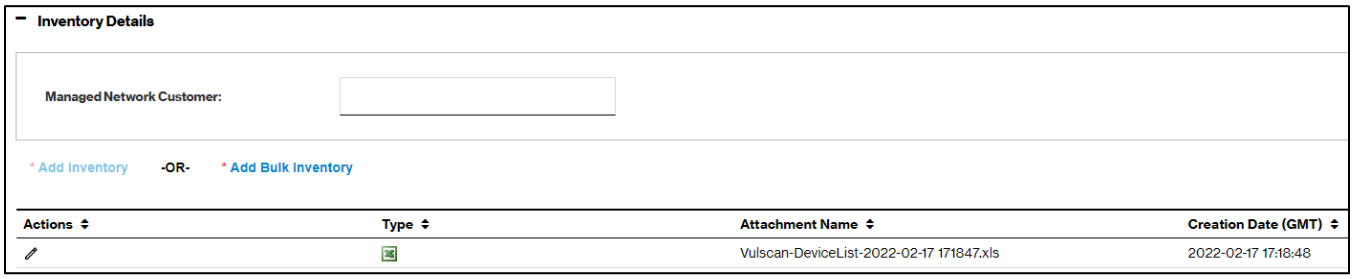


***Note**: An extended maintenance window and/or project may be required depending on the number of advisories that are part of the advisory you selected.*

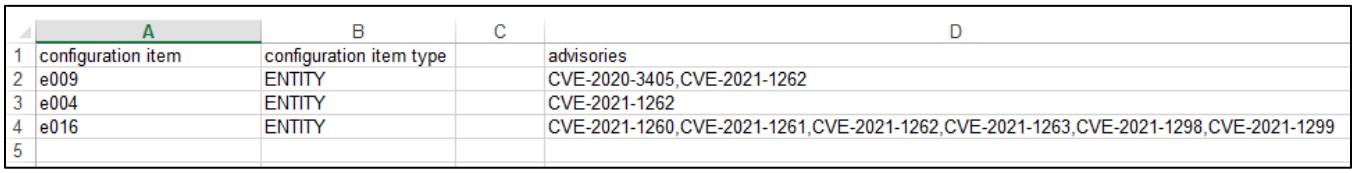


15 Change Request Inventory

Irrespective of the view (Advisory or Device) that you open the Change Request (CR) from, the inventory you selected within the Security advisory tool will be attached as an Excel file under Inventory Details.



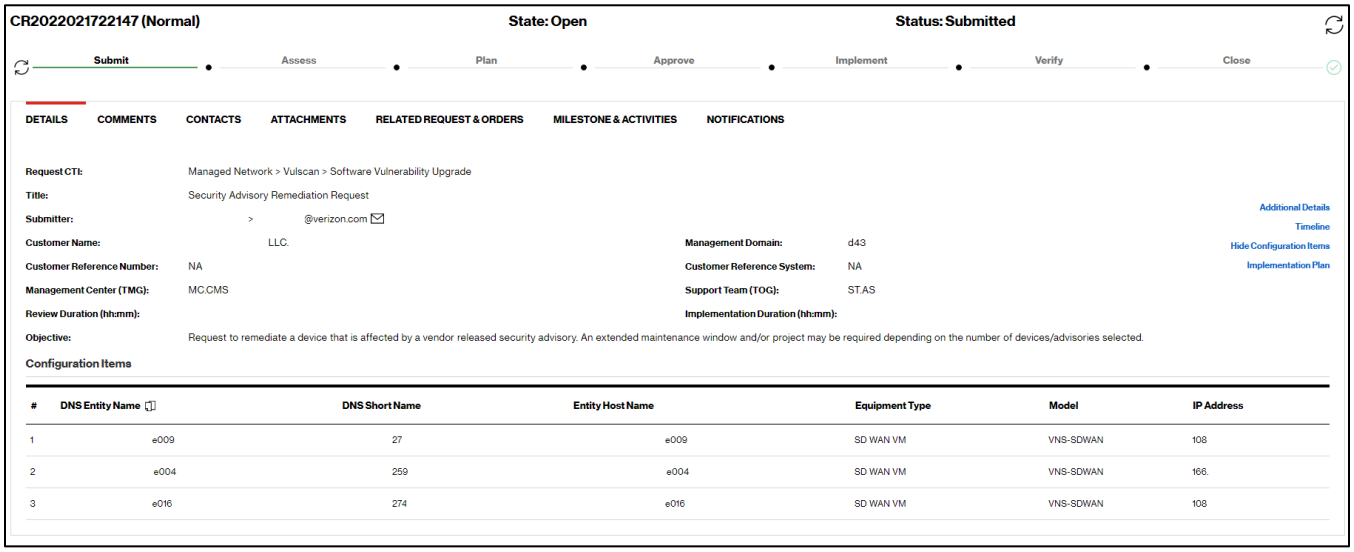
Per the example below, three devices were selected for remediation. Configuration items “e009” and “e016” have more than 1 advisory that will be remediated as part of the Change Request.



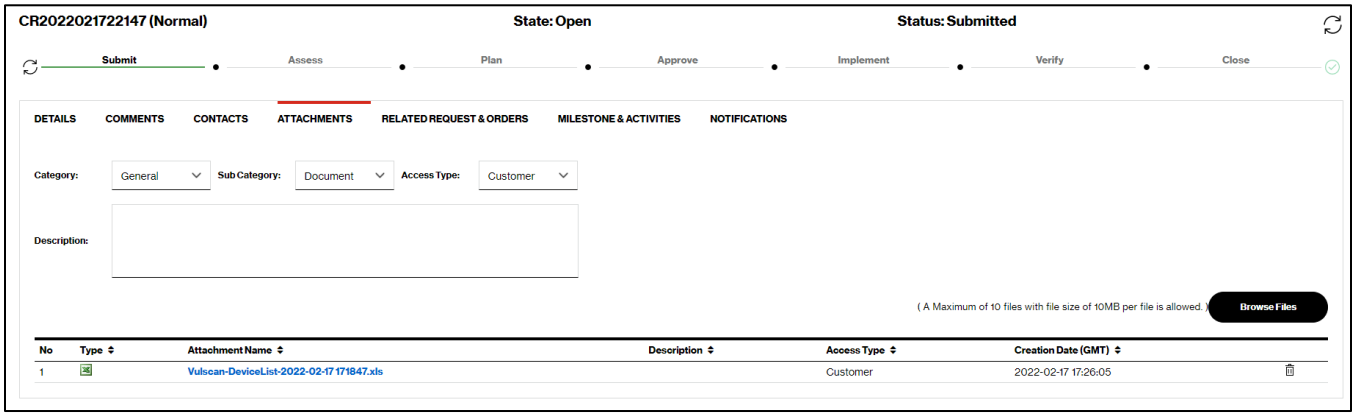
	A	B	C	D
1	configuration item	configuration item type		advisories
2	e009	ENTITY		CVE-2020-3405,CVE-2021-1262
3	e004	ENTITY		CVE-2021-1262
4	e016	ENTITY		CVE-2021-1260,CVE-2021-1261,CVE-2021-1262,CVE-2021-1263,CVE-2021-1298,CVE-2021-1299
5				

Following submission of the Change Request, the inventory is visible in two places.

1) The Details Tab of the CR under Configuration Items
2) The Attachments tab



1



2

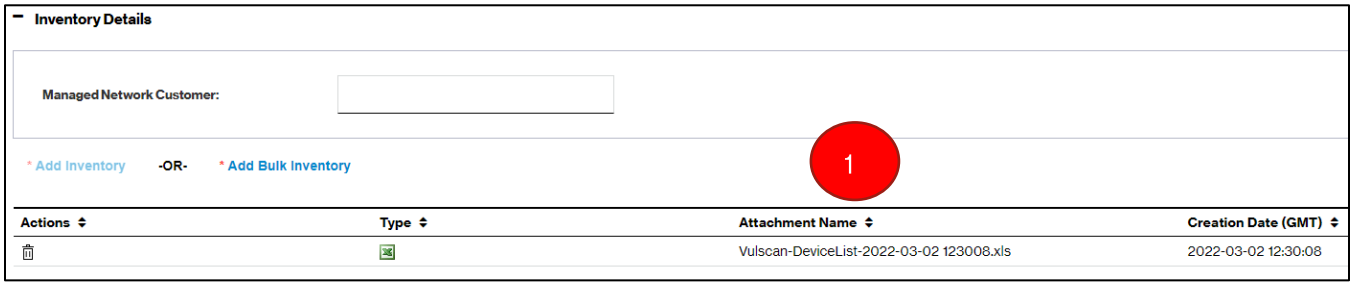
16 Add Bulk Inventory

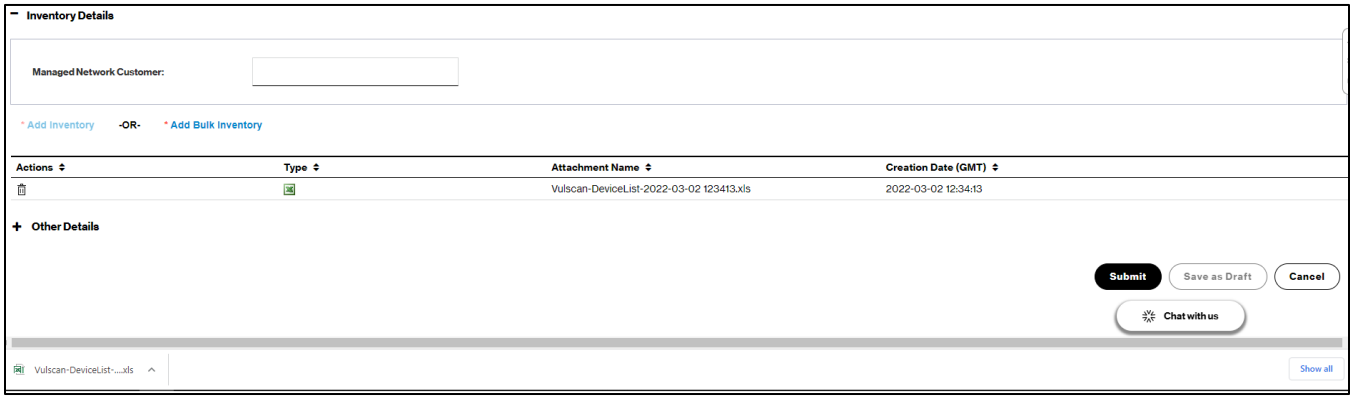
If the advisory you selected to “Remediate” has more than 100 devices, you have the option to remove devices from the Change Request Inventory prior to submission of the request via the “Add Bulk Inventory” option within the Global Change Management Tool. The following steps apply.

1) Under the Inventory Details section, open (download) the attachment under Attachment Name
2) Open the spreadsheet attachment
3) The original file will display all devices impacted by the CVE you selected to remediate. In the example below, eight (8) devices are part of the original list of devices.
4) Delete the applicable rows from the spreadsheet. In the example below, rows 8 and 9 were deleted from the original list.
    a. ***Note***: *Do not make any other alterations to the spreadsheet else the Change Request will fail.*
5) Save the updated file to your local machine
6) Select the trash can option to delete the original inventory file.
7) A pop up will ask you if you want to delete the file. Select “Yes”

8) Another pop up will then ask you to upload the new file. Select “Choose File” and select the file that you saved to your local machine. The new file will be uploaded to your Change Request. If all required fields in the Change Request have been populated, you may submit at this time. When opening the newly submitted Change Request, the number of Configuration Items will make the number in the spreadsheet you uploaded.

9)

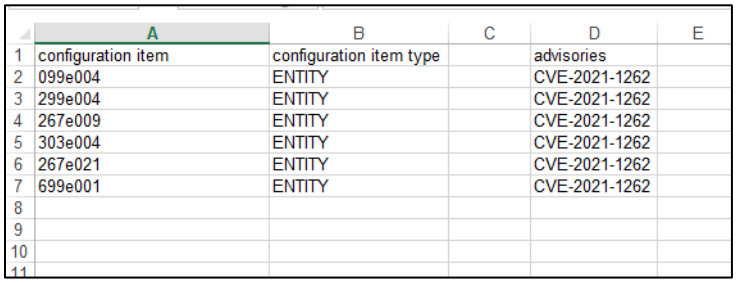




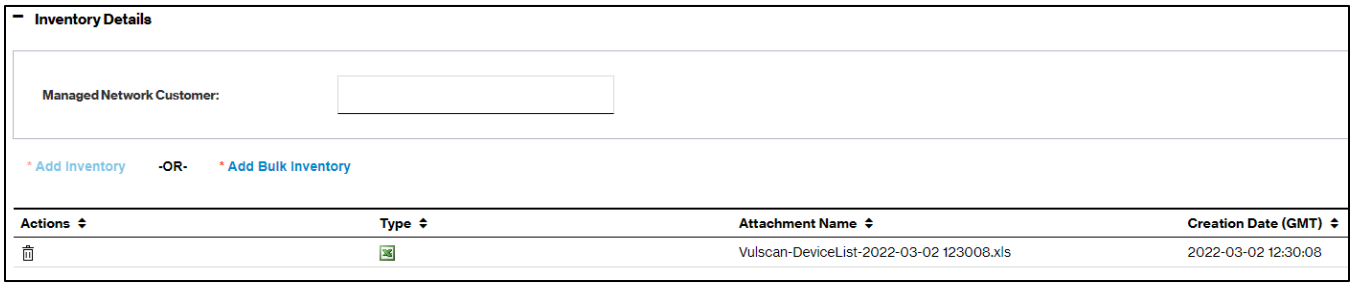
3

	A	B	C	D	E
1	configuration item	configuration item type		advisories	
2	099e004	ENTITY		CVE-2021-1262	
3	299e004	ENTITY		CVE-2021-1262	
4	267e009	ENTITY		CVE-2021-1262	
5	303e004	ENTITY		CVE-2021-1262	
6	267e021	ENTITY		CVE-2021-1262	
7	699e001	ENTITY		CVE-2021-1262	
8	699e004	ENTITY		CVE-2021-1262	
9	267e016	ENTITY		CVE-2021-1262	
10					
11					

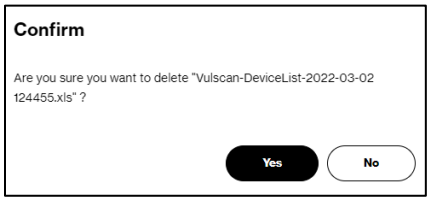
4



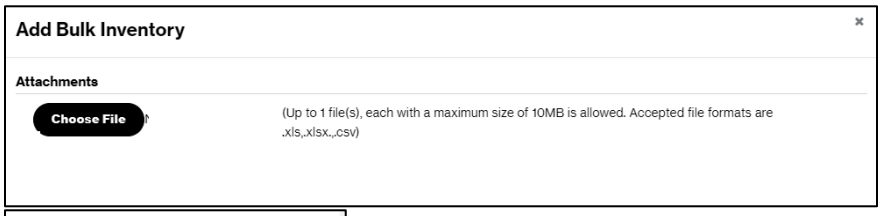
	A	B	C	D	E
1	configuration item	configuration item type		advisories	
2	099e004	ENTITY		CVE-2021-1262	
3	299e004	ENTITY		CVE-2021-1262	
4	267e009	ENTITY		CVE-2021-1262	
5	303e004	ENTITY		CVE-2021-1262	
6	267e021	ENTITY		CVE-2021-1262	
7	699e001	ENTITY		CVE-2021-1262	
8					
9					
10					
11					



6



7



8

17 Security advisories POD

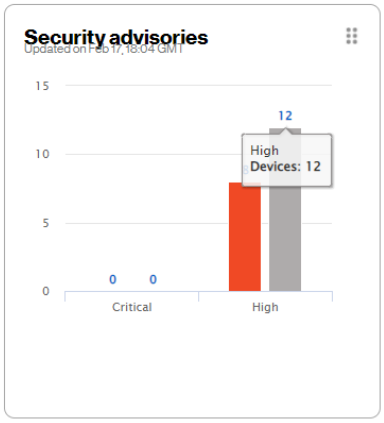
The Security advisories POD provides a quick illustration of the following:

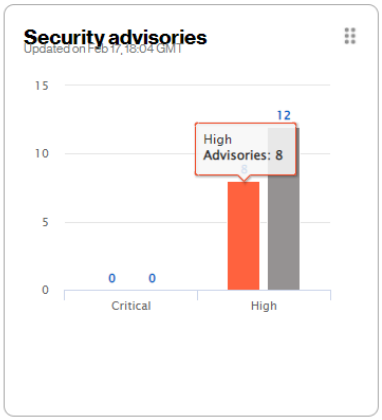
1) Number of Devices confirmed to be impacted by a High severity advisory
2) Number of Advisories confirmed as High severity
3) Number of Devices confirmed to be impacted by a Critical severity advisory
4) Number of Advisories confirmed as Critical severity

The first example below illustrates that 12 devices are impacted by a High severity advisory.

The second example below illustrates that there are 8 High severity advisories.

Per both examples below, there are no Critical advisories and/or devices impacted by a Critical advisory.





Service Assurance User Guides Library

Documents can be found on the Service Assurance User Guides page.
The latest version of this document can be always found here.

General Customer Training Information

Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The Verizon Enterprise Center portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page here.

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