USE CASE

Automating Security Policies

Security Management

Orchestral.ai
AI-Driven Orchestration

Modern Problems: Manual Security Access Changes

- A large financial services company had been afflicted by a common enterprise-grade ailment: inability to update security policies on time. Customer access to secure and confidential data was being hampered by the speed at which the access could be manually provided by the SecOps team. This slow access to data led to customer issues on making business decisions and questions of whether the service was worthwhile.
- This manual processing of requests led to backed up request logs, where a new request would take upwards of 4 hours to satisfy, at which time the request would no longer be relevant leaving a disgruntled customer.
- The companies question became, how can we automate the CRUD (Create, Read, Update and Delete) operations for the security policies while maintaining our existing tools and policies.

Composer Benefits

- Orchestral.ai's Composer was able to adapt its cross-domain orchestration view to mimic the existing business process as is, giving the customer the peace of mind to not have to rip and replace any existing security tools.
- Instead of building up a back log of frustrated customers waiting hours for financial updates, the companies customers were able to access the data in seconds, giving a better opinion of the company and higher trust that data would be accessible when needed.
- The repetitive task of providing and removing security access manually had become error prone. Now with Composer's automation

The Conventional Workflow Problem

A User Request to update their security policy leads to a ServiceNow ticket being created with a selected existing policy to manually change.

SecOps team members now manually go through entering the changes that were selected. Manually checking the updated policies and hoping they have not been updated incorrectly.

SecOps team members go through the commit and push phases of deployment for each device group specified, then a final check to ensure the new policies are updated. ServiceNow record is now updated and closed.

Manual Process: 3-4 Hours for Each Operation With Possible Manual Errors

FIGURE 1: Previous Manual Security Policy Update

Powered by **Composer**

©2021 Orchestral.ai, Inc. All rights reserved. | www.orchestral.ai

Orchestral.ai's Composer Solution

In addressing this solution, the Orchestral.ai team was able to scope out the existing process, comply with all existing customer integrations including the ServiceNow ticketing system and pinpoint precisely which elements would be automated. Utilizing Composer's Palo Alto security pack Orchestral.ai was able to orchestrate on-demand access to any secure data and remove that access after a specified time frame.

With Composer's flexibility to interact with both ServiceNow and Panorama, nothing needed to change from the existing tools and policies, instead the CRUD operations for the security policy updates were automated via the Composer workflow engine.

An end-to-end SecOps solution was written with the ability to orchestrate all CRUD operations for new or existing security policies. In doing so, Orchestral provided the Day 0, 1, and Day N phases of operation for the company's new secured network.

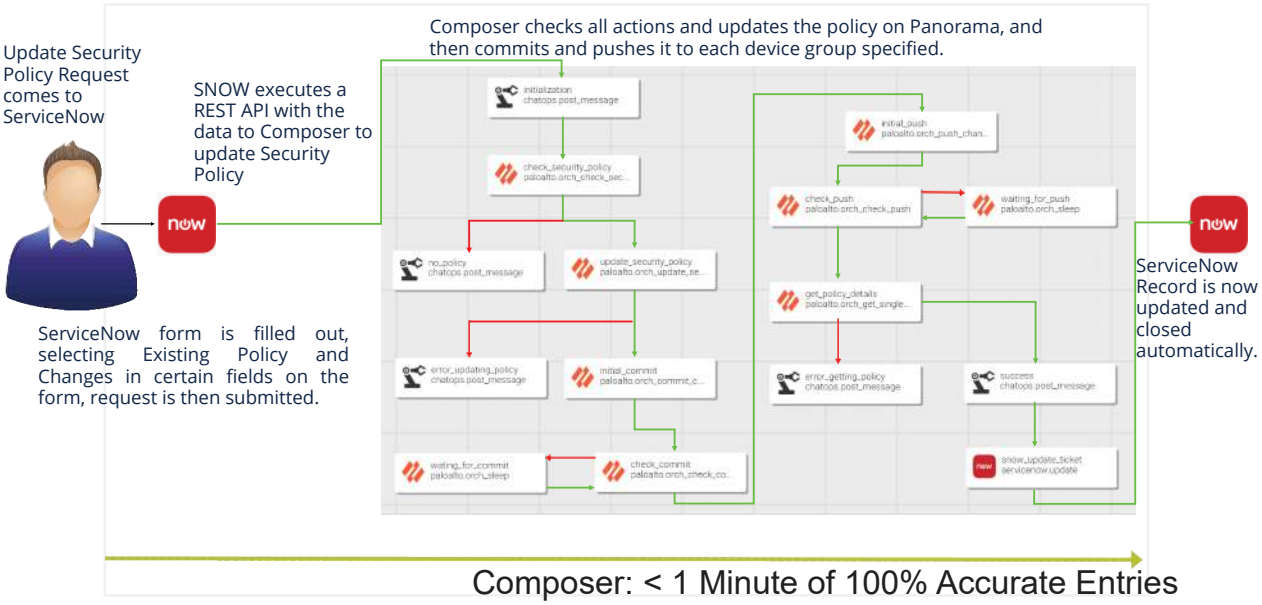

FIGURE 2: Composer Automated Security Policy Update

Orchestral.ai

AI-Driven Orchestration

Orchestral.ai is a team of like-minded technology professionals possessing a combined experience of over 100 years in the IT industry.

Our team is uniquely versed in building commercial web scale clouds architectures, extensive knowledge and experience in data center operations and building data centers across the globe. We also pride ourselves on our expertise in the field of system modeling for capacity planning, scaling business applications, and our focus on the user experience. The combined expertise of our team at Orchestral has been leveraged to assemble the patented technologies aimed at alleviating the pains currently plaguing the IT industry.

Contact Us

For more information, please contact our Client Development Team at **info@orchestral.ai**

©2021 Orchestral.ai, Inc. All rights reserved. Orchestral.ai and the Orchestral.ai logo are trademarks or registered trademarks of Orchestral.ai, Inc. in the United States and/or other countries. All other names are the property of their respective owners. For additional information on Orchestral.ai Trademarks please see http://www.orchestral.ai/company/legal/trademarks. Specifications and product availability are subject to change without notice.

©2021 Orchestral.ai, Inc. All rights reserved. |www.orchestral.ai