



Vendor Risk Management Module

BitSight Connector Administration Guide

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About this Guide

The purpose of this Administration Guide is to describe implementation steps necessary to configure and operationalize BitSight Connector for Vendor Risk Management Module.

This Administration Guide is intended to be used by technical stakeholders or Rsam administrators responsible for implementation of BitSight Connector.

BitSight Connector Requirements

The following software is required to use the BitSight Connector.

Supported Rsam Platform

Version 9.2 or higher.

Supported Vendor Risk Management Module

Version 3.0 or higher.

Setting up BitSight Connector

This section describes the high-level steps involved in setting up the BitSight Connector.

Prerequisites

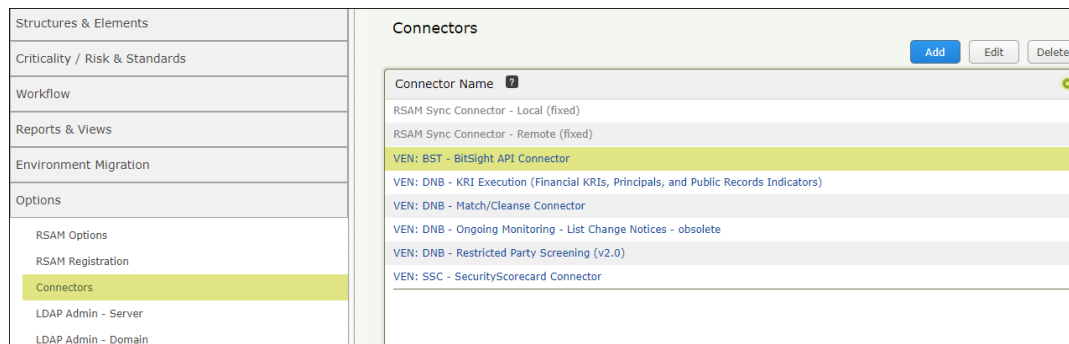
This guide assumes that the BitSight Connector configuration has been installed in your Rsam environment.

Before setting up the connector, ensure that your Rsam web server's IP address has been whitelisted with BitSight. Contact your BitSight account manager for support.

Update BitSight Connector Settings

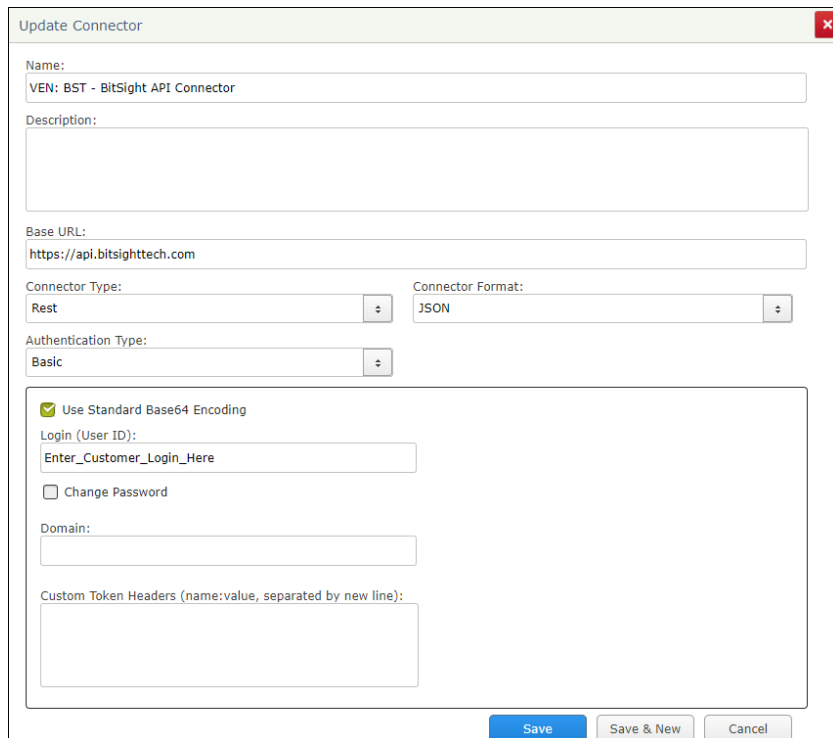
To update the BitSight connector, perform the following steps:

1. Log in to your Rsam instance and go to **Manage > Administration**
2. In the left navigation panel, click **Options > Connectors**
3. Select **VEN: BST - BitSight API Connector** and click **Edit**.



The **Update Connector** dialog box appears.

4. Enter the BitSight username in the **Login (User ID)** field.



Update Connector

Name:
VEN: BST - BitSight API Connector

Description:

Base URL:
https://api.bitsighttech.com

Connector Type: Rest Connector Format: JSON

Authentication Type: Basic

Use Standard Base64 Encoding

Login (User ID):
Enter_Customer_Login_Here

Change Password

Domain:

Custom Token Headers (name:value, separated by new line):

Save Save & New Cancel

5. Select the **Change Password** check box, and enter the password for the BitSight connector in the **Password** and **Confirm Password** fields.
6. Enter the connection token information in the **Custom Token Headers** field. If you do not have the token information, contact your BitSight Account Manager.
7. Click **Save**.

Thresholds to Create Alerts

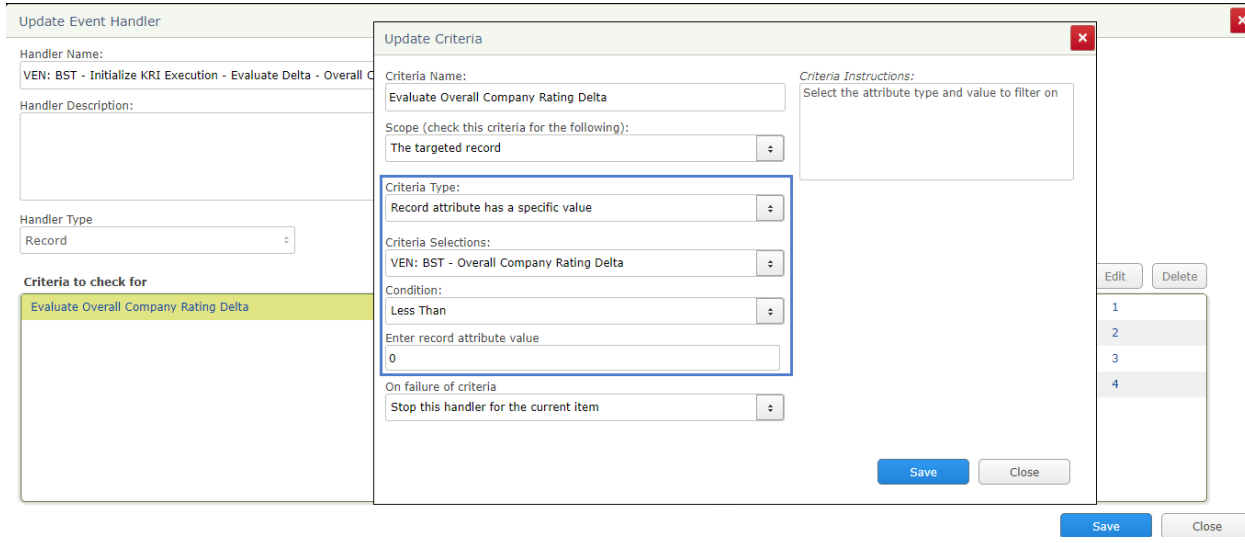
Event handlers are created for two purposes which are as follows:

- To generate alerts when the current rating goes below the previously recorded rating of a vendor
- To track vendor health overtime.

In this section, you will get familiar with the event handlers and learn about the out-of-the-box configuration.

Overall Company Rating Value

The **VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall Company Rating** event handler will generate an alert if the overall company rating (**VEN: BST – Overall Company Rating Delta**) of the vendor goes below the threshold value entered for the record attribute value in the event handler criteria.



Update Event Handler

Handler Name: VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall C

Handler Description:

Handler Type: Record

Criteria to check for

| |
|---------------------------------------|
| Evaluate Overall Company Rating Delta |
|---------------------------------------|

Update Criteria

Criteria Name: Evaluate Overall Company Rating Delta

Criteria Instructions: Select the attribute type and value to filter on

Scope (check this criteria for the following): The targeted record

Criteria Type: Record attribute has a specific value

Criteria Selections: VEN: BST - Overall Company Rating Delta

Condition: Less Than

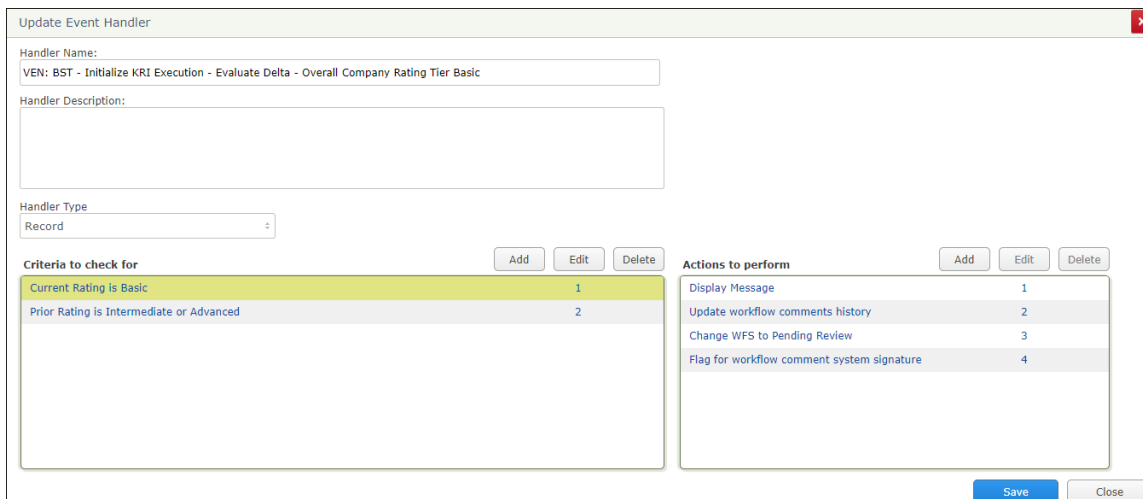
Enter record attribute value: 0

On failure of criteria: Stop this handler for the current item

Buttons: Save, Close

Overall Company Rating – Basic Tier

The **VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall Company Rating Tier Basic** event handler will generate an alert if the current company rating tier of the vendor is below the previous company rating tier i.e. current rating is **Basic** and the previous rating was **Intermediate** or **Advanced**.



Update Event Handler

Handler Name: VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall Company Rating Tier Basic

Handler Description:

Handler Type: Record

Criteria to check for

| Criteria | Order |
|--|-------|
| Current Rating is Basic | 1 |
| Prior Rating is Intermediate or Advanced | 2 |

Actions to perform

| Action | Order |
|--|-------|
| Display Message | 1 |
| Update workflow comments history | 2 |
| Change WFS to Pending Review | 3 |
| Flag for workflow comment system signature | 4 |

Buttons: Save, Close

Overall Company Rating – Intermediate Tier

The **VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall Company Rating Tier Intermediate** event handler will generate an alert if the current company rating tier of the vendor is below the previous company rating tier i.e. current rating is **Intermediate** and the previous rating was **Advanced**.

✕
Update Event Handler

Handler Name:

Handler Description:

Handler Type:

Criteria to check for Add Edit Delete

| | |
|--------------------------------|---|
| Current Rating is Intermediate | 1 |
| Prior Rating is Advanced | 2 |

Actions to perform Add Edit Delete

| | |
|--|---|
| Display Message | 1 |
| Update workflow comments history | 2 |
| Change WFS to Pending Review | 3 |
| Flag for workflow comment system signature | 4 |

Save
Close

Modifying a Threshold

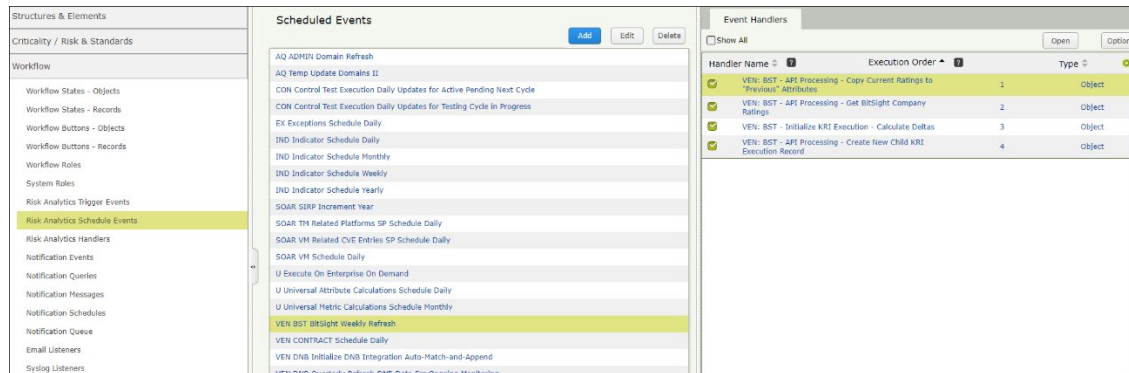
To modify a threshold, perform the following steps:

1. In the left navigation panel, click **Workflow > Risk Analytics Handlers**
2. Search for the event handler you wish to edit.
3. Select the event handler and click **Edit**.
4. Select the criteria and click **Edit**.
5. Modify the criteria and click **Save**.
6. Click **Save** to exit the **Update Event Handler** dialog box.

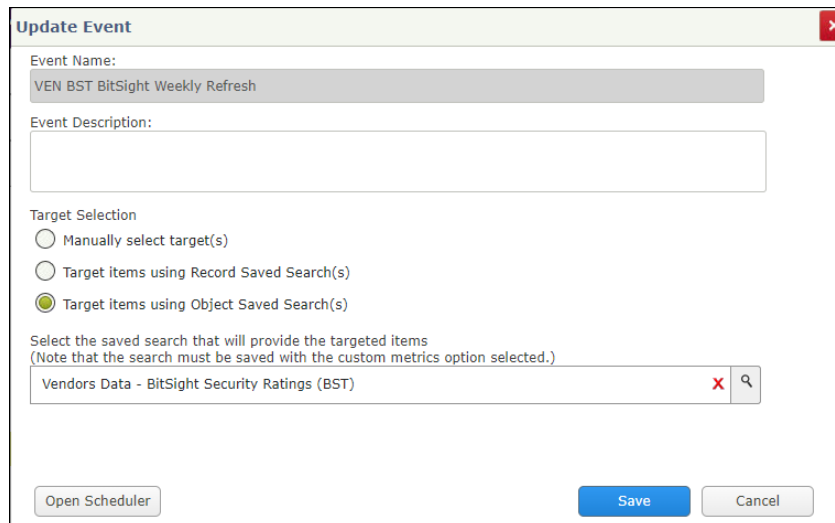
Set up the Scheduler

Create a new schedule to execute the **VEN BST BitSight Weekly Refresh** scheduled event (task) and pull the latest BitSight ratings automatically for a set of vendors without any intervention for unattended use. To create a new schedule, perform the following steps:

1. In the left navigation panel, click **Workflow > Risk Analytics Schedule Events**.



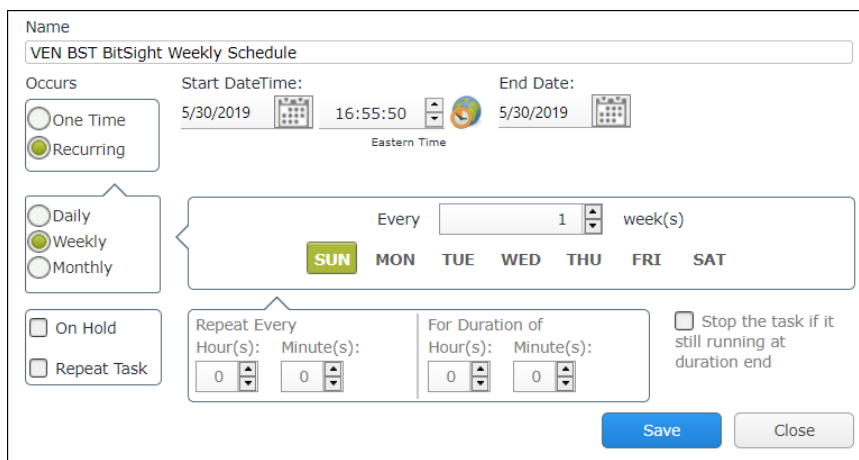
2. Double-click the **VEN BST BitSight Weekly Refresh** scheduled event to open the **Update Event** dialog box.



3. Click **Open Scheduler**. The **Scheduler** dialog box appears.
4. Go to **Schedules** and click **Add**. The **Add/Modify Schedule** dialog box appears.

5. Provide values for the following fields.

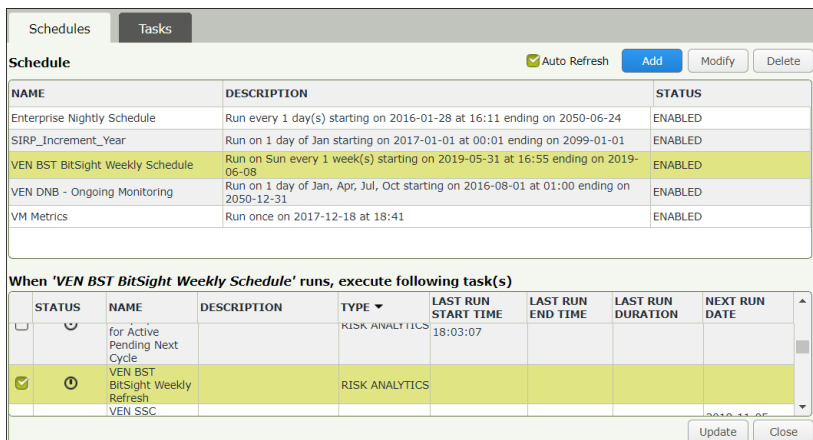
| Field Name | Value(s) |
|------------------------|---|
| Name | VEN BST BitSight Weekly Schedule |
| Start Date Time | Select the date to begin running the schedule. |
| End Date | Select the date to stop running the schedule (this can be several years in the future). |
| Occurs | Select the following: Recurring – Weekly – SUN |



The screenshot shows a configuration window for a task schedule. The 'Name' field is 'VEN BST BitSight Weekly Schedule'. Under 'Occurs', 'Recurring' is selected. The 'Start DateTime' is set to 5/30/2019 at 16:55:50 Eastern Time, and the 'End Date' is also 5/30/2019. In the frequency section, 'Weekly' is selected, and the schedule is set to 'Every 1 week(s)' on 'SUN'. There are also options for 'Repeat Every' (0 hours, 0 minutes) and 'For Duration of' (0 hours, 0 minutes). A 'Save' button is highlighted.

6. Click **Save**.

7. Associate the schedule (**VEN BST BitSight Weekly Schedule**) to the task (**VEN BST BitSight Weekly Refresh**).



The screenshot shows the 'Schedules' and 'Tasks' configuration interface. The 'Schedules' tab is active, showing a list of schedules. The 'VEN BST BitSight Weekly Schedule' is highlighted. Below the list, there is a section titled 'When 'VEN BST BitSight Weekly Schedule' runs, execute following task(s)'. A table lists tasks to be executed, with 'VEN BST BitSight Weekly Refresh' selected.

| NAME | DESCRIPTION | STATUS |
|---|---|----------------|
| Enterprise Nightly Schedule | Run every 1 day(s) starting on 2016-01-28 at 16:11 ending on 2050-06-24 | ENABLED |
| SIRP_Increment_Year | Run on 1 day of Jan starting on 2017-01-01 at 00:01 ending on 2099-01-01 | ENABLED |
| VEN BST BitSight Weekly Schedule | Run on Sun every 1 week(s) starting on 2019-05-31 at 16:55 ending on 2019-06-08 | ENABLED |
| VEN DNB - Ongoing Monitoring | Run on 1 day of Jan, Apr, Jul, Oct starting on 2016-08-01 at 01:00 ending on 2050-12-31 | ENABLED |
| VM Metrics | Run once on 2017-12-18 at 18:41 | ENABLED |

| STATUS | NAME | DESCRIPTION | TYPE | LAST RUN START TIME | LAST RUN END TIME | LAST RUN DURATION | NEXT RUN DATE |
|-------------------------------------|--|-------------|-----------------------|---------------------|-------------------|-------------------|---------------|
| <input type="checkbox"/> | for Active Pending Next Cycle | | RISK ANALYTICS | 18:03:07 | | | |
| <input checked="" type="checkbox"/> | VEN BST BitSight Weekly Refresh | | RISK ANALYTICS | | | | |
| <input type="checkbox"/> | VEN SSC | | | | | | |

8. Click **Update** and close the dialog box. The schedule should be set.

Working with the BitSight Connector

This section will walk you through the use cases, dashboards, and the procedure to respond alerts.

BitSight Connector Use Cases

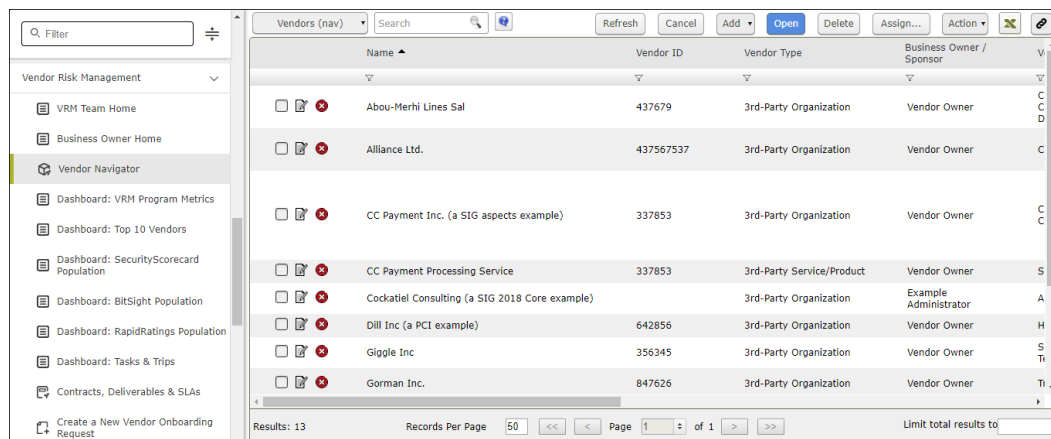
The BitSight Connector supports both attended and unattended use cases.

BitSight Data within Vendor/Service Profile – Attended Use

In the attended use case, you will actively engage with a vendor/service object to get BitSight data. This interaction is possible from within an individual vendor/service profile view or by selecting multiple vendors/services in a list.

To get latest BitSight data within a vendor/service:

1. In the left navigation panel, click **Vendor Risk Management > Vendor Navigator**.
The vendor list appears.
2. Select a vendor and click **Open**.



| Name | Vendor ID | Vendor Type | Business Owner / Sponsor |
|---|-----------|---------------------------|--------------------------|
| Abou-Merhi Lines Sal | 437679 | 3rd-Party Organization | Vendor Owner |
| Alliance Ltd. | 437567537 | 3rd-Party Organization | Vendor Owner |
| CC Payment Inc. (a SIG aspects example) | 337853 | 3rd-Party Organization | Vendor Owner |
| CC Payment Processing Service | 337853 | 3rd-Party Service/Product | Vendor Owner |
| Cocktail Consulting (a SIG 2018 Core example) | | 3rd-Party Organization | Example Administrator |
| Dill Inc (a PCI example) | 642856 | 3rd-Party Organization | Vendor Owner |
| Giggle Inc | 356345 | 3rd-Party Organization | Vendor Owner |
| Gorman Inc. | 847626 | 3rd-Party Organization | Vendor Owner |

The vendor details page appears.

- In the **Vendor Questionnaires** section, choose a questionnaire and click **Open Questionnaire** icon.

Vendor / Service Provider: CC Payment Processing Service

Name: CC Payment Processing Service
 Vendor Type: 3rd-Party Service/Product
 Vendor Services/Products: Software
 Areas Used By: Operations

Vendor ID: 337853
 Business Owner / Sponsor: Vendor Owner
 Workflow State: 1. Not Started
 Approval Status:

| Name | Questionnaire | State | | | | |
|-------------------------------|------------------|----------------|--|--|--|--|
| CC Payment Processing Service | 5 of 28 answered | 1. Not Started | | | | |

Vendor Risk Factors

- Findings from Questionnaire (0)
- Questionnaire Response Review (0)
- Findings from Questionnaire (Archive) (0)
- Risk Register (1)
- BitSight Ratings (17)
- Security Scorecard Ratings (5)
- RapidRatings Scores (6)

Contracts and SLAs

- Contracts (2)
- SLA Library (4)
- SLA Input - General (2)
- SLA Input - Phone Wait Time (0)
- SLA Results Tracking (6)

Supplemental Records

- Documents (0)
- Contacts (0)
- Tasks (0)

- In the left panel, click **BitSight Security Ratings** and then click **Get BitSight Ratings** on the main page.

Vendor Navigator > CC Payment Processing Service Details > CC Payment Processing Service

CC Payment Processing Service

Start Classification | Update | Save & Close | Action

1. Not Started | 2. Classification Data Gathering | 3. Classification Review | 4. Waiting for Assessment | 5. Entering Plans | 6. Finalized

5 of 24 Overall Progress 20% Completed

BitSight Security Ratings

Quick Navigation: Section Start | Previous Unanswered | Next Unanswered | Section End

BITSAIGHT

Enter the vendor's BitSight ID. Click the Get BitSight Ratings button to pull the latest security ratings information from BitSight. This information can be used as a supplement to control questionnaire responses in order to provide a more complete perspective on the vendor's information security posture.

BitSight Company ID: 1b3d2600-9e23-4e19-b3a5-6b6d57d74d9

Get BitSight Ratings

Overall Rating: 680

Overall Rating Tier: Intermediate

Diligence

- SPF Domains: A
- DKIM Records: F
- TLS/SSL Certificates: F
- TLS/SSL Configurations: F
- Open Ports: A
- DNSSEC Records: C
- Application Security: A
- Patch Cadence: A
- Desktop Software: A
- Mobile Software: A

Events

- Botnet Infections: A
- Malware Servers: A
- Unsolicited Communication: A
- Potentially Exploited: A
- Spam Prop: A

User Behavior

- File Sharing: A

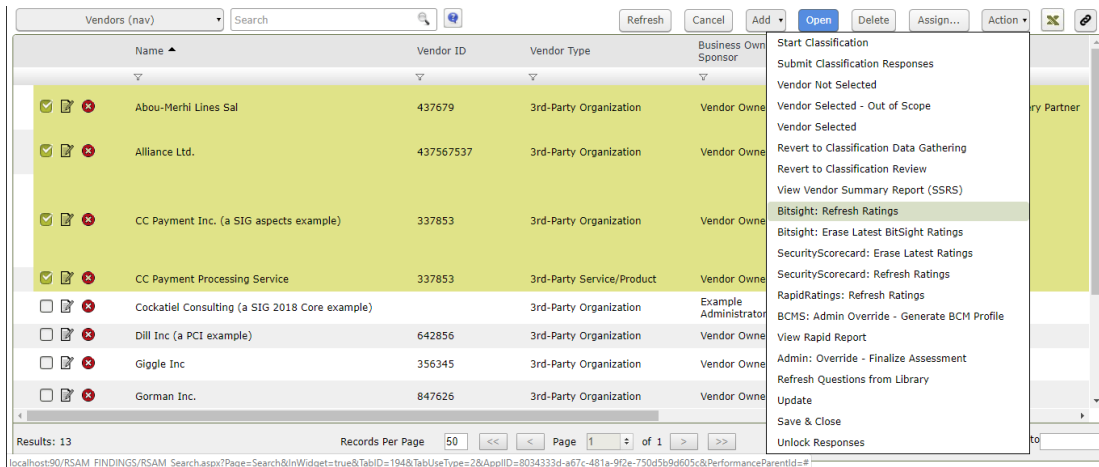
Public Disclosures

- Data Breaches: A

Rsam will now pull the latest ratings from BitSight.

To get the latest BitSight data for multiple vendors / services:

- In the left navigation panel, click **Vendor Risk Management > Vendor Navigator**. The vendor list appears.
- Select the check box for each vendor/service you wish to get the latest BitSight data.
- Click **Action** and select **BitSight: Refresh Ratings**.



The ratings are refreshed.

BitSight Data within Vendor/Service Profile – Unattended Use

In the unattended use case, the BitSight Connector is scheduled to run for a pre-defined set of vendors. Without user intervention, the scheduler (that was set up in the [earlier section](#) of this document) pulls BitSight scores for all vendors and results are available on the **Vendors Data – BitSight Security Ratings (BST)** object search to help you monitor the ratings.

To access the BitSight Vendor ratings, perform the following steps:

1. In the left navigation panel, click **Vendor Risk Management > Vendor Navigator**.
The vendor list appears.
2. In the navigation type, select **Vendors Data – BitSight Security Ratings (BST)**.

The screenshot shows a table titled 'Vendors Data - BitSight Security Ratings (BST)'. The table has columns for Name, BitSight Company ID, Overall Rating, Overall Rating Tier, SPF Domains, DKIM Records, TLS/SSL Certificates, and TLS/SSL Config. The data is as follows:

| Name | BitSight Company ID | Overall Rating | Overall Rating Tier | SPF Domains | DKIM Records | TLS/SSL Certificates | TLS/SSL Config |
|---|--------------------------------------|----------------|---------------------|-------------|--------------|----------------------|----------------|
| CC Payment Inc. (a SIG aspects example) | a940bb61-33c4-42c9-9231-c8194c305db3 | 500 | Basic | A | F | F | B |
| CC Payment Processing Service | 1b3d260c-9e23-4e19-b3a5-a0bcf67d74d9 | 680 | Intermediate | A | F | F | F |
| Site Hoster Inc. | 9ecd7b7e-42b4-4d32-99e8-1b65e59b0774 | 680 | Intermediate | A | F | F | F |
| Gorman Inc. | 331d73bd-11cc-4eca-a92e-87beacc50ff | 370 | Basic | A | B | F | D |
| Site Scraper Inc. | 1263b9c6-af38-4497-84ee-e15efdb065e9 | 700 | Intermediate | A | F | C | D |
| Dill Inc (a PCI example) | feeceea4-e062-4cf5-9a3d-7034addb12d1 | 510 | Basic | F | F | A | A |
| Giggle Inc | 19d16bf5-11a6-467b-b7b1-f5563daeece9 | | | | | | |
| Alliance Ltd. | f71596a0-57d4-42d6-a780-41d67cf96ba9 | 590 | Basic | A | F | F | D |
| Abou-Merhi Lines Sal | feeceea4-e062-4cf5-9a3d-7034addb12d1 | 510 | Basic | F | F | A | A |

The vendor list with the rating information appears.

BitSight Dashboards and Views

This section provides an overview of the dashboards and views available for the BitSight Connector.

Dashboard: BitSight Population

This dashboard contains charts that illustrate BitSight overall rating tier distribution and the overall rating trend across all vendors. The charts also provide information such as alert queue status, grade distribution of malware and data breaches as well as other scores across all vendors.

To access this dashboard, in the left navigation panel, click **Vendor Risk Management > Dashboard: BitSight Population.**

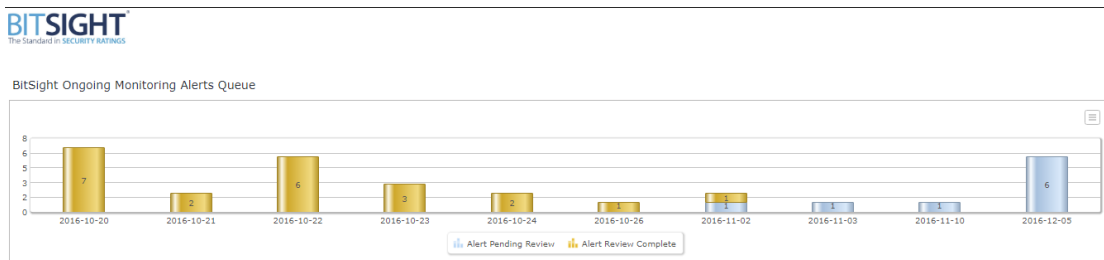


Monitoring Alerts

When the ratings go below the threshold values, alerts are created as records.

To review the alerts, perform the following steps:

1. In the left navigation panel, click **Vendor Risk Management > Dashboard: BitSight Population**.
2. Click the data bar (in light blue) illustrating **Alerts Pending Review**.



The **VEN: BST - BitSight Monitoring Alerts Queue** appears.

3. Select a record and click **Action** in the grid menu.

| Execution Date | Workflow State | Record Category | Record Type | Name | Overall Rating | Overall Rating Tier | SPF Domains | DMARC Records | TLS/SSL Certificates | TLS/SSL Configure |
|----------------|----------------|------------------|--------------------------------------|-------------------------------|----------------|---------------------|-------------|---------------|----------------------|-------------------|
| 2016-10-20 (7) | | BitSight Ratings | BitSight Ongoing Monitoring Snapshot | CC Payment Processing Service | 690 | Intermediate | A | F | F | F |
| 2016-10-21 (2) | | BitSight Ratings | BitSight Ongoing Monitoring Snapshot | Site Hosted Inc. | 780 | Advanced | A | F | A | A |
| 2016-10-22 (6) | | BitSight Ratings | BitSight Ongoing Monitoring Snapshot | Gorman Inc. | 340 | Basic | A | F | F | C |
| 2016-10-23 (3) | | BitSight Ratings | BitSight Ongoing Monitoring Snapshot | Site Scraper Inc. | 680 | Intermediate | A | F | C | C |
| 2016-10-24 (2) | | BitSight Ratings | BitSight Ongoing Monitoring Snapshot | DRI Inc (a PCI example) | 460 | Basic | F | F | A | A |
| 2016-10-26 (1) | | BitSight Ratings | BitSight Ongoing Monitoring Snapshot | Alliance Ltd. | 600 | Basic | A | F | F | C |

4. Click **Review Complete**. The **Workflow** dialog box appears.
5. Enter an overview of the review and click **OK**.

Workflow

Please provide a brief overview of the remediations or risk acceptances that support this approval

Reviewed. No risk in supply chain.

Appendix: Rsam Documentation

Vendor Risk Management Tutorial

For a detailed walk-through of the Vendor Risk Management user experience, refer to the *Vendor Risk Management Step-by-Step Tutorial*. You should have received the *Vendor Risk Management Step-by-Step Tutorial* along with the Vendor Risk Management instance. If not, contact your Rsam Customer Representative to obtain an electronic copy of the *Vendor Risk Management Step-by-Step Tutorial*.

Online Help

To get familiar with the specific Rsam features used in this configuration, refer to the *Rsam End-User Help*, *Rsam Administrator Help*, or both. The Online help you can access depends on your user permissions.

To access the Online Help, perform the following steps:

1. Sign in to your Rsam instance. For example, sign in as *Example Administrator* user. Provide the **Username** as **r_admin** and **Password** as **password**.
2. Hover the cursor over **Help** and select an Online help from the menu that appears. Depending on your user permissions, you will be able to access the Rsam End-User Help, Rsam Administrator Help, Step-by-Step Tutorials, or all.

The following image shows the *Rsam Administrator Help*, opened from the *Example Administrator* user account.

