# Vendor Risk Management Module

**BitSight Connector Administration Guide** 

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### Contents

About this Guide	3
BitSight Connector Requirements	4
Supported Rsam Platform	4
Supported Vendor Risk Management Module	4
Setting up BitSight Connector	5
Prerequisites	5
Update BitSight Connector Settings	5
Thresholds to Create Alerts	6
Overall Company Rating Value	7
Overall Company Rating – Basic Tier	7 o
Modifying a Threshold	8
Set up the Scheduler	9
Working with the BitSight Connector	11
BitSight Connector Use Cases	11
BitSight Data within Vendor/Service Profile – Attended Use	11
BitSight Data within Vendor/Service Profile – Unattended Use	13
BitSight Dashboards and Views	14
Dashboard: BitSight Population	14
Monitoring Alerts	15
Appendix: Rsam Documentation	16
Vendor Risk Management Tutorial	16
Online Help	16

### **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.

Structures & Elements	Connectors	
Criticality / Risk & Standards		Add Edit Delete
Workflow	Connector Name	•
	RSAM Sync Connector - Local (fixed)	
Reports & Views	RSAM Sync Connector - Remote (fixed)	
Environment Migration	VEN: BST - BitSight API Connector	
	VEN: DNB - KRI Execution (Financial KRIs, Principals, and Public Records Indicators)	
Options	VEN: DNB - Match/Cleanse Connector	
RSAM Options	VEN: DNB - Ongoing Monitoring - List Change Notices - obsolete	
RSAM Registration	VEN: DNB - Restricted Party Screening (v2.0)	
Connectors	VEN: SSC - SecurityScorecard Connector	
LDAP Admin - Server		
LDAP Admin - Domain		

The Update Connector dialog box appears.



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

ame:					
EN: BST - BitSight API Connector					
escription:					
ase URL:					
ttps://api.bitsighttech.com					
onnector Type:		Connector Forma	t:		
Rest	\$	JSON			÷
uthentication Type:					
uthentication Type: Basic	\$				
uthentication Type: Basic Use Standard Base64 Encoding Login (User ID):	÷			 	
uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here	\$				
uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password	÷			 	
Uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password	\$				
uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password Domain:	•			 	
uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password Domain:	•				
Uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password Domain: Custom Token Headers (name:value, sep	+	]		 	
Uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password Domain:	+			 	
Uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password Domain: Custom Token Headers (name:value, sep	arated by new line):			 	
Uthentication Type: Basic Use Standard Base64 Encoding Login (User ID): Enter_Customer_Login_Here Change Password Domain: Custom Token Headers (name:value, sep	arated by new line):				

- 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:	Update Criteria	×	
VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall C	Criteria Name:	Criteria Instructions:	
Handler Description:	Evaluate Overall Company Rating Delta	Select the attribute type and value to filter on	
	Scope (check this criteria for the following):		
	The targeted record ÷		
	Criteria Type:		
Handler Type	Record attribute has a specific value \$		
Record ÷	Criteria Selections:		
	VEN: BST - Overall Company Rating Delta ÷		5 11 2 2 1 1
Criteria to check for	Condition:		Edit Delete
Evaluate Overall Company Rating Delta	Less Than 🗘		1
	Enter record attribute value		2
	0		3
	On failure of criteria		4
	Stop this handler for the current item		
		Save Close	
			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	Add Edit Delete	Actions to perform	Add Edit Delete
Current Rating is Basic	1	Display Message	1
Prior Rating is Intermediate or Advanced	2	Update workflow comments history	2
		Change WFS to Pending Review	3
		Flag for workflow comment system signature	4
		L	
			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:			
VEN: BST - Initialize KRI Execution - Evaluate Delta - Overall Company Rating Tier In	termediate		
Handler Description:			
Handler Type			
Record ¢			
Criteria to check for	Add Edit Delete	Actions to perform	Add Edit Delete
Current Rating is Intermediate	1	Display Message	1
Prior Rating is Advanced	2	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**.

Structures & Elements	9	Scheduled Events	LANCE THE REAL	E	vent Handlers				
Criticality / Risk & Standards			Add Edit Delete	She	w All			Open	Option
	A	AQ ADMIN Domain Refresh		Hand	ller Name 🗧 🕅	Execution Order + 10		Tune 🚊	
Workflow	A	AQ Temp Update Domains II		Hand	VEN DET AD Deservice	Come Current Batings to		type +	-
Workflow States - Objects	c	CON Control Test Execution Daily Updates for Active Pending Next Cycle		C	"Previous" Attributes	- copy current natings to	1	Obje	ect
Workflow States - Records	c	CON Control Test Execution Daily Updates for Testing Cycle in Progress		•	VEN: BST - API Processing - Ratings	- Get BitSight Company	2	Obje	ect
Workflow Buttons - Objects	E	EX Exceptions Schedule Daily			VEN: BST - Initialize KRI Ex	ecution - Calculate Deltas	3	Obje	ect
Workflow Buttons - Records	1	ND Indicator Schedule Daily			VEN: BST - API Processing -	Create New Child KRI	4	Obie	ert
Worldow Polor	1	ND Indicator Schedule Monthly		-	Execution Record				
NUMBER OF	11	ND Indicator Schedule Weekly							
System Roles	1	ND Indicator Schedule Yearly							
Risk Analytics Trigger Events	s	SOAR SIRP Increment Year							
Risk Analytics Schedule Events	s	SOAR TM Related Platforms SP Schedule Daily							
Risk Analytics Handlers	s	SOAR VM Related CVE Entries SP Schedule Daily							
Notification Events	s	SOAR VM Schedule Daily							
Notification Queries	" U	J Execute On Enterprise On Demand							
Notification Messages	L n	J Universal Attribute Calculations Schedule Daily							
Notification Schedules	U	J Universal Metric Calculations Schedule Monthly							
Atable ashing Course	v	/EN BST BitSight Weekly Refresh							
Nobilization galetie	v	/EN CONTRACT Schedule Daily							
Email Listeners	v	/EN DNB Initialize DNB Integration Auto-Match-and-Append							
Syslog Listeners	2	/EN DNB Quarterly Refresh DNB Data For Oncolog Monitoring							

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

Update Event		×
Event Name:		
VEN BST BitSight Weekly Refresh		
Event Description:		
Target Selection		
Manually select target(s)		
Target items using Record Saved Search(s)		
Target items using Object Saved Search(s)		
Select the saved search that will provide the targeted items (Note that the search must be saved with the custom metrics option selected.)		
Vendors Data - BitSight Security Ratings (BST)	<b>X</b> ९	
Open Scheduler	Save Cancel	

- 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: <b>Recurring</b> – Weekly – SUN

Name	
VEN BST BitSight	t Weekly Schedule
Occurs	Start DateTime: End Date: 5/30/2019 16:55:50 🗟 🌖 5/30/2019
Recurring	Eastern Time
Daily Weekly Monthly	Every 1 veek(s)
On Hold Repeat Task	Repeat Every       For Duration of         Hour(s):       Minute(s):         U       V         U       V         U       V         U       V         U       V         U       V         U       V         U       V         U       V         U       V         U       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V         V       V
	Save

- 6. Click Save.
- Associate the schedule (VEN BST BitSight Weekly Schedule) to the task (VEN BST BitSight Weekly Refresh).

Schedule NAME Enterprise Nightly St SIRP_Increment_Vex VEN BST BitSight We VEN DNB - Ongoing VM Metrics When 'VEN BST is STATUS N OFF								
NAME Enterprise Nightly Sc SIRP_Increment_Vec VEN BST BitSight We VEN DNB - Ongoing VM Metrics When 'VEN BST STATUS N STATUS N VI					🖾 Auto Refres	h Add	Modify	Delete
Enterprise Nightly Sc SIRP_Increment_Vez VEN BST BitSight We VEN DNB - Ongoing VM Metrics When 'VEN BST STATUS N STATUS N VI Metric VEN BST		DESCRIPTIO	N			STAT	US	
VEN BST BitSight We VEN BST BitSight We VEN DNB - Ongoing VM Metrics When 'VEN BST STATUS N. STATUS N.	y Schedule	chedule Run every 1 da	Run every 1 day(s) starting on 2016-01-28 at 16:11 ending on 2050-06-24 ENABLED					
VEN BST BitSight We VEN DNB - Ongoing VM Metrics When 'VEN BST STATUS N. FR C	Year	ar Run on 1 day o	of Jan starting on 2017-0	01-01 at 00:01 e	nding on 2099-0	1-01 ENABL	.ED	
VEN DNB - Ongoing VM Metrics When 'VEN BST STATUS N F C C VV	Weekly Schedule	eekly Schedule Run on Sun ev 06-08	Ile Run on Sun every 1 week(s) starting on 2019-05-31 at 16:55 ending on 2019- 06-08					
Whetrics When 'VEN BST STATUS N. For pre- C C	ing Monitoring	Monitoring Run on 1 day of 2050-12-31	Run on 1 day of Jan, Apr, Jul, Oct starting on 2016-08-01 at 01:00 ending on 2050-12-31					
When 'VEN BST I		Run once on 2	017-12-18 at 18:41			ENABL	.ED	
	ST BitSight We	BitSight Weekly Schedule'	runs, execute follo	wing task(s)	LAST RUN	LAST RUN	NEXT RUN	
	NAME	IAME DESCRIPTION	TYPE 🔻	START TIME	END TIME	DURATION	DATE	
VI	for Active Pending Next Cycle	or Active ending Next ycle	RISK ANALYTICS	18:03:07				
Bi Re	VEN BST	'EN BST itSight Weekly	RISK ANALYTICS					
VI	BitSight Weekly Refresh	efresh						

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:

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

Q. Filter	Vendors (nav)	🔹 Search	Refresh Cancel	Add • Open Delete	Assign Action •	× 0
· · · ·		Name 🔺	Vendor ID	Vendor Type	Business Owner / Sponsor	v
Vendor Risk Management 🗸 🗸		Y	Y	Ŷ	$\nabla$	V
VRM Team Home	0 🕅 😒	Abou-Merhi Lines Sal	437679	3rd-Party Organization	Vendor Owner	C C D
Business Owner Home		Alliance Ltd.	437567537	3rd-Party Organization	Vendor Owner	с
🚱 Vendor Navigator						_
Dashboard: VRM Program Metrics			227052	and Brote Conseilenting	Vender Owere	с
Dashboard: Top 10 Vendors		CC Payment Inc. (a SIG aspects example)	33/853	3rd-Party Organization	vendor Owner	С
Dashboard: SecurityScorecard Population	□ 🕅 🔕	CC Payment Processing Service	337853	3rd-Party Service/Product	Vendor Owner	s
Dashboard: BitSight Population	□ 🕅 😣	Cockatiel Consulting (a SIG 2018 Core example		3rd-Party Organization	Example Administrator	А
Dashboard: RapidRatings Population	□ 🕅 😣	Dill Inc (a PCI example)	642856	3rd-Party Organization	Vendor Owner	н
Dashboard: Tasks & Trips		Giggle Inc	356345	3rd-Party Organization	Vendor Owner	S Te
📮 Contracts, Deliverables & SLAs	□ 🖉 😣	Gorman Inc.	847626	3rd-Party Organization	Vendor Owner	Π.,
- Croate a New Vender Onboarding						•
C+ Request	Results: 13	Records Per Page 50 << <	Page 1 + of 1	> >>	Limit total results to	

The vendor details page appears.



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

Vendor / Service Provider: CC Paymet Name: CC Payment Processing Service Vendor Type: 3rd-Party Service/Product Vendor Services/Products: Software Areas Used By: Operations	ent Processing Service	Vendor ID: 337853 Business Owner / Sponsor: Vendor Owner Workflow State: 1. Not Started Approval Status:							
Vendor Questionnaires									
Name Questionnaire			State						
CC Payment Processing Service	5 of 28 answered		1. Not Started			8=	x		
Vendor Risk Factors Eindinos from Questionnaire.(0) Questionnaire.Reagonse.Review.(0) Flindinos from Questionnaire.(Archive).(0) Risk Register.(1) RitSight Ratings.(12) Security.Scoreard Ratings.(5) RaeidRatings.Scores.(6)		Contracts Contracts SLA Librar SLA Input SLA Resul Supplement Contacts Tasks (0)	and SLAs (2) y.(d) - General (2) - Phone Waik Time (0) ts Tracking (6) nthal Records (0) (0)	1					

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

Vendor Navigator > CC Payn	ent Processing Service Details   CC Payment Process	ing Service						
CC Payment Pro	essing Service					Start Classification	Update Save & Close	Action • 🖘 🕱 🔒 🖉 🗙
		1. Not Started	2. Classification Data 3. C Gathering	Classification 4. Waiting for Review Assessment	5. Entering Plans 6. Final	ized		
5 of 24 20 % Overall Progress	BitSight Security F	latings						Progress: 100%
General Informati	n Quick Navigation: 🕕 Section	Start 🕜 Previous Unai	swered 🛛 Next Unanswered 🕟	Section End 👀				
Vendor Identificat	BITSIGHT				BitSight Company ID	1b3d260c-9e23-4e19-b3a	5-a0bcf67d74d9	
Criticality 0 of 19 Completed	Enter the vendor's BitSight ID the from BitSight. This information of more complete perspective on th	e click the Get BitSight R an be used as a supplem e vendor's information s	atings button to pull the latest ent to control questionnaire re courity posture.	st security ratings information esponses in order provide a		Get BitSight Rat	tings	
Vendor Relationsh	0 Overall Rating	680			Overall Rating Tier	Intermediate V	_	
0 of 0 Completed	atings	Diliger	ice			Events		
O of 0 Completed     SecurityScorecard	SPF Domains	A 🖤			ØBotnet Infections	A		
Ratings 0 of 0 Completed	ODKIM Records	F V			Malware Servers	A V		
	TLS/SSL Certificates	F W			OUnsolicited Communication	A V		
	TLS/SSL Configurations	F W			Potentially Exploited	A		
	Ø Open Ports	A 🔻			🕜 Spam Prop	A V		
	UNSSEC Records	c v				User Behavi	ior	
	Application Security	A V			File Sharing	A V		
	Patch Cadence	A V				Public Disclos	ures	
	Desktop Software	¥			🕜 Data Breaches	A W		
	Mobile Software	V						

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.
- 2. Select the check box for each vendor/service you wish to get the latest BitSight data.
- 3. Click Action and select BitSight: Refresh Ratings.



	Name 🔺	Vendor ID	Vendor Type	Business Own	Start Classification			
	Name -	Vendor 10	venuor rype	Sponsor	Submit Classification Responses			
	Ŷ	V	Y	V	Vendor Not Selected			
S 🛛 🛇	Abou-Merhi Lines Sal	437679	3rd-Party Organization	Vendor Owne	Vendor Selected - Out of Scope	ry Pi		
					Vendor Selected			
🖸 📝 🔕	Alliance Ltd.	437567537	3rd-Party Organization	Vendor Owne	Revert to Classification Data Gathering			
					Revert to Classification Review			
					View Vendor Summary Report (SSRS)			
🖸 🕅 🙆	CC Payment Inc. (a SIG aspects example)	337853	3rd-Party Organization	Vendor Owne	Bitsight: Refresh Ratings			
					Bitsight: Erase Latest BitSight Ratings			
					SecurityScorecard: Erase Latest Ratings			
🖸 📝 🔕	CC Payment Processing Service	337853	3rd-Party Service/Product	Vendor Owne	SecurityScorecard: Refresh Ratings			
	Cockatiel Consulting (a SIG 2018 Core example)		3rd-Party Organization	Example	RapidRatings: Refresh Ratings			
				Administrator	BCMS: Admin Override - Generate BCM Profile			
∪ ⊮ 🛛	Dill Inc (a PCI example)	642856	3rd-Party Organization	Vendor Owne	View Rapid Report			
🗆 📝 🔕	Giggle Inc	356345	3rd-Party Organization	Vendor Owne	Admin: Override - Finalize Assessment			
	Common Para	047636	and Barty Operation	Mandan Owner	Refresh Questions from Library			
	Gorman Inc.	847020	3rd-Party Organization	vendor Owne	Update			
					Save & Close			
ilts: 13	Records F	Per Page 50 <<	< Page 1 + of 1	> >>	Unlock Responses	to		

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 <u>earlier section</u> 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:

- 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)**.

Vendors Data - I	BitSight Security Ratings (BST)	୍		Refresh	Cancel Add	Open Dele	te Assign A	action 🔹 🗶 🖉
	Name	BitSight Company ID	Overall Rating	Overall Rating Tier	SPF Domains	DKIM Records	TLS/SSL Certificate	s TLS/SSL Config
	Y	$\nabla$	V	$\nabla$	V	$\nabla$	Y	V
🗆 🗗 😣	CC Payment Inc. (a SIG aspects example)	a940bb61-33c4-42c9-9231-c8194c305db3	500	Basic	A	F	F	в
🗆 🕅 🔕	CC Payment Processing Service	1b3d260c-9e23-4e19-b3a5-a0bcf67d74d9	680	Intermediate	А	F	F	F
🗆 🕅 🔕	Site Hoster Inc.	9ecd7b7e-42b4-4d32-99e8-1b65e59b0774	680	Intermediate	А	F	F	F
🗆 🕅 😫	Gorman Inc.	331d73bd-11cc-4eca-a92e-87beacec50ff	370	Basic	А	в	F	D
🗆 📝 🔕	Site Scraper Inc.	1263b9c6-af38-4497-84ee-e15efdb065e9	700	Intermediate	А	F	с	D
🗆 📝 😫	Dill Inc (a PCI example)	feeccea4-e062-4cf5-9a3d-7034addb12d1	510	Basic	F	F	А	A
🗆 📝 🔕	Giggle Inc	19d16bf5-11a6-467b-b7b1-f5563daece69						
🗆 🕅 😫	Alliance Ltd.	f71596a0-57d4-42d6-a780-41d67cf96ba9	590	Basic	A	F	F	D
. 🖉 😣	Abou-Merhi Lines Sal	feeccea4-e062-4cf5-9a3d-7034addb12d1	510	Basic	F	F	А	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**.

B		<b>FITT</b> RATINGS									
Bi	tSight On	going Monit	oring Alerts Queu	e							
	8 6 5 3	7		6							6
	2	10.00	2	2016 10 22	3	2	1		1	1	
	2016	10 20	2010-10-21	2010 10-22	2010-10-23	Alert Pending Review	Alert Review Complete	2010 11-02	2010-11-03	2010 11-10	2010 12-03

The VEN: BST - BitSight Monitoring Alerts Queue appears.

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

Search Name: VEN: BST - BitSigh	nt Monitoring /	Alerts Queue								
Search				Refresh Cancel Add • Open	Delete	Assign Action •	So to Search Cr	iteria Save	Save Search As	🐵 • 🗙 🖉
Select a group	Execution Date	Workflow State				Review Complete				
<ul> <li>2016-10-20 (7)</li> </ul>		Record Category	Record Type	Name	Overall Rati	ng Overall Rating Tier	SPF Domains	DKIM Records	TLS/SSL Certificates	TLS/SSL Configur
		V	Ŧ	7	$\nabla$	V	$\nabla$	V		V
• 2016-10-21 (2)	S 🛛 🛇	BitSight Ratings	BitSight Ongoing Monitoring Snapshot	CC Payment Processing Service	680	Intermediate	А	F	F	F
• 2016-10-22 (6)	0 🕅 🔕	BitSight Ratings	BitSight Ongoing Monitoring Snapshot	Site Hoster Inc.	780	Advanced	А	F	A	А
• 2016-10-23 (3)	. 🛛 🖓 🔕	BitSight Ratings	BitSight Ongoing Monitoring Snapshot	Gorman Inc.	340	Basic	А	F	F	с
• 2016-10-24 (2)	0 🕅 🔕	BitSight Ratings	BitSight Ongoing Monitoring Snapshot	Site Scraper Inc.	680	Intermediate	A	F	с	с
2016-10-26 (1)	. 🛛 🖓 🔕	BitSight Ratings	BitSight Ongoing Monitoring Snapshot	Dill Inc (a PCI example)	460	Basic	F	F	A	А
• 2016-11-02 (2)	0 🕅 🔕	BitSight Ratings	BitSight Ongoing Monitoring Snapshot	Alliance Ltd.	600	Basic	A	F	F	с
2016-11-03 (1)										
<ul> <li>2016-11-10 (1)</li> </ul>										
* 2016-12-05 (6)										
Alert Pending Review (6)	ζ									

- 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.	
ОК Сап	icel

### **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.

