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## QUALITY POLICY

**LICESING ASSURANCE** is a company dedicated to: provide automated solutions for software asset management, audit defense, license control and data processing center solutions, oriented to the best practices of \*Gartner, ITIL, IAITAM, ISO, among others; with advice from licensing experts and without conflict of interest since it does not belong to any software manufacturer; having as its main objective to achieve customer satisfaction, Licensing Assurance directive, employees, suppliers and the community in general.

In Licensing Assurance, we make special emphasis in offering good services or products so that the client is well satisfied and safe at the moment of using them; continuously improving our management systems.

Under this principle, Licensing Assurance is committed to:

- Offer consulting services to our clients for their benefit, without conflict of interest between selling licenses and saving on their licensing; complying with the applicable requirements.
- Make the client aware of the health of their licensing with information and periodic monitoring to keep it in compliance, saving time in their departments and work teams.

- Provide savings to our customers on their software investment by continually improving budget efficiency to invest in additional projects that make them more productive and help them grow their organization.
- To review, document, implement, maintain and communicate to our employees, stakeholders and the general public our management policies, so that they become aware of their individual obligations to achieve an attitude of permanent vigilance regarding quality as a way of life.
- To provide a frame of reference to establish and periodically review our objectives and goals, through management indicators that allow us to measure the satisfaction of our customers, the effectiveness in meeting the commitments to information security, motivation and improvement of human talent and any process that is considered relevant and appropriate with the mission of Licensing Assurance and allows us to achieve the vision.

\* Gartner: Methodology of control, analysis and classification of the best companies and products they offer.

ITIL - Information Technology Infrastructure Library.

IAITAM - International Association of Information Technology Asset Managers.

ISO - International Organization for Standardization.

## CORPORATE MANAGEMENT POLICY QHSE

**LICENSING ASSURANCE LLC**, is an international company, dedicated to: providing automated software asset management solutions, audit defense, license control and data processing center solutions, oriented to the best practices of \*Gartner, ITIL, IAITAM, ISO, among others; with advice from licensing experts and without conflict of interest as it does not belong to any software manufacturer.

The essential objective of our organization is based on achieving the satisfaction of our clients and interested parties and complying with the requirements established in accordance with the international standards \*\*ISO 9001, ISO 14001 and ISO 45001. For this reason, we decided to implement these management systems that include the requirements related to quality management, environmental management, and occupational health and safety management, complying with the following commitments:

- Continuous improvement of the performance of the Management Systems.
- To comply with customer requirements, legal and regulatory requirements, and those applicable in these international standards.
- To provide safe and healthy working conditions for the prevention of injuries and health deterioration related to the work of personnel and interested parties.

- Environmental protection, including pollution prevention, and other specific commitments relevant to our context; and
- That of eliminating hazards and reducing safety risks for safety and health at work; in consultation and continuous participation of our human talent.

More specifically, we are committed to prepare and train our staff based on the full knowledge of the responsibilities that each position implies in the provision of the service, and to continuously improve the effectiveness of the quality system, environment, safety and health at work, thus being more respectful of our environment, and thus achieving the benefit of the company, our employees, partners and stakeholders.

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\*\* ISO 9001: updated. Quality Management System

ISO 14001: updated. Environmental Management System.

ISO 45001: updated. Occupational Health and Safety Management System.

# INTERNAL REGULATION OF DOCUMENTED INFORMATION POLICY

It is the policy of **LICENSING ASSURANCE LCC**, to keep its collaborators and interested parties informed about the policies, regulations, standards, processes, structure and procedures, so that all personnel have fully identified their role within the organization, their relationship with all areas, and how to perform their functions in accordance with the processes and procedures updated.

- The Licensing Assurance documented information "updated" and subject to revision status control; is approved with the electronic signature of the General Manager and/or Administration Manager and available in pdf so that users have all that is necessary for the performance of their functions, which they can consult. Likewise, documents that have not been approved are identified with the word "DRAFT" so that the draft project or project is circulated sufficiently in advance to all departments so that they can issue their criteria, with a view to considering another vision of the process.
- The structure of the documentation is integrated as follows: 1st Level. - The Management Systems Policies and Manuals, from this documented information the following levels are derived. 2nd Level. - The internal regulations or norms and the Continuous Improvement Procedures Manual. 3rd Level. - It is constituted by the operational manuals with the procedures that will contain the work instructions in detailed form to carry out an activity.

- The Administration Manager, Consulting Services Manager, Marketing Manager, Development Manager, End User Sales Manager, DCS Sales Manager and Cloud Sales Manager are responsible for documenting their main activities and processes in their operational area, as they have the authority to organize, control, execute and ensure compliance with their processes.
- It is the obligation of the person responsible for each process to ensure that it is available, reviewed and kept up to date to guarantee the correct execution of the process assigned to it and to ensure that its procedures are reviewed and updated at least once a year or when there are changes that merit their revision.
- The review of the operating procedures will be the responsibility of the management of each department, who will use the format approved by the Administration Manager and published on the Intranet. The Administration Manager in these cases will act as a facilitator who will maintain the documented information in an editable form and will follow up the approval with the General Manager. Licensing Assurance documented information can be in any format and media and can come from any source. **DO NOT send files via email. The correct way is to register in Sharepoint and send the link via email.**
- Once the policies and documented information have been approved by the General Manager, the custody of the editable files and their respective publication on the Intranet in pdf format will be the responsibility of the Administration Manager.

# BUSINESS CONTINUITY MANAGEMENT SYSTEM POLICY

**LICENSING ASSURANCE** is a company dedicated to: providing automated software asset management solutions, audit defense, license control and data processing center solutions, oriented to the best practices of \*Gartner, ITIL, IAITAM, ISO, among others; with advice from licensing experts and without conflict of interest since it does not belong to any software manufacturer; having as its main objective to document and implement a Business Continuity Management System under the international standard ISO 22301: update.

Since any interruption in the business processes affects the operation, it is the responsibility of Licensing Assurance's general management to approve the Business Continuity Management System, which covers the essential and critical activities of the organization.

Under this principle, Licensing Assurance is committed to:

- Continue to deliver its products and provide its services at predefined acceptable levels following a disruptive incident that might otherwise prevent it from fulfilling its obligations; ensuring to continuously monitor, evaluate and improve business continuity.
- Having robust mechanisms in place to resume activities within the required timeframes following a disruptive incident; ensuring that these mechanisms are routinely reviewed and updated so that they remain effective in all circumstances within the organization.



- Review, document, implement, maintain and communicate to our employees, stakeholders and the general public our management policies, so that they become aware of their individual obligations to achieve a permanent vigilant attitude towards business continuity as a way of life.
- To provide a frame of reference to establish and periodically review our objectives and goals, through management indicators that allow the effectiveness in the fulfillment of business continuity commitments, the motivation and improvement of human talent and any process that is considered relevant and appropriate with the mission of Licensing Assurance and allows us to achieve the vision.

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# INFORMATION SECURITY AND CYBERSECURITY MANAGEMENT SYSTEM POLICY

**LICENSING ASSURANCE** is a company dedicated to providing automated solutions for software and license asset management, defense against audits, license control, and data center solutions, oriented towards best practices from Gartner, ITIL, IAITAM, ISO, among others, with advice from licensing experts and no conflict of interest as it does not belong to any software manufacturer. Its main objective is to document and implement an Information Security Management System - SGSI under the international standard ISO 27001: updated.

The main objective of the SGSI is to guarantee the preservation and protection of information assets, as well as to ensure authentication, authorization, integrity, confidentiality, and availability of the same. To achieve this, a risk management focused on assets is implemented, generating confidence in all parties involved in the system.

Under this principle, Licensing Assurance is committed to:

- Ensure that all aspects of security are covered, thus ensuring that the handling of information is done securely and confidentially. This allows us to protect our strategic information and documentation from potential risks and threats from competitors or external individuals, avoiding any unauthorized access.

- The designated information owners appointed by the competent authority will be employees who possess extensive knowledge of both the corresponding information domain and the processes related to that information, in accordance with defined commercial, legal, statutory, regulatory, and contractual requirements.
- The information owners will be responsible for verifying the existence of security procedures and processes to ensure the handling and integrity of information residing in magnetic media or documents. Data and assets must be stored in the cloud or Sharepoint.
- The use of the organization's logical resources is exclusively for business purposes (files, databases, programs, and network connections).
- All administrators of electronic data platforms, as well as account and resource operators, will adhere to standards for secure equipment installation, administration, and operation.
- All employees handling sensitive information of Licensing Assurance will sign a confidentiality agreement. Contracts for new employees include a confidentiality clause.
- Regarding document management, the company ensures that all information is classified by security levels according to the content, following the coding established by the company and supported by specific policy topics as needed.
- Provide a framework for periodically reviewing objectives and goals through management indicators that enable effectiveness in complying with applicable information security requirements, motivation of human talent, and improvement of the ISMS performance. Additionally, implementing relevant and appropriate continuous improvement processes to achieve the mission and vision of Licensing Assurance.

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# ANTI-BRIBERY AND CORRUPTION POLICY

**LICENSING ASSURANCE** is a company dedicated to: provide automated software asset management solutions, audit defense, license control and data processing center solutions, oriented to the best practices of \*Gartner, ITIL, IAITAM, ISO, among others; with expert advice in licensing and without conflict of interest as it does not belong to any software manufacturer; having as a fundamental objective to document and implement a Code of Conduct in the organization under the international standard ISO 10001:updated.

The guidelines are oriented to develop and use a code of conduct for customer satisfaction, preserve confidentiality, integrity, prevent crimes and promote our standard of conduct and code of ethics applying risk management that will give confidence to all stakeholders.

Under this principle, Licensing Assurance is committed to:

- Follow and apply in our processes the Foreign Corrupt Practices Act of the United States (Foreign Corrupt Practices Act - FCPA), combat bribery of foreign public servants in international business transactions of the organization for economic cooperation and development (Convention of the Organization for Economic Co-operation - OECD), local legislation on anti-corruption; as well as other regulations on anti-corruption and anti-bribery where Licensing Assurance offers its services.

- Ensure anti-bribery provisions prohibiting bribery of foreign government officials.
- Securing books and records provisions that set requirements for record keeping and internal controls. The OECD Convention contains a similar structure.
- Prohibit bribery of public officials and of any person, regardless of whether or not that person is a public official; it also prohibits bribery in the private sector.
- Ensure compliance with this policy by all Licensing Assurance employees, regardless of where they reside or where business is conducted, including Joint Ventures, as well as all agents, consultants, business partners and other third-party representatives when acting on behalf of Licensing Assurance.
- Ensure that any questions or concerns regarding compliance with this Anti-Bribery and Anti-Corruption Policy should be directed to Licensing Assurance's Administrator Manager.
- Have a whistleblower hotline and mechanism for reporting any violations of anti-corruption legislation.
- Periodically review our objectives and goals, through management indicators that allow the effectiveness in compliance with the code of ethics, motivation and improvement of human talent and any process that is considered relevant and appropriate with the mission of Licensing Assurance and allows us to achieve the vision.

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# GENDER EQUALITY POLICY

**LICENSING ASSURANCE LLC** is a company dedicated to: providing automated software asset management solutions, audit defense, license control and data processing center solutions, oriented to the best practices of \*Gartner, ITIL, IAITAM, ISO, among others; with advice from licensing experts and without conflict of interest since it does not belong to any software manufacturer; having as its main objective to document and implement a Compliance Management System under the international standard ISO 37301: updated.

The general management is convinced that promoting Gender Equality leads to a greater general social welfare towards the construction of egalitarian societies within the organization in order to give confidence to all its stakeholders.

Under this principle, Licensing Assurance in terms of Gender Equity and Gender Non-Discrimination is committed to.

- Identify the main obligations affecting the organization and carry out the assessment of the risks of non-compliance.
- Promote the culture of compliance in a broad sense, promoting training and awareness of staff.
- Veto differential remuneration based on gender.

- Promote gender equity in the value chain.
- Develop strategies and programs for empowerment, communication and training with a gender focus, aimed at reducing conscious and unconscious biases.
- Combat discrimination, promote justice, equality and dignity of the human person and respect for human rights.
- Promote prevention, protection and zero tolerance to all types of gender-based violence.
- Actively join the global movement to eliminate all forms of gender-based discrimination.

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# ALCOHOL, TOBACCO AND PSYCHOACTIVE SUBSTANCES CONSUMPTION POLICY

The senior management of **LICENSING ASSURANCE LLC** is committed to provide its employees and other interested parties with an environment free of tobacco smoke, its derivatives, drugs and alcohol, as well as to prevent its adverse effects on their health and maintain safe working conditions, in accordance with the provisions of the legal system by the government agencies of each country; in order to contribute to the proper performance of personnel in the organization, as well as the prevention of negative impact on the work environment. Therefore, it is committed to:

- Raise awareness in the prevention of the consumption of tobacco, alcohol and other psychoactive substances, as well as socialize the policy on a frequent basis to all employees and related persons. That is, manage awareness and training activities that seek the creation of healthy habits and lifestyles in relation to the damage caused by cigarettes, alcoholic beverages and psychoactive substances in the health of individuals and their environment.
- Disseminate to all employees and other interested parties the physical, social, economic and psychological effects of smoking, alcohol and other psychoactive substances, and the impact they have on the family, work and social life of those who use them.
- Develop activities and implement actions to promote and strengthen the protective factors included in the Occupational Health and Safety Program.



- Prohibit activities, functions or duties under the influence of alcohol or psychoactive substances during working hours. In other words, the improper use of non-prescription and prescription drugs or the use, possession, distribution and sale of alcohol, tobacco and psychoactive substances during the performance of work or contractual activities is prohibited.
- It is the direct responsibility of each employee and other stakeholders to ensure their well-being and take care of their health (self-care).
- In order to comply with this policy, LICENSING ASSURANCE LLC, expects the commitment of all its employees and other interested parties, with their active participation in all activities of the awareness and training program of the organization. As well as, to ensure the self-care, improvement, conservation and recovery of their personal health and the health of the members of their household, avoiding harmful actions and omissions, and complying with the technical instructions and mandatory standards issued by the competent authorities.
- Refer to the procedure for Prevention and Care of Alcohol, Tobacco and Psychoactive Substances Consumption - MPAD-015 of the Administration's Procedures Manual.

# OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM POLICY

**LICENSING ASSURANCE LLC**, is a company dedicated to: provide automated solutions for software asset management, audit defense, license control and data processing center solutions, oriented to the best practices recommended by \*Gartner, ITIL, IAITAM, ISO, among others; with expert advice on licensing, without conflict of interest as it does not belong to any software manufacturer; having as its main objective to document and implement a Management System for Safety and Health at Work - SG SyST; under the international standard ISO 45001: updated.

Under this principle, is committed to:

- Encourage its employees and other stakeholders; a culture of safe and healthy working conditions of self-protection and prevention of injuries and deterioration of health related to work and that are consistent with the purpose, size and context of the organization and the specific nature of the risks and opportunities for Safety and Health at Work.
- To have a frame of reference that allows setting clear objectives in relation to Occupational Health and Safety. In addition, it is important to provide adequate resources, both human, technical and economic, to ensure the effective documentation and evaluation of the Occupational Health and Safety Management System. In this way, to promote a safe and healthy work environment for all employees and to implement effective preventive and corrective measures from their home office.

- Comply with current applicable legislation, internal regulations and voluntarily subscribed commitments regarding Occupational Health and Safety.
- Promote a safe and healthy work environment, and this is only possible through the constant identification of risks and the application of appropriate safety measures. A fundamental task in the work environment is the identification and evaluation of the hazards that may exist, in order to determine their possible negative effects on Safety and Health at Work. In this way, employees will be able to take appropriate preventive and corrective measures to improve working conditions and carry out effective risk management in their home office.
- Practice continuous improvement in the performance of the Occupational Health and Safety Management System to promote leadership and a culture of Occupational Health and Safety.
- Develop activities and implement actions to promote and strengthen the protective factors included in the Occupational Health and Safety Program.
- Disseminate this policy, raise awareness, promote education and training of personnel in the procedures, hazards and risks and their controls in the area of Occupational Safety and Health.
- Promote consultation and participation of workers and their representatives in the development and improvement of the Occupational Health and Safety Management System, especially in controlling work-related risks and hazards.
- Assume that Occupational Health and Safety is as important as quality, productivity and excellence in activities and processes.

# CONFIDENTIALITY AND DATA PROCESSING POLICY

**LICENSING ASSURANCE LLC**, in the development of its principles: profitability, customer loyalty, quality of service, cycle and duration of service, ability and skill of personnel in customer service, as well as responsibility, respect, transparency and fairness, determines the information of its employees, customers and suppliers as one of the most important assets; therefore, it declares the importance of an adequate treatment of its information, following the regulatory framework that regulates it in each of the countries where it has presence.

Under this principle, it is committed to.

a. The information we collect and store from our customers may include the following:

I. **Public data:** is the data that is not private or sensitive. For example: number and type of identity document, information contained in public documents, marital status, occupation or profession, corporate telephone and e-mail.

II. **Private data:** are those that, due to their intimate or reserved nature, are only relevant to the owner. For example: income level, financial data, dependents, composition of the family group, employment information, preferences in social networks, as well as contact data such as address, telephone and personal email.

III. **Sensitive data:** category of personal data that is reduced to the most intimate and sensitive category of its owner, whose inadequate treatment may lead to discrimination and/or the suffering of a serious and difficult to repair damage. This case only applies when Licensing Assurance offers its services to clients in the medical field that handle biometric data and medical history, or data related to health in general.

b. To treat the data of collaborators and employees for the purpose of their relationship with Licensing Assurance, the performance of their duties or the provision of their services, retirement or termination. This treatment includes, among others: selection process and binding activities, development plans, recognition and payment of legal and extra-legal benefits, internal and external communications, processing of information in different technological applications installed in Licensing Assurance servers.

c. Treat the data for the surveillance and security of people and goods of Licensing Assurance, which may be developed through the capture of images in video surveillance systems and use such information in different processes and labor and administrative procedures, such as fraud investigation, fraud prevention and/or disciplinary and sanctioning processes.

d. General principles to ensure the protection of personal data of customers and Licensing Assurance's business, the following are established as general principles for the processing of information.

- **Principle of legality:** there will be no processing of personal information of customers without observing the rules established in the current regulations.
- **Principle of purpose:** the incorporation of data to the physical or digital databases of Licensing Assurance will obey a legitimate purpose, which will be timely informed to the client in the confidentiality policy.

- **Principle of truthfulness and quality:** Licensing Assurance will strive to ensure that the information of its customers is accurate and updated, for which it has efficient means for updating and rectification of personal data.
- **Principle of transparency:** within the mechanisms that we establish for the exercise of the rights of information, the client is guaranteed access to information about data concerning him/her.
- **Principle of restricted access and circulation:** Licensing Assurance is committed to ensure that only authorized persons can access the client's information. Licensing Assurance has contractual means to guarantee the confidentiality and restricted circulation of the information.
- **Security principle:** Licensing Assurance takes all technical and administrative measures to ensure that customer information, stored in digital databases, does not circulate or is not accessed by unauthorized persons.
- **Principle of confidentiality:** all persons involved in the processing of customer data that are not of a public nature are obliged to ensure the confidentiality of the information, even after the end of their relationship with any of the tasks that comprise the treatment and may only make provision or communication of data when it corresponds to the development of the activities authorized by law and under the terms of this.
- **Validity of data processing:** the information provided by customers will remain stored for the time that is determined by the contract or that is indicated by law for the fulfillment of the purposes for which it was incorporated.
- **Modifications to the privacy policy and treatment of personal data:** Licensing Assurance reserves the right to modify the rules of confidentiality and data protection in order to adapt them to new legal, jurisprudential, technical requirements and, in general, when necessary to provide a better service.
- **Acceptance of this privacy policy:** the holder of the information accepts the treatment of his/her personal data, in accordance with the terms of this privacy policy, when he/she provides the data through our channels or customer service points and when he/she requests the service, acquires, or uses any of our products or services.

# SOCIAL RESPONSIBILITY MANAGEMENT SYSTEM POLICY

**LICENSING ASSURANCE LLC**, is a company dedicated to provide automated solutions for software asset management, audit defense, license control and data processing center solutions, oriented to maximize its contribution to sustainable development and social responsibility as a continuous process; which allows having a positive impact on the future by evaluating its sphere of influence and determining its responsibilities; having as a fundamental objective to document and implement a Social Responsibility Management System under the international standards IQNet SR 10:updated and ISO 26000:updated.

Under this principle, it is committed to:

- **Accountability:** Promote in Senior Management (Corporate Governance); the implementation of best practices and accountability for its impact on society, the economy and the environment giving priority to transparency, risk management and ethical management of the company.
- **Transparency:** Disseminate relevant and truthful financial and non-financial information on the performance of the company's activities; as specified in the Code of Ethics (MPAD-003 Standard of Business Conduct and Ethics); maintaining responsible, fluid and bidirectional communication with key stakeholders, employees, customers, suppliers and partners, institutions and society.

- **Ethical behavior:** Always Complying with current legislation, as well as complying with the commitments related to Social Responsibility subscribed by the company; as well as complying with the Code of Ethics.
- **Respect for the interests of stakeholders:** Support the training and professional development of all employees and workers. Promote diversity and equal opportunities, facilitating work-life balance. Promote health and safety at work. Contribute to better management of environmental resources and raise employee awareness of the importance of sustainable activities.
- **Respect for the principle of legality:** Act in a socially responsible manner, in compliance with applicable laws and regulations; periodically review the degree of compliance with the applicable legal framework and keep informed of legal obligations.
- **Respect for international standards of behavior:** Abide by the principle of respect for the principle of appropriate environmental or social law and, to the extent possible and appropriate, review the nature of our relationships and activities in any jurisdiction in which the company operates to ensure that human rights are respected, protected and guaranteed for all and to prevent any violations and abuses.
- **Respect for human rights:** Respect the universality of human rights, labor practices and the environment, strongly rejecting child, forced or compulsory labor, corruption and respecting the rights of association.



# HARDENING POLICY

**LICENSING ASSURANCE LLC**, is a company dedicated to: providing automated software and license asset management solutions, audit defense, license control and data processing center solutions, oriented to the best practices of \*Gartner, ITIL, IAITAM, ISO , among others; with advice from licensing experts and without conflict of interest since it does not belong to any software manufacturer; having as its fundamental objective, document and implement a set of prioritized actions of best cyber defense practices that mitigate the most common attacks against systems and networks under CIS Control TM: Updated.

The primary goal of controls is to detect, prevent, respond to, and mitigate damage from the most common to the most advanced of those attacks; ensuring the configuration of system components (servers, applications, among others); in order to evaluate and improve its current security status.

Under this principle, Licensing Assurance is committed to:

- **Offense informs defense:** Use knowledge of actual attacks that have compromised systems to provide the foundation to continually learn from these events and build effective and practical defenses. Including only those controls proven to stop known real-world attacks.

- **Prioritization:** Invest first in the controls that will provide the greatest risk reduction and protection against the most dangerous actors and that can be feasibly implemented in the IT environment.
- **Measurements and Metrics:** Establish common parameters to provide a shared language for executives, IT specialists, auditors and security officials to measure the effectiveness of security measures within the organization, so that necessary adjustments can be quickly identified and implemented.
- **Continuous diagnosis and mitigation:** Perform continuous measurements to test and validate the effectiveness of current security measures and to help direct the priority of next steps.
- **Automation:** Automate defenses so the organization can achieve reliable, scalable, and continuous measurements of its adherence to controls and related metrics.