



Your 24 x 7 Security Management Centre

Cyber-security defence solutions require experienced and certified information security engineers to operate them. Without access to suitably experienced and capable resources, protection technologies will not achieve the desired outcomes and will result in security breaches within the organisation's information environment.

Cyber-security solutions are becoming ever more complex due to the need to defend against increasingly sophisticated attack and exploitation techniques. The demand that such technologies place upon the organisation's IT personnel elevates each year, necessitating the engagement of specialist staff to operate and maintain them.

Without suitably trained and experience staff that are available to respond to the security needs of the organisation 24 hours a day, 7 days a week it is impossible for deployed cyber-security defence solutions to maintain the desired level of protection for the IT environment.

IPSec Manage is your organisation's security management centre, providing 24 x 7 x 365 access to trained, certified, and experienced security specialists for the effective operation of your organisations cyber-security defence solutions.

IPSec Manage provides your organisation with the resources necessary to achieve effective configuration changes, problem diagnostics and resolution, and security event investigation.

Features & Benefits

- 24 x 7 manned security operations centre.
- 24 x 7 change request implementation.
- 24 x 7 investigation of operational issues.
- 24 x 7 investigation of security incidents.
- 24 x 7 access to security practitioners
- Information security peace of mind

Always Available

24 x 7 x 365 availability of trained, certified, and experienced security professionals

Full Transparency

All actions ticketed with full visibility of changes.

Shared Administration

Utilise IPSec for all management requirements or to supplement your organisation's existing capabilities.

Change Authority

All changes executed by IPSec are reviewed prior to their implementation for security or operational issues.

Security vs Device Incidents

Differentiate between the demands of a security event and device performance events.



Ticket History

Ticket No. Status Contains

No.	Date	Updated	Status	Request Detail
101795	17/11/16	5/1/17	Closed	We require assistance with resolving a NAT problem: This is another test ticket, just so I can have ...
101794	17/11/16	5/1/17	Closed	Email filter is incorrectly blocking outbound email: This is a test ticket, please close as soon as ...

2 items

Tickets Per Page

Configuration Management

Effective information security protection outcomes are improved within the organisation's information environment through the adoption of advanced security solutions and the enacting of robust configuration management practices.

An effective configuration management outcome requires access to trained, certified, and experienced engineers with the capability to get the most out of the deployed security countermeasures. IPsec Manage provides your organisation access to IPsec's team of security engineering specialists that can fulfill all of your security solution infrastructure management needs.

Whether your organisation's requirement is for a quick, immediate change or for significant project changes, IPsec Manage provides your organisation with the resources necessary to achieve an effective, predictable, robust asset protection outcome.

IPsec Manage also provides your organisation with full transparency of changes enacted by the IPsec security operations centre by providing access to the IPsec ticketing system web console. Additionally, with shared administrative access you can have the confidence of full oversight of what IPsec's security engineers are doing and how.

With IPsec Manage you can be confident that your cyber-security countermeasures are being managed to their optimum outcome.

Operational Issue Investigation

From time-to-time issues arise with all technologies that necessitate an immediate investigation and resolution to restore normal operation. When such events occur it is important to have immediate access to trained, certified, and experienced engineers with the necessary capabilities to quickly identify the cause of the issue and to enact remediations or to recommend mitigations.

IPsec Manage provides your organisation with access to such personnel who are able to quickly and effectively identify the cause of operational issues and to recommend and enact changes to resume normal, desired operation.

Security Incidents

The inevitable reality of today's information environment is that security events will occur and that they will require immediate investigation and mitigation.

IPsec Manage provides your organisation with access to highly trained, certified, and experienced security engineers that are capable of assisting with the investigation of cyber-security issues, and have the ability to implement remediating changes.

Ticket 101794

Report Date 17/11/16 11:07 am

Status Open

Request Type Support

Subject Email filter is incorrectly blocking outbound email

Request Detail This is a test ticket, please close as soon as it is seen.

No further actions are required. :-)

BenR

Tech Nina Nino

Attachments

[Add File](#)

Notes	Date	Name	Note Text
	5/1/17 3:09 pm	Ben Robson	Hi Fred, I have raised a change request on your behalf and you should receive a ticket email shortly. Please reply to this new ticket email to indicate your authorisation to proceed and I will have the SOC team execute the change ASAP. Best regards, Robert 2 minutes ago # 4083
	5/1/17 3:08 pm	Fred Nerf	Hi Robert, Yes please. Please action this change immediately. Fred 3 minutes ago # 2547
	29/12/16 2:38 pm	Fred Nerf	Hi Fred, We have identified that your CEO was using a different source email address from normal and this caused the filter to block the emails as it did not know about the new email address. Would you like us to whitelist this new email address? Best regards, Robert 7 days ago # 2538
	29/12/16 2:35 pm	Fred Nerf	Hi Fred, Yes, IPsec will commence an immediate investigation as to why these emails are being blocked. We will get back to you shortly regarding what issue(s) we find and what recommended actions should be taken. Best regards, Robert 7 days ago # 2535
	29/12/16 2:34 pm	Ben Robson	Our email filter application is incorrectly blocking emails from our CEO when she attempts to send email to all staff. Could you please investigate this promptly as she is very unhappy with this and it is causing significant concern. Thank you. 7 days ago # 4024

[Add Note](#)

About IPsec

IPsec are specialists in information asset security; technology experts who know how to mitigate risk to business by implementing end-to-end solutions that protect invaluable intelligence, data and information.

IPsec's capabilities extend from assessing vulnerabilities and threats, to designing and implementing customised security strategies, to managing execution and optimising results. IPsec are guardians of business confidence, providing high levels of protection and optimal assurance of an organisation's security posture.

IPsec is about mitigating risk, enabling confidence and agility by ensuring a reliable IT environment that allows business to get on with business.

Phone 1300 890 902
ipsec.com.au
enquiry@ipsec.com.au

Melbourne
Building 10, Omnico Business Centre
270 Ferntree Gully Rd, Notting Hill

Sydney
Level 8, 100 Walker St
North Sydney