



# THE SECURITY REPORTING DILEMMA: HOW TO DEMONSTRATE BUSINESS VALUE

## The Pressure to Demonstrate Value is Real

IT organizations these days face a significant challenge—the inability to measure the value they bring to the business and communicating metrics to show transparency regarding security and compliance levels.

Many organizations indeed have effective static operational security performance measures in place, yet they frequently lack a focus on demonstrating how security initiatives align with business strategy and maximizing the value of those initiatives.

# 40%

**INFORMATION  
PROVIDED TO  
THE BOARD IS  
ACTIONABLE**

**A Bay Dynamics Report revealed that only 40 percent of respondents indicate that the information they provide to the board is actionable.<sup>1</sup>**

**PRESSURE TO DEMONSTRATE VALUE**



# eighty-five percent

**TECH MANAGEMENT ORGANIZATIONS**

**A Forrester Research survey reveals that 85 percent of tech management organizations acknowledge the pressure to demonstrate value.<sup>2</sup>**

# **CIO PERFORMANCE IS A KEY METRIC OF IT'S VALUE TO THE BUSINESS**

**Such pressure can't be ignored. The Society of Information Management Survey 2016 finds that one of the most common metrics of CIO performance is the value of IT to the business.<sup>3</sup>**

## Traditional Metrics Don't Aid Strategic Security Decisions

Traditional metrics and reports focus on the high-level insights provided by Microsoft SCCM, for example software updates. Yet these metrics don't provide the depth or transparency concerning the diligence in updating software. Insights around real-time patch levels and which business applications are impacted lets business stakeholders spot moments of importance, and make connections between them. Such an accurate picture improves response to vulnerabilities and demonstrates how security is focused on an organization's critical risks. In contrast, traditional metrics aren't the figures business leaders use to make strategic decisions.

Microsoft SCCM reporting has its place, but alone doesn't reveal how security teams help the business assess risk against vulnerabilities and compliance currently, or how they can drive future strategy.

Take a typical Microsoft SCCM report for example. It might indicate that a number of software updates are required. But it's difficult to understand the business impact of this number at the executive level. Displaying when those software updates are available and how quickly they are addressed from vendor release enables executives to comprehend the impacts and security risks to make appropriate, fact-based security decisions.

In addition, being able to acquire reports from Microsoft SCCM demands knowledge of the SCCM database and SQL reporting services. In short, data access and ease of reporting for a fast response is challenging.

## The Most Valuable Business Reports Offer In-Depth Insights

Dashboards and reports play a vital role in your mission to secure your organization. However, to be most effective, it's necessary to understand the required outcomes and priorities of the organization's various stakeholders to reduce exposure and reactionary spending.

The most valuable security reports are those that can improve the accuracy of risk assessments—such as showing time to patch for critical vulnerabilities and how that translates into business impact. Dashboards of value highlight areas to drive improvements. These reports and dashboards communicate what matters to each manager viewing the data—the CIO, CSO, or the CEO.



### BUSINESS VALUE DASHBOARDS

**It's time to embrace a value-based approach that ties IT security performance and measurement to outcomes. Only then can you add value by disclosing insights in a business-centric way. These value-based views are defined by Gartner as business value dashboards.<sup>4</sup>**

Creating this type of aggregated view requires inputs from multiple data sources such as incident data, service availability, and cost.

**IDC predicts that by 2017, 80 percent of CIOs will have a plan in place centered on using data to drive the business past its competition. The same study found that more than 70 percent of organizations that have data valuation processes in place are primarily collecting and analyzing data manually.<sup>5</sup>**

To avoid manual, time-intensive analysis of security data, use reporting tools that roll up old-school metrics to dashboards in a way those individual systems and tools can't do easily. Offer the context of business impact alongside standard security metrics. Ensure that dashboard data can be filtered easily so any user, whether a security administrator or the CFO, can dig into the results and make a decision quickly that matches your modern, responsive operation. Enable your IT security teams to communicate to business decision-makers effectively and stay relevant to the business.

### **The Foundation for Value**

The value of timely dashboards with relevant data cannot be overstated. Using intuitive, easy-to-interpret visualizations, these dashboards help you quickly determine:

- **The current security state of where you are**
- **If you're on track to meet objectives**
- **What changes or fine-tuning are required to stay on course**

Value-based dashboards and reports targeted for either security or business users are a requirement for every modern security organization to drive performance efficiencies, facilitate business strategy, optimize security processes, monitor trends, and quickly identify new opportunities or risks.

**BY 2020, MORE THAN 50%  
OF INFRASTRUCTURE AND  
OPERATIONS ORGANIZATIONS**



**WILL ADOPT  
BUSINESS  
VALUE  
DASHBOARDS**

**Gartner says, "By 2020, more than 50% of infrastructure and operations (I&O) organizations will adopt business value dashboards (BVDs), which will be a significant increase from today's level of less than 10%."<sup>6</sup>**

These business-oriented dashboards improve the speed and accuracy of decision-making, forming the foundation to demonstrate and improve value and effectiveness for your business.

## Extend the Value of SCCM Reporting—How Xtraction Can Help

The Xtraction for SCCM connector supports your efforts to demonstrate value to your organization. Xtraction is a powerful solution that brings together data from multiple vendors and multiple enterprise applications—each with its own reporting interface—into a single, consolidated business view instantly. You can pull together and display data from enterprise systems like security management, IT service management, IT asset management, client management, and more. Report daily operations activity, or, roll up to business value dashboards and then drill down to focus on the more intricate needs of security analysts.

This self-service solution enables anyone to view and create reports and business-value executive dashboards without coding. Even those with limited technical or analytical knowledge can quickly extract data, create dashboards, and view actionable insights.

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**WANT TO LEARN MORE ABOUT HOW XTRACTION CAN HELP YOU?  
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## References

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