

COBIT (Control Objectives for Information and related Technology) is a framework for control over information technology that has been developed and promoted by the IT Governance Institute and is available as a free download at [www.itgi.org](http://www.itgi.org). This framework identifies 34 specific IT processes and a high-level approach to control these processes. In addition, there are 318 detailed control objectives and assurance guidelines that are used to assess the 34 IT processes. COBIT provides an accepted standard for good IT security and control for organizations.

Of the 34 IT processes included in the COBIT framework, ScienceLogic's EM7 Appliances can be of significant assistance with 10 of these processes. The processes are listed below along with a brief summary of the benefits provided by EM7.

**Manage Performance and Capacity** – At its most basic level, the EM7 System is a performance monitoring and IT capacity planning tool. EM7 provides the ability to monitor and record system availability and numerous system capacity statistics such as processor, memory and disk utilization. Using EM7 this collected data can be organized in to reports to be used in the capacity planning process. In addition, IT system performance can be assured through the usage of the EM7 monitoring and alerting system so that performance related incidents are quickly reacted to and resolved.

**Ensure Continuous Service** – The EM7 system includes full monitoring and alarming capabilities. EM7 can be configured to alert administrators via e-mail, pager or IM in order to quickly resolve issues that may arise in the IT infrastructure. In addition, through the use of EM7 analysis tools failures can often be predicted before they occur so that corrective action can be taken, preventing a service interruption.

**Ensure Systems Security** – Security administration must be verified to allow only the appropriate people access to IT assets. During this examination local system users as well as administrators that have access to all systems, must be accounted for. If the proper controls are not in place the integrity systems can not be maintained. EM7 offers numerous features that provide control in this area. At the most basic level EM7 can be setup to detect and alert based on changes in security policies on systems. Alerts can also be generated if new user IDs are created or existing ones removed. Through its port monitoring capabilities EM7 can protect against the installation of “backdoors” on systems by alerting if new ports are opened. Additional EM7 security features include: monitoring of firewalls, monitoring of intrusion detection systems and the ability to verify the patch and hotfix levels installed on systems.

**Manage the Configuration** – The ability to monitor what software is installed on key systems is extremely important. Changes in the applications or versions of applications installed on key systems can make it difficult to maintain control over system integrity. EM7 provides a simple reporting capability that report installed software and versions. Additionally, the presence of necessary software patches and hotfixes can be monitored through the EM7 software inventory tool. As new software is installed this is cataloged through EM7 so that reports can be generated.

**Manage Problems & Incidents** – Effective problem and incident management is important to be sure that IT operations provides consistent responses to issues that disrupt IT infrastructure. Correction of IT infrastructure issues is critical in order to ensure that systems are available and performing at required levels. Minimum performance and service levels should be established and monitoring of these service levels should be performed. EM7 provides these capabilities through its integrated trouble ticketing and escalation system. Issues can be categorized by severity and trouble tickets can be automatically escalated by the system to the appropriate levels of management based on committed service levels.

**Manage Data** – The area of data management includes backups, recovery and restoration of data. In order to maintain complete and accurate data the ability to recover data in case of a system failure is paramount. Companies can use EM7 to generate reports on the health and effectiveness of the backup systems that are in place. Alerts can be generated when key systems fail to be backed up or when the performance of the backup infrastructure degrades.

**Manage Facilities** – The EM7 System can interface with many physical access control systems to maintain the data gathered by these systems. This data can then be later used to generate reports facility access reports. The collected data can include information ranging from the times that secured doors are opened and closed to information about personnel entering secure facilities by means of a badge or other scan. In addition, the EM7 environmental monitoring capabilities allow monitoring of facility parameters such as temperature and humidity.

**Manage Operations** – ScienceLogic EM7 is a powerful operations management tool. Using the combination of monitoring, alerting, ticket tracking, performance tracking and reporting capabilities full IT Operations management can be achieved.

**Identify Automated Systems** – The COBIT standards encourage IT professionals to seek automated solutions to help comply with the COBIT recommendations. The EM7 system is such an automated system.

**Ensure Compliance with External Requirements** – Compliance with external requirements such as HIPAA or Sarbanes-Oxley can be made easier with the capabilities of EM7. Should your company be subject to such external regulations please see the additional information available from ScienceLogic that is specifically applicable to these regulations.