Moving the Needle Ball

Maturing your PSIRT

FIRST PSIRT TC
2020 - Durham
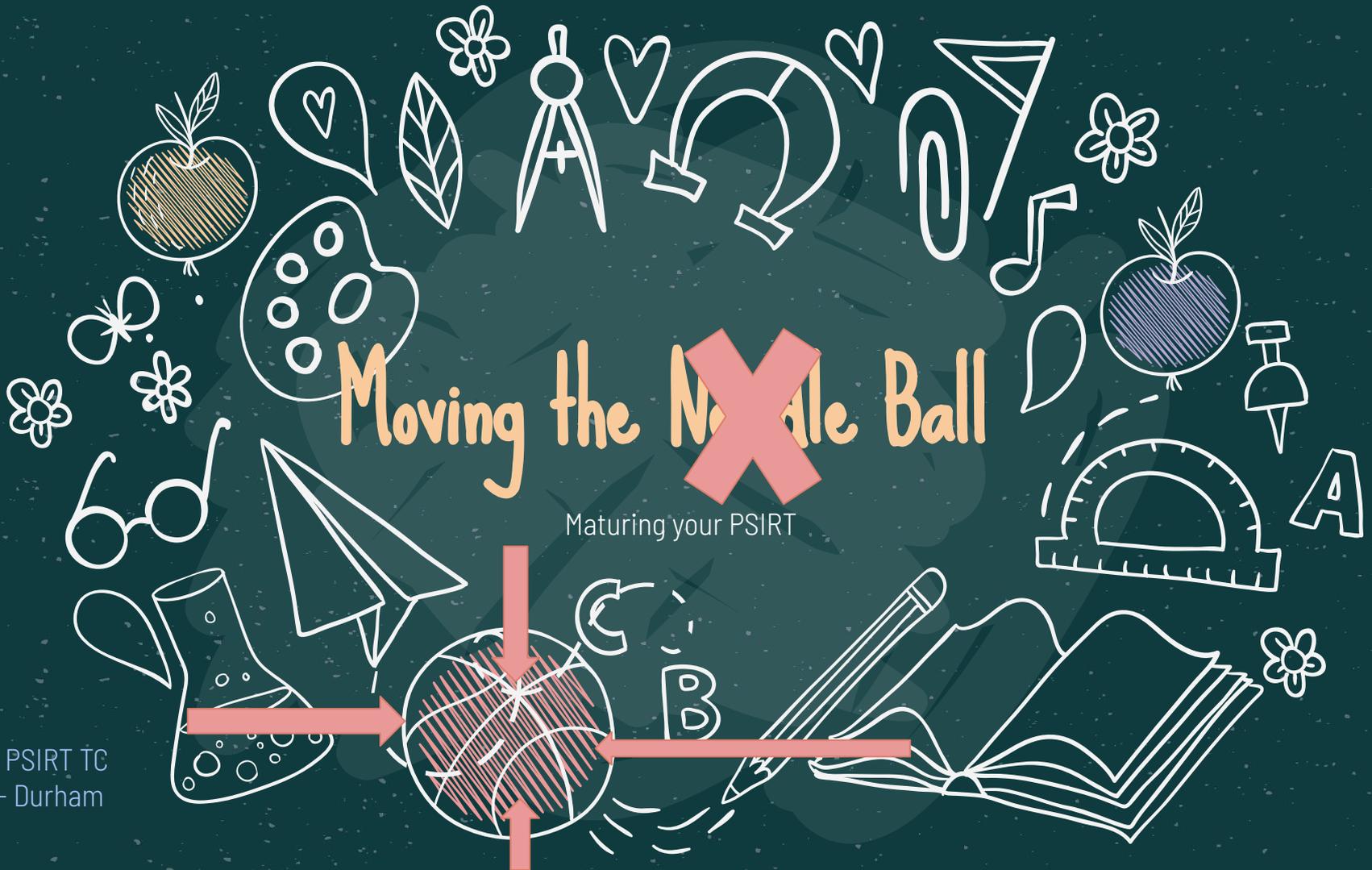
THIS.guy- - again

IT SUCKS SO MUCH TO REPLY YAY!

EVERY TIME I GET A CROB PLUSPLUS

memegenerator.net

"Don't be mean. We don't have to be mean because, remember, *no matter where you go, there you are.*"

- Dr. B. Banzai

I. Introduction

THE Maturity

I' don't want to grow up, I'm a Toy'R'Us kid!

YOU MIGHT NOT HAVE EVER THOUGHT ABOUT IMPROVING YOUR MATURITY

TOO BUSY

So many meetings, so many reports to file, 1000 mails unread;, can an 80-hour work week be the norm?

NOT A PRIORITY MEOW

Maybe you've got a 5-year plan, maybe you have nothing. Either way "MATURITY" isn't on your list.

NEVER "DID THAT" BEFORE

You're pretty sharp with a CLI or Burpsuite, ...SWOTs and TOWS and assessments seem kinda fancy.

MATURITY CAN BRING A LOT OF BENEFITS

Increased Efficiency
Reduced Redundancy

Better Stakeholder engagement
Improved governance and reporting
CREATE raving fans

– COST SAVING!!!
– KINDA THE SAME THING, BUT ZOMG…REDUCED COSTS
- You ACTUALLY know who to talk to!
- ZOMG…it's full of NUMBERS!
- Customers LOVE being paid attention to

QUESTION FOR THE ROOM

How many of you have used the FIRST PSIRT Services Framework either as a reference or as a tool to improve your capabilities?

**Follow-up: any cool stories folks would like to share?**
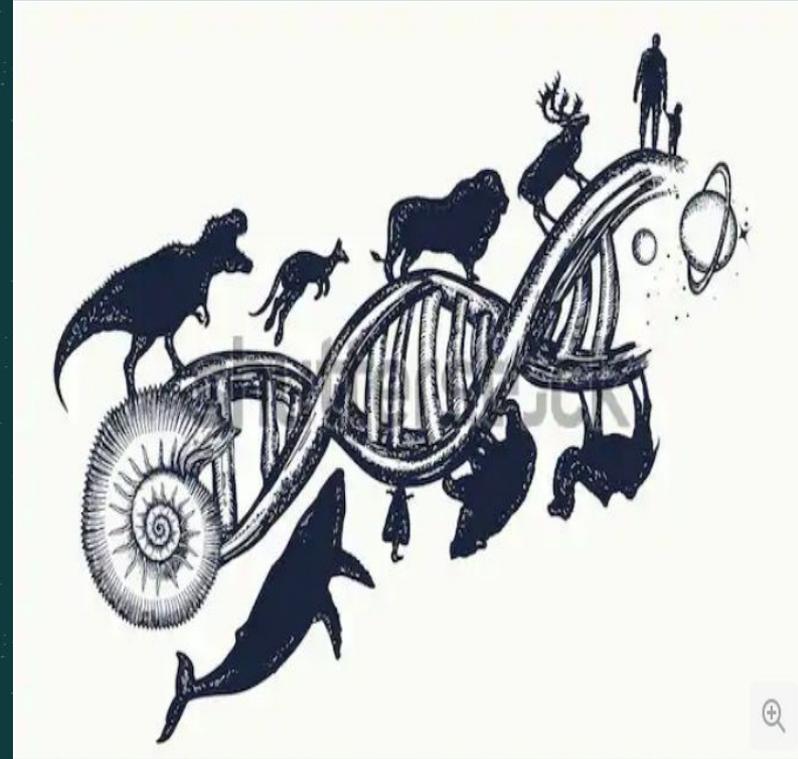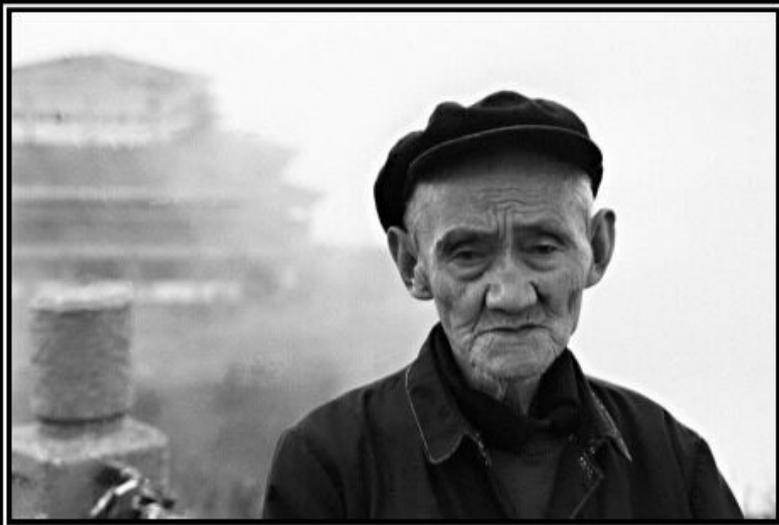
MATURITY

Is a nice word for the mountain of shame, guilt and regret you feel after a lifetime of failure

QUESTION FOR THE ROOM

How many of you have used the FIRST PSIRT Maturity Assessment resources (blogs, document, or Assessment sheet)?

Follow-up: What other methodologies might we be using to measure ourselves?

THIS IS ART. ART'S FRIENDS HAVE A SIMPLE SCALE YOU MIGHT USE TO MEASURE MATURITY

5	Focus on continuous process improvement	Optimizing
4	Process measured and controlled	Quantitavely Managed
3	Process characterized for the **organization** and is **proactive**	Defined
2	Process characterized for projects and is often **reactive**	Managed
1	Process unpredictable, poorly controlled and reactive	Initial
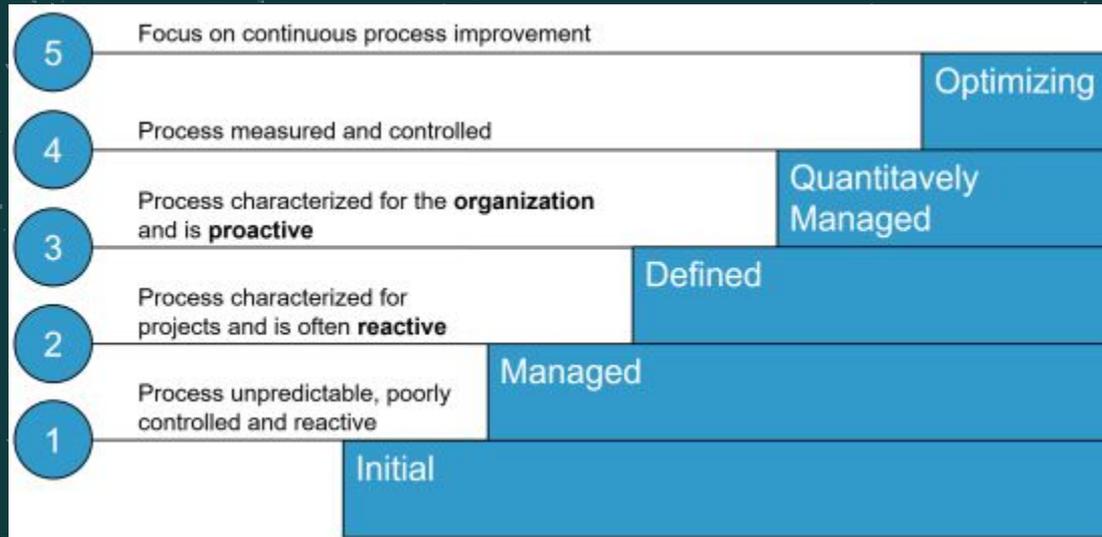
ART HAS COOL FACIAL HAIR. WE ALL SHOULD HAVE COOL HAIR

The Capability Maturity Model Integration – https://en.wikipedia.org/wiki/Capability_Maturity_Model_Integration

FUN FACT - The CMMI Scale is at the HEART of the FIRST PSIRT Maturity Assessment!

QUESTION FOR THE ROOM

What process/capability that your team provides adds THE most value to your customers?

Follow-up: How do you KNOW that?

QUESTION FOR THE ROOM

How many of you have a documented multi-year plan/roadmap to implement or improve your capabilities?

Follow-up: What types of things are you planning on tackling?
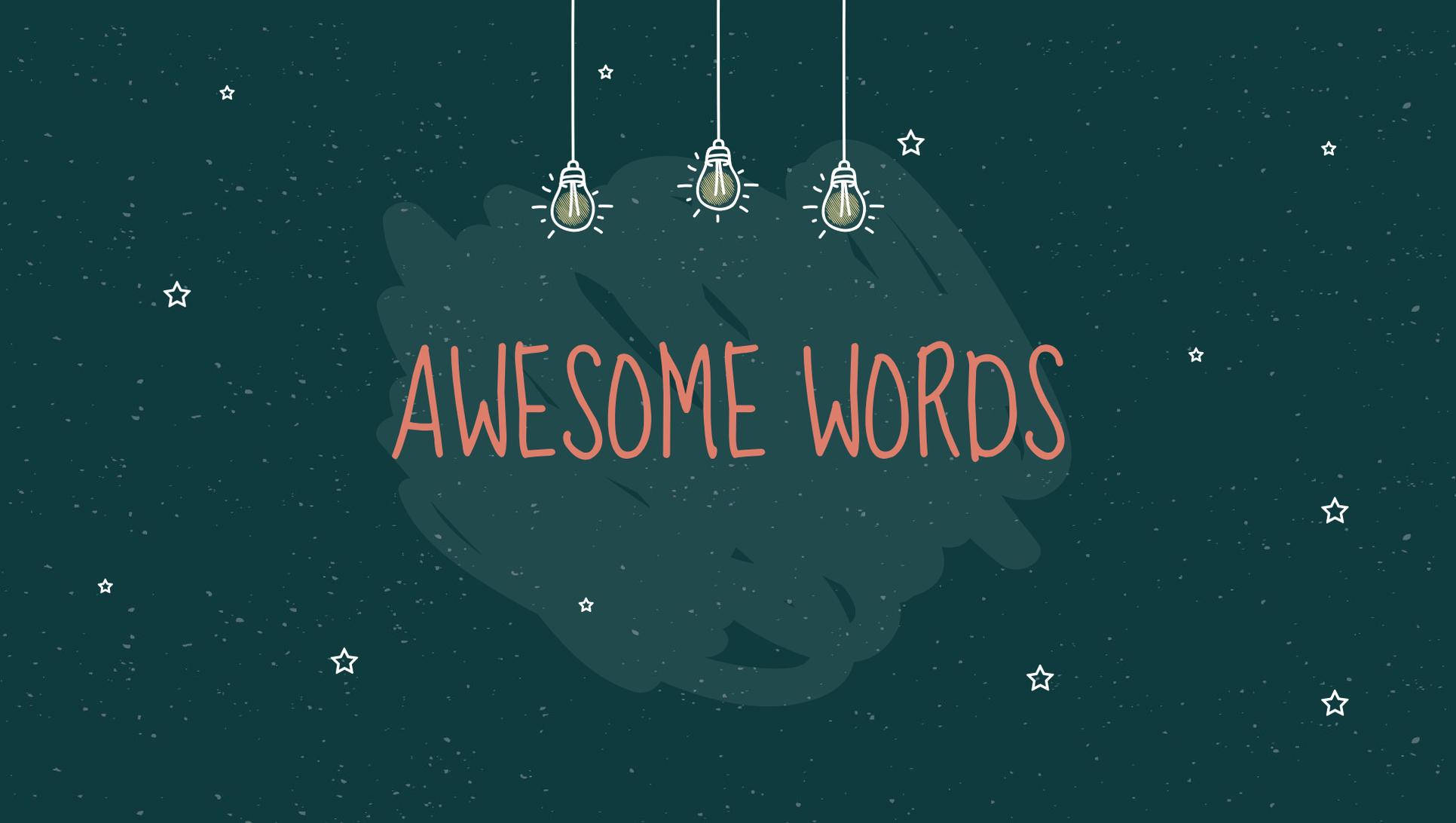
√123

THANKS!

Do you have any questions?

crob_at_redhat_dot_com
@RedatCRob

+ x ÷