

Exploiting Software

HAKING

Vol.1 No.3
Issue 03/2011(3) ISSN: 1733-7186

PASSWORD, WHAT PASSWORD?



MALWARE ANALYSIS FOR WINDOWS

SYSTEMS ADMINISTRATORS

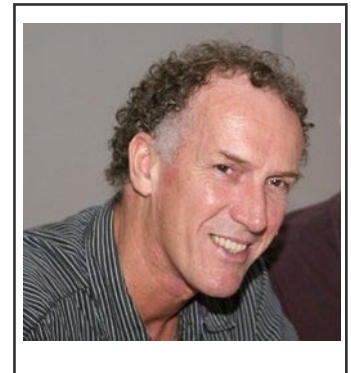
A QUICK "HANDS ON" INTRODUCTION TO PACKING

PLUS

HOW A TODDLER CAN HACK YOUR WEB APPLICATION:
DIRECT OBJECT REFERENCE
TRY TO MAP OUT THE APPLICATION FLOW TO EXPLOIT
APPLICATION LOGIC: THE LOGIC BEHIND APPLICATION

Interview with

Jan van Bon



Creating a solid and practical architecture under your IT management approach can greatly reduce the cost of improving quality, and it can speed up your projects. An integrated approach requires a simple and straightforward method that is easy to understand, supported by available tools in the market, and accepted by many providers. This kind of approach requires thorough knowledge and sincere dedication. As with many other initiatives in the field of IT Service Management, the Netherlands have again produced a fascinating new approach, with promising results for IT Security projects.

Jan van Bon has been a driving force in the field of IT Service Management for the last 20 years. After a decade of academic research he started his work in IT in the late 1980's, in the Netherlands. He has been heavily involved in ITIL, ITSMF, and several innovative projects ever since. He produced more than 80 books, in up to 14 languages, with thousands of expert authors and reviewers from all over the world, on a broad range of IT Management topics. He is the founder and Chief Editor of the ITSM Library, the ITSM Portal, and several other knowledge portals. As a practitioner he is involved in supporting many organization improvement projects.

Traditional security projects show a high degree of falling back specifically because they are not embedded in a well-functioning management system – says Jan van Bon.

Exploiting Software: You are the Director at BHVB – Bureau Hoving & Van Bon. For the people who are not familiar with your group, could you tell us a little bit about it?

Jan van Bon: The Bureau Hoving & Van Bon (BHVB) is a small but highly dedicated team that has focused on developing a methodological approach to IT Service Management. It is based in the Netherlands, where many of the initiatives on IT Service Management have started. After observing two decades of mostly failing projects in this field, the team assimilated all available knowledge in a straightforward approach, incorporating existing methods for organizational change and improvement into one deeply structured new method. This approach enabled them to create a method that was both simple and effective, and easy to learn.

Exploiting Software: You are also the Director at Inform-IT, Knowledge Center for Service Management. What is its mission?

JvB: Inform-IT is the oldest knowledge center on IT Service Management around. It started in 1996, and has been responsible for many of the products of itSMF Netherlands and itSMF International.

Inform-IT's mission is to develop and distribute knowledge carriers in the field of IT Service Management. It produced large numbers of conferences and books, and is responsible for the first knowledge platform in the field of IT Service Management – created in 1996, and now still present: the ITSM PORTAL (www.itsmportal.com).

Inform-IT doesn't do this on its own – no single person or team can have all the knowledge it takes. Therefore Inform-IT works with a huge community of experts, from all over the world, and from all relevant disciplines.

Enabling these scattered sources to find each other and to co-produce the missing piece of knowledge that Inform-IT is targeting, has been the core of Inform-IT's work of the last 15 years.

Exploiting Software: How did Inform-IT start and how it has evolved to where it is today?

JvB: One of the first assignments of the knowledge center was to professionalize the itSMF in the Netherlands, by setting up a chain of events, develop a magazine, and set up relationships with other professional bodies in IT in the Netherlands. From 1996 on, Inform-IT started developing annual books on *the state of the discipline of ITSM*. Around the turn of the century Inform-IT delivered a huge book, titled *The Guide to IT Service management*. For many people, this was their entry into the latest developments of ITSM, beyond ITIL.

Today, Inform-IT is responsible for maintaining its portfolio of books, for managing the ITSM Portal, and for developing new titles; titles that are filling in the blank spots in the ITSM discipline. Some of the books Inform-IT is now working on, are focusing on the subject of organizational development and improvement, a topic that was largely ignored in all ITIL versions.

Exploiting Software: What is your most interesting and relevant project?

JvB: Inform-IT was involved in many projects, but the one project that will have most impact of all, is the ISM Method® (Integrated Service Management: www.ismportal.nl/en/). Inform-IT contributes heavily to the development of a method that is commoditizing the organizational change that is always at the core of *ITIL projects*. In the Netherlands the ISM Method has already been recognized as *the next step*, that will take organizations to a much higher level of service delivery, making much better use of available guidance, like the practices described in ITIL or COBIT.

Exploiting Software: What is your view regarding the risk management?

JvB: In the field of IT Service Management, the ITIL books have been a true hype, for more than a decade now. Unfortunately, the term *risk* has been ignored in ITIL books for a very long time. In all other disciplines, Risk Management was a logic and basic ingredient. The ITIL authors however reformatted the risk management activities in practices like Continual Service Improvement, Problem Management, The Seven Step Improvement Process, et cetera. This didn't help to put Risk Management in its rightful place.

The ISM Method has put Risk Management at the heart of the process model, covering all proactive activities aimed at preventing the agreed service levels to fail. This way, Risk Management is an integrated element of the management system.

Exploiting Software: What do you think about the IT Security development?

JvB: IT Security Management is one of the first functions you think of in an organization. Other examples of core functions are Capacity Management, Service Management, and Continuity Management. All of these are not processes but functions: organizational capabilities using people, processes and products. They should be based upon the processes that each service organizations should have in place, but they should not duplicate these. In practice, the effectiveness and efficiency of these functions is highly influenced by the level of integration that has been achieved.

Once you understand that Security Management doesn't have to create redundant processes like Security Incident Management or Security Change Management or Security Level Management, you can easily use the available core process to support secure IT services. Security Management is involved in any of these core processes: it is activated whenever a Security Section has to be designed in an SLA, when a change involves security measures (and when is that NOT the case?), when there are security incidents, or security risks, et cetera.

Organizations that have learned to apply an integrated management system, like the ISM Method, will have a thorough approach to all their management goals, whether these apply to speed, capacity, availability, or security. Having such a system in place will make it much easier to achieve security goals, e.g. meeting the requirements of the ISO27000 standard.

In practice, organizations that apply the ISM Method, can build on the resulting management system, to achieve any of these goals. Of course the implementation of the measures that are required will have to be done in all cases, but the implementation will now be much more solid (since they are formal changes to the IT infrastructure), and will be much more sustainable, since they are built into the regular management system.

Traditional security projects show a high degree of *falling back* specifically because they are not embedded in a well-functioning management system. Using the lessons of the ISM Method, new security projects can now be done at much lower cost, and are much more effective in the long run.

It has taken us over twenty years to learn this. But now that the methodology is available, security management's future is looking much brighter again.