

# Blackthorn GRC Computer Emergency Response activity pack

## Managing incidents effectively

When an incident occurs that affects the integrity of your computer networks, you need to ensure it is dealt with efficiently. The Blackthorn GRC Computer Emergency Response activity pack is an out-of-the-box solution that provides comprehensive support, enabling teams in different locations to collaborate effectively and providing real-time status information.

## Comprehensive activity management

Blackthorn GRC Computer Emergency Response has been designed by experts with many years of experience of working in Computer Emergency Response Teams (CERTs) across a wide range of public and private sector organisations. It is the ideal solution to help your team manage day-to-day tasks effectively.

As well as supporting workflows that help your team to respond reactively to incidents, Blackthorn GRC Computer Emergency Response can also be used to support a range of proactive activities designed to prevent them, including:

- Appraisals of control measures
- Awareness campaigns
- Test planning

## Structured workflow support

Blackthorn GRC Computer Emergency Response enables you to construct workflow templates to guide team members through key procedures and ensure process integrity is maintained. Workflows can be implemented to follow best-practice methodologies from organisations such as:

- SANS
- FIRST
- CERT/CC
- NIST

## Keeping clear records

All activities are recorded in a secure activity log, keeping evidence safe and ensuring that entries cannot be changed at a later date.

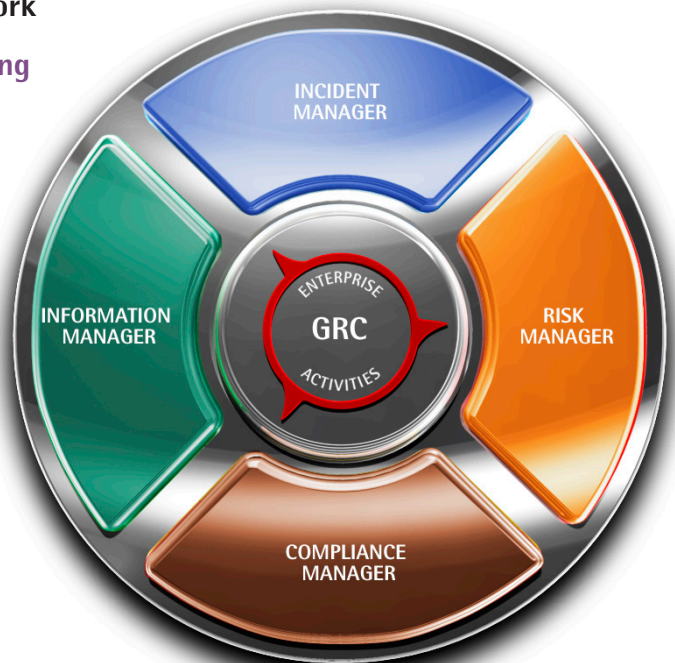
External documents (including emails, faxes and word documents) can also be associated with individual incident records, ensuring that all information on a particular incident can be found quickly and easily.

## Supporting collaborative working

Thanks to integration with other Blackthorn GRC solutions, you can exchange information with Computer Emergency Response teams across the world, quickly and securely. Global task management is fully supported.

## The Blackthorn GRC Framework

A secure solution for managing sensitive business activities



## Advanced reporting tools

Blackthorn GRC Computer Emergency Response provides advanced reporting tools to keep all stakeholders updated. These include:

- **At-a-glance dashboards**  
Helping you to identify problems quickly
- **Automated notifications**  
Ensuring effective communication with all stakeholders
- **Graphical models**  
Giving you a graphic visualisation of various scenarios with the Blackthorn Canvas tool

## Tailored to your needs

Key terms and labels can be tailored quickly and simply to fit your precise needs, enabling Blackthorn to be used in a wide variety of situations. Standard or enterprise editions are available and the software can be installed either locally on your own network or as a web-based solution hosted by QCC or your trusted provider.

For rapid implementation, QCC offers a range of pre-configured activity packs to cater for the needs of specialised environments. These include:

- **Quality management, testing and screening**
- **Computer emergency response**
- **Security and information assurance**
- **Regulatory and legal compliance**
- **Case management for investigations**
- **Crisis and emergency management**
- **Risk management**

## Modular solution

Providing support for all governance, risk management and compliance activities, the Blackthorn GRC solution consists of five integrated modules:

- **Blackthorn GRC Information Manager**  
Supports the collection of information using customised online surveys, as well as sending and receiving alerts through numerous types of media and devices
- **Blackthorn GRC Compliance Manager**  
Supports the management of proactive activities – such as assessments, audits and reviews – with a range of workflows, dashboards and reports
- **Blackthorn GRC Incident Manager**  
Supports the management of reactive activities such as the management of security incidents, investigations and crises – with a range of workflows, dashboards and reports
- **Blackthorn GRC Risk Manager**  
Enables you to build asset-based risk models quickly and simply, correlating data from proactive and reactive activities to give you a real-time picture of operational risk
- **Blackthorn GRC Z-Crypto**  
Delivers automatic and transparent encryption to ensure the confidentiality and integrity of incident, assessment and risk data

### About QCC

*Established in 1996 as one of the first independent information security companies in Europe, QCC has a strong reputation across all areas of proactive and reactive security and risk management services. These include security management consultancy, risk assessment and digital forensics, as well as payment card security and security awareness training.*

*With considerable experience working in the public and private sector, our highly-skilled consultants are uniquely placed to help you develop a clear and robust information security strategy for your organisation.*

**Identify. Quantify. Fortify.**

### Contact us

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