

Data Sheet: Symantec Consulting Services

Symantec DLP Services

Proven Experience To Protect Your Most Confidential Data

Our experience with over 150 deployments, ranging from small businesses to FORTUNE 100 companies, has shown that organizations that develop a comprehensive, clearly defined, business-focused Data Loss Prevention (DLP) program achieve greater results, faster and with fewer resources. Successful organizations integrate Symantec DLP into their existing security program and leverage the software to promote security awareness and change behavior throughout the organization.

Characteristics of Successful DLP Programs

Successful DLP programs share the six elements listed below:

- **Executive level involvement.** Support to protect data and change business processes and employee behavior must come from the top.
- **Dedicated and experienced team.** Implementing a comprehensive DLP program requires a cross-functional team of both business and technical staff, focused on driving enterprise-wide risk reduction.
- **A prioritized approach.** Confidential data can take many forms and be anywhere in an organization, targeting the most critical data first proves value immediately.
- **Business owner involvement.** The information needed to identify new threats, keep policies current, and fix broken business processes must come from those closest to the data.
- **A trained Incident Response Team (IRT).** Clearly defined roles, responsibilities, and procedures drive consistency and organizational buy-in.

- **Employee education.** Visibility into employee behavior allows focused training on primary risk areas, and real-time enforcement of company data protection policies promotes a culture of security.

Our methodology and services suite incorporates these elements to make sure all of our customers build successful DLP programs.

Complete DLP Lifecycle Support

Vontu Services provide guidance and support through every phase of your DLP lifecycle—from implementation through system optimization and comprehensive program development. Our services offerings are structured to enable you to achieve measurable success from your deployment and gain the knowledge and experience needed to continually optimize the solution over time. Our offerings include:

- **Core Implementation Services.** Deploy Symantec DLP, protect your most confidential data, begin fixing broken business processes and changing employee behavior, and significantly reduce your risk in 90 days or less.
- **Enterprise Enablement Services.** With the help of a Symantec DLP expert, develop a comprehensive program to address emerging threats, expand and manage data protection policies, continue decreasing organization-wide risk, and regularly measure and communicate results.
- **DLP Residency Services.** Realize the benefits of a comprehensive DLP program on a faster timeline by engaging an on-site Symantec DLP expert to design and coordinate it within your organization.



Every Symantec DLP customer benefits from our industry best practices, and the dedication and collective experience of our DLP Specialists and Experts.

Core Implementation Services

Core Implementation combines the elements necessary to establish a solid DLP program, including engagement management, deployment, consulting, training and scheduled system health checks. Core Implementation services help you:

- Configure the Symantec DLP software to run in your environment
 - Develop focused policies to protect your highest-risk data
 - Align incident remediation and workflow procedures to your organizational structure
 - Recommend best practices for educating and engaging your employees in DLP
 - Define and achieve success metrics for initial risk reduction measurement
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Enterprise Enablement Services

Enterprise Enablement focuses on working with executive sponsors, business and data owners and incident response teams to develop, change or refine DLP processes and optimize the Symantec DLP solution to continue to drive down risk. We support you in adapting your program to address evolving threats, regulatory and privacy requirements, business changes, and other developments that impact your risk environment.

Symantec DLP Enterprise Enablement Services help you:

- Develop an adaptable policy management plan to add, delete, tighten or expand policies as risks evolve
- Expand DLP coverage to additional business units or sites

- Streamline and automate remediation processes to make them more effective and efficient
 - Regularly review risk reduction metrics and develop plans for continuous improvement
 - Configure Symantec DLP to address international privacy concerns, as required
 - Integrate Symantec DLP with third-party security applications
 - Support initiatives to demonstrate ongoing regulatory compliance.
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DLP Residency Services

Symantec DLP Expert Residents work full-time, on-site, side-by-side with your staff to drive development of a comprehensive DLP program. Services are similar to Enterprise Enablement, described above, but the DLP Resident is dedicated to your organization. DLP Residents can be engaged for six months or one year. At the end of that time period, you will have a complete DLP program, with in-house staff trained on how to expand coverage to meet evolving risks, continuously improve remediation and workflow procedures, decrease overall risk, and measure and report success.

About Symantec Consulting Services

Symantec Consulting Services has helped IT teams from more than 95 percent of the Fortune 500 to enhance and maintain the security and availability of their information and infrastructures. With more than 900 consultants worldwide, Symantec provides consulting services to customers in more than 60 countries and participates in more than 4,000 engagements per year.

Symantec World Headquarters:

20330 Stevens Creek Blvd.
Cupertino, CA 95014 USA
1 408 517 8000
1 800 721 3934
www.symantec.com

