PALM Associates, Inc.

Software product development for communications.

How does the security assessment and IT hardening work?

Often only two phases are involved with the possibility of a T&M implementation if requested.

Phase One – Quick look

PALM will review software system architecture, coding practices and identify areas of potential vulnerabilities. Suggestions on deployment can be provided. This phase is most efficient if there is an engineering contact who is conversant with the product and software. If the product involves multiple applications and an 'internal expert' on each application is most efficient.

When support is available and access to servers and code possible, this phase can be completed in 1-2 weeks. PALM staff will prepare a PowerPoint presentation identifying any deficiencies, highlighting strong points, and provide suggestions for next steps to be carried out by customer engineers or PALM.

If PALM engineers are able to review source code, system installation, logs, and overall architecture the tasking should be a 1.5 to 2 week flow. Should product engineers and/or documentation not be available the Phase One may require 2 to 3 weeks.

Phase Two – Detailed Look

PALM engineering would review the software, server implementations, interfaces, cyber security implementation, user interfaces, web services, source code, data base schema and cloud deployments. PALM would then produce a detailed written report listing the findings and suggesting improvements. The in depth assessment usually involves one month of flow time and a half day of presentation and discussion.

Phase Three – Implementation

PALM engineering, on a time and materials basis, will implement the desired improvements. If this is requested most systems can be hardened and security updates completed in a two to three months timeframe. On completion, the customer's engineers will assume responsibility for the site, audits, security updates, etc. If requested, automation to assist in deployment, tools such as Chef, Puppet, Selenium, and GitHub etc. can be configured and put in place for use by the customer's staff.