

Cyber & Professional Lines Group

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e-MD® / MEDEFENSE® Plus Insurance Renewal Application

THIS IS AN APPLICATION FOR A CLAIMS MADE AND REPORTED POLICY. THIS APPLICATION IS NOT A BINDER.

This application for e-MD® / MEDEFENSE® Plus Insurance is intended to be used for the preliminary evaluation of a submission. When completed in its entirety, this application will enable the Underwriter to decide whether or not to authorize the binding of insurance. Please type or print clearly and answer all questions. If space is insufficient to answer any question fully, attach a separate sheet. Complete all required supplemental forms/applications. "You" and "Your", as used in this application, means the Applicant unless noted otherwise below.

1. GE	ENERAL INFO	RMATION							
Name of Applicant:									
Street A	Address:								
City, State, Zip:						Phone:			
Website	э:					Fax:			
Applicar	nt is a(an):	☐ Indiv	vidual 🔲 (Corporation	☐ Partnershi	Other:			_
2. RE	EQUIRED ADD	ITIONAL I	NFORMATION	N					
a.	Applicant's m	nedical pro	fessional liabili	ity carrier:			Policy i	number:	
b.	Total full-time	e equivaler	nt physicians:					·	
C.	Total numbe	of employ	/ees:						
d.	(12) months?	te nature of the professional services performed by the Applicant changed in any way in the last twelve				☐ Yes ☐ No			
e.	months?	name of the Applicant changed, or has any merger or consolidation taken place, in the past 12				☐ Yes ☐ No			
f.		-	naterial change		olicant's security o	controls in the pa	st 12 mo	nths?	☐ Yes ☐ No
g.	If "Yes", ple	ase attach	n a list with a d	description		of operations	of each s	such subsidiary,	☐ Yes ☐ No
	by the Appli		affiliated company or entity, (2) its relationship to the Applicant and (3) the percentage of ownership						
3. RE	EVENUES								
3. RE	EVENUES		C	Current Fisc	al Year		L	ast Fiscal Year	
3. RE	EVENUES		C	ending	/		L	ast Fiscal Year ending /	
					/		L		
	ross revenues:		\$	ending	/	\$	L		
Total gr	oss revenues:		\$	ending (current pro	/ pjected)	·			
Total gr	oss revenues:	se comple	\$ ete Section 4 o	ending (current pro	/ pjected) O (Cyber Liabilit	y) coverage is d	lesired.	ending /	
Total gr	oss revenues:	se comple	\$ ete Section 4 o	ending (current pro	/ pjected) O (Cyber Liabilit	y) coverage is d	lesired.		☐ Yes ☐ No
Total gr	Poss revenues: ECORDS (Plea Do you colled or electronic If "Yes" plea	se comple ct, store, ho form? ase provid	\$ ete Section 4 cost, process, co	ending (current pro only if e-ME ontrol, use o	/ pjected) O (Cyber Liability or share any private per of unique received)	y) coverage is date or sensitive in	lesired.	ending /	☐ Yes ☐ No
Total gr	Poss revenues: ECORDS (Pleator possible possibl	se comple ot, store, ho form? ase provid ds:	\$ ete Section 4 cost, process, code the approxi	ending (current pro only if e-ME ontrol, use commate numb	/ pjected) O (Cyber Liability or share any private oer of unique reconstruction	y) coverage is date or sensitive in cords:	lesired.	ending /	☐ Yes ☐ No
Total gr	Do you colled or electronic If "Yes" plea Paper recor *Private or s person, inclupayment car	se comple ct, store, ho form? ase provid ds: ensitive in ding, but d informat	\$ ete Section 4 cost, process, cole the approxi formation incl not limited to, tion, drivers' I	ending (current pro only if e-ME ontrol, use of mate numb ludes any in social secu- license num	/ Dijected)	y) coverage is date or sensitive in cords: ecords: a that can be us other government account numbers	lesired. Iformation sed to un it identifit s, persor	ending /	☐ Yes ☐ No
Total gr	Do you colled or electronic or	se complete, store, he form? ase provideds: ensitive in inding, but in dinformated informated in so, usernated, store, voiceprints is that can	\$ ete Section 4 cost, process, cost, process, code the approximation inclinated to, tion, drivers' lames, passworthost, process, facial, hand, i be used to unit	ending (current pro only if e-ME ontrol, use of mate numb udes any in social secu- license num rds, healthcomes, control, u ris or retinal iquely identi	/ pjected) D (Cyber Liability or share any private per of unique recurrent formation or dainty numbers or inbers, financial are records and see or share any scans, DNA, or fy a person?	cords: ecords: at that can be us other government addresses biometric informany other biologic	lesired. Iformation sed to un int identifi s, persor mation o cal, physi	ending / n* in either paper liquely identify a ication numbers, nal identification or data, such as ical or behavioral	☐ Yes ☐ No
Total grade.	Do you colled or electronic or	se complete, store, he form? ase provideds: ensitive in iding, but id informations), usernations, usernations at the can we you revor data wi	\$ ete Section 4 cost, process, cost, process, cost, process, cost in the approximation included in the approximation of the section of the approximation of	ending (current pro only if e-ME ontrol, use of mate numb udes any in social secu- license num rds, healthcom o, control, u ris or retinal iquely identification	/ pjected) D (Cyber Liability or share any private per of unique recursive formation or dainty numbers or inhers, financial are records and see or share any scans, DNA, or fy a person?	cords: ecords: at that can be us other government addresses biometric informany other biologic	lesired. Iformation sed to un int identifi s, persor mation o cal, physi and dest	ending / n* in either paper liquely identify a lication numbers, hal identification or data, such as	
Total grade.	Do you colled Paper recor *Private or sperson, inclupayment car numbers (PII Do you colled fingerprints, when characteristic If "Yes", has information local and fo Do you proces	se complete, store, he form? ase provideds: ensitive in inding, but informations), usernated, store, voiceprints is that can ive you revor data wireign laws	\$ ete Section 4 cost, process, cost, process, cost, process, cost in the approximation included in the approximation of the section of the approximation of	ending (current pro only if e-ME ontrol, use of mate numb udes any in social secu- license num rds, healthcom in, control, use of inguely identification identification in the collicities relation attorney and the card transaction.	pjected) O (Cyber Liability or share any private of unique recent of the content	cords: ecords: at that can be us other government addresses biometric informany other biologic	lesired. Iformation sed to un int identifi s, persor mation o cal, physi and dest	ending / n* in either paper liquely identify a ication numbers, nal identification or data, such as ical or behavioral cruction of such	☐ Yes ☐ No

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5.	BIL	LING AND COMPLIANCE (PI	ease complete Section 5 only	y if MEDEFENSE P	lus (Regulatory) coverage is	desired.	
	a.	Your total annual projected billings:			\$		
	b.	Percentage of your annual projected billings attributable to Medicare patients: %					
	c.	Percentage of your annual projected billings attributable to Medicaid patients: %					
	d.	Has the Applicant's billing compliance or HIPAA compliance program changed since last year				☐ Yes ☐ No	
	е.	·· · · · · · · · · · · · · · · · · · ·	he National Provider Identifier (•	☐ Yes ☐ No	
	٠.	-	a mid-level provider's service			100 140	
			services are being rendered		, , , , , , , , , , , , , , , , , , , ,	☐ Yes ☐ No	
6.	IT [DEPARTMENT (Please comp	lete Section 6 only if e-MD (C	yber Liability) cov	erage is desired.		
			d by the individual responsiblual responsible for the Appli			d in this section	
	a.	Who is responsible for the Ap			, and the second		
		Name:	, , ,				
		Title:					
		Phone:		Email address:			
				Liliali address.			
	<u> </u>	IT Security Designation(s):	Outsoursed	☐ Managad intern			
	b.	The Applicant's network secu	_	Managed interr	nally/in-nouse		
	с.	How many IT personnel are o	•				
	d.	·	rity personnel are on your team				
By signing below, you confirm that you have reviewed all questions in Sections 7 through 9 of this application regarding the Applicant's security controls, and, to the best of your knowledge, all answers are complete and accurate. Additionally, you consent to receiving direct communications from the Insurer and/or its representatives regarding potentially urgent security issues identified in relation to the Applicant's organization. Print/Type Name: Signature:							
7.	EM	AIL SECURITY CONTROLS (Please complete Section 7 o	nlv if e-MD (Cvber	Liability) coverage is desired	d.	
			this section is "No", please p				
	a.		alert employees that the mess			☐ Yes ☐ No	
	b.		potentially malicious attachme			☐ Yes ☐ No	
			apability to automatically dete by are malicious prior to deliv			☐ Yes ☐ No	
	 c. Have you implemented any of the following to protect against phishing messages? (Please check all that apply): Sender Policy Framework (SPF) DomainKeys Identified Mail (DKIM) Domain-based Message Authentication, Reporting & Conformance (DMARC) None of the above 						
	d.		through a web application or a	•	ce?	Yes No	
			Ilti-Factor Authentication (MF	·A)?		Yes No	
	e. Do you use Office 365 in your organization? If "Yes", do you use the Office 365 Advanced Threat Protection add-on?				│		
ADDITIONAL COMMENTS (Use this space to explain any "No" answers in the above section and/or to list other relevant IT security measures you are utilizing that are not listed here.)							
8.	, , , , , , , , , , , , , , , , , , , ,						
		• •	this section is "No", please p		details in the "Additional Cor		
	a.		to store data or host application			☐ Yes ☐ No	
		-	name of the cloud provider:				
		quantity of sensitive custom	ud provider to store data, pleas er and/or employee records (e numbers, bank account details	g., including medi	cal records, personal health		

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b	Do you use MFA to secure all cloud provider services that you utilize (e.g. Amazon Web Services (AWS), Microsoft Azure, Google Cloud)?	☐ Yes ☐ No	
C.	Do you encrypt all sensitive and confidential information stored on your organization's systems and networks?	☐ Yes ☐ No	
	If "No", are the following compensating controls in place:		
	(1) Segregation of servers that store sensitive and confidential information?	☐ Yes ☐ No	
	(2) Access control with role-based assignments?	Yes No	
d.	Do you allow remote access to your network? If "Yes":	☐ Yes ☐ No	
	(1) Do you use MFA to secure all remote access to your network, including any remote desktop protocol (RDP) connections?	☐ Yes ☐ No	
	If MFA is used, please select your MFA provider:		
	If "Other", please provide the name of your MFA provider:		
e.	Do you use a next-generation antivirus (NGAV) product to protect all endpoints across your enterprise?	☐ Yes ☐ No	
	If "Yes", please select your NGAV provider:		
	If "Other", please provide the name of your NGAV provider:		
f.	Do you use an endpoint detection and response (EDR) tool that includes centralized monitoring and logging		
	of all endpoint activity across your enterprise?	☐ Yes ☐ No	
	If "Yes", please select your EDR provider:		
	If "Other", please provide the name of your EDR provider:		
g.	Do you use MFA to protect access to privileged user accounts?	☐ Yes ☐ No	
h.	Do you manage privileged accounts using privileged account management software (e.g., CyberArk, BeyondTrust, etc.)?	☐ Yes ☐ No	
	If "Yes", please provide the name of your provider:		
i.	Do you actively monitor all administrator access for unusual behavior patterns?	☐ Yes ☐ No	
	If "Yes", please provide the name of your monitoring tool:		
j.	Do you roll out a hardened baseline configuration across servers, laptops, desktops and managed mobile devices?	☐ Yes ☐ No	
k.	Do you record and track all software and hardware assets deployed across your organization?	☐ Yes ☐ No	
	If "Yes", please provide the name of the tool used for this purpose (if any):		
I.	Do non-IT users have local administration rights on their laptop / desktop?	☐ Yes ☐ No	
m.	n. How frequently do you install critical and high severity patches across your enterprise?		
	1-3 days 4-7 days 8-30 days One month or longer		
n.	Do you have any end of life or end of support software?	☐ Yes ☐ No	
	If "Yes", is it segregated from the rest of your network?	☐ Yes ☐ No	
0.	Do you use a protective DNS service (e.g. ZScaler, Quad9, OpenDNS or the public sector PDNS) to block access to known malicious websites?	☐ Yes ☐ No	
	If "Yes", please provide the name of your DNS provider:		
p.	Do you use endpoint application isolation and containment technology on all endpoints?	☐ Yes ☐ No	
	If "Yes", please select your provider:		
	If "Other", please provide the name of your provider:		
q.	Can users run Microsoft Office Macro enabled documents on their system by default?	☐ Yes ☐ No	
r.	Do you implement PowerShell best practices as outlined in the Environment Recommendations by Microsoft?	☐ Yes ☐ No	
S.	Do you utilize a Security Information and Event Management (SIEM) system?	☐ Yes ☐ No	
t.	Do you utilize a Security Operations Center (SOC)?	☐ Yes ☐ No	
	If "Yes", is it monitored 24 hours a day, 7 days a week?	☐ Yes ☐ No	
u.	Do you use a vulnerability management tool?	☐ Yes ☐ No	
	If "Yes", please select your provider:		
	If "Other", please provide the name of your provider:		

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ADDITIONAL COMMENTS (Use this space to explain any "No" answers in the above section and/or to list other relevant IT security measures you are utilizing that are not listed here.)				
9.	RΔ	CKUP AND RECOVERY POLICIES (Please complete Section 9 only if e-MD (Cyber Liability) coverage is	desired \	
Э.		he answer to the question in this section is "No", please provide additional details in the "Additional Con	•	
		you use a data backup solution?	☐ Yes ☐ No	
	If "	Yes":		
	a.	How frequently does it run? ☐ Daily ☐ Weekly ☐ Monthly		
	b.	Estimated amount of time it will take to restore essential functions in the event of a widespread malware or ransomware attack within your network?		
		□ 0-24 hours □ 1-3 days □ 4-6 days □ 1 week or longer		
	c.	Please check all that apply:		
		☐ Backups are encrypted.		
		☐ Backups are kept separate from your network (offline/air-gapped), or in a cloud service designed for this purpose.		
		☐ Backups are secured with different access credentials from other administrator credentials.		
		You utilize MFA to restrict access to your backups.		
		☐ You use a cloud-syncing service (e.g. Dropbox, OneDrive, SharePoint, Google Drive) for backups.		
		 ☐ Your cloud-syncing service is protected by MFA. ☐ You have tested the successful restoration and recovery of key server configurations and data from backups in the last 6 months. 		
		☐ You are able to test the integrity of backups prior to restoration to ensure that they are free of malware.		
		DNAL COMMENTS (Use this space to explain any "No" answers in the above section and/or to list other relevar es you are utilizing that are not listed here.)	it IT security	
10.	PH	IISHING CONTROLS (Please complete Section 10 only if e-MD (Cyber Liability) coverage is desired.)		
	a.	Do all employees with financial or accounting responsibilities at your company complete social engineering training?	☐ Yes ☐ No	
		If "Yes", does such training include phishing simulation?	☐ Yes ☐ No	
	b.	Does your organization send and/or receive wire transfers?	☐ Yes ☐ No	
		If "Yes", does your wire transfer authorization process include the following:	☐ Yes ☐ No	
		(1) A wire request documentation form?	☐ Yes ☐ No	
		(2) A protocol for obtaining proper written authorization for wire transfers? (3) A separation of authority protocol?	☐ Yes ☐ No	
		(4) A protocol for confirming all payment or funds transfer instructions/requests from a new vendor, client or customer via direct call to that vendor, client or customer using only the telephone number provided by the vendor, client or customer <u>before</u> the payment or funds transfer		
		instruction/request was received?	☐ Yes ☐ No	
		(5) A protocol for confirming any vendor, client or customer account information change requests (including requests to change bank account numbers, contact information or mailing addresses)		
		via direct call to that vendor, client or customer using only the telephone number provided by the vendor, client or customer <u>before</u> the change request was received?	☐ Yes ☐ No	
11.		GULATORY LOSS HISTORY (Please complete Section 11 only if MEDEFENSE Plus (Regulatory) coverage		
		he answer to question 11.a or 11.b below is "Yes", please complete a Claim Supplemental Form for each c incident.	laim, allegation	
	a.	In the past 12 months, has the Applicant, any staff member, any other person or organization proposed for this insurance, any consultant, or any person or entity for whom the Applicant performs billing services had to refund amounts to any government (public) or commercial (private) payer?	□ Yes □ No	

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		T		
(1) If "Yes", please provide refund amounts:				
Public: \$ Private: \$ Private: \$ (2) If "Yes", were these refunds due to an audit, allegation				
disclosure?	in or improper bining or voluntary sen-	☐ Yes ☐ No		
b. In the past 12 months, has the Applicant or any other person of	or organization proposed for this insurance			
received any billing errors proceeding, demand for restitution or n or action involving actual or potential billing errors or HIPAA, EM7	otice of any regulatory investigation, inquiry	☐ Yes ☐ No		
c. Has the Applicant notified Tokio Marine HCC of all claims, suits, d	emands, investigations or inquiries received	☐ Yes ☐ No		
in the past 12 months? If "No", please forward complete details to Tokio Marine HCC	immediately	☐ None to Report		
12. CYBER/PRIVACY LOSS HISTORY (Please complete Section 12 only if e-MD (Cyber Liability) coverage is des				
If the answer to question 12.a or 12.b below is "Yes", please com		<u>-</u>		
allegation or incident.		1		
 a. In the past 12 months, has the Applicant or any other person or or 	-			
(1) Received any complaints or written demands or been a sub injury, breach of private information, network security, defail denial of service attacks, computer virus infections, theft of it or the ability of third parties to rely on the Applicant's network	mation, content infringement, identity theft, nformation, damage to third party networks	☐ Yes ☐ No		
(2) Been the subject of any government action, investigation of violation of privacy law or regulation?	r other proceedings regarding any alleged			
(3) Notified customers, clients or any third party of any security be	oreach or privacy breach?	│		
(4) Received any cyber extortion demand or threat?		Yes No		
(5) Sustained any unscheduled network outage or interruption for		☐ Yes ☐ No		
(6) Sustained any property damage or business interruption loss		☐ Yes ☐ No		
(7) Sustained any losses due to wire transfer fraud, telecommun		☐ Yes ☐ No		
b. In the past 12 months, has any IT service provider that the Appendix network outage or interruption lasting longer than 4 hours?		☐ Yes ☐ No		
If "Yes", did the Applicant experience an interruption in busi		☐ Yes ☐ No		
c. Has the Applicant notified Tokio Marine HCC of all incidents or lo received, in the past 12 months?	_	☐ Yes ☐ No☐ None to		
If "No", please forward complete details to Tokio Marine HCC	immediately.	Report		
NOTICE TO APPLICANT				
NOTICE TO NEW YORK APPLICANTS: ANY PERSON WHO KNOWING COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INS CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONFRAUDULENT INSURANCE ACT, WHICH IS A CRIME.	URANCE CONTAINING ANY FALSE INFO	ORMATION, OR		
The Applicant hereby acknowledges that he/she/it is aware that the limit of liability shall be reduced, and may be completely exhausted, by claim expenses and, in such event, the Insurer shall not be liable for claim expenses or any judgment or settlement that exceed the limit of liability.				
I HEREBY DECLARE that, after inquiry, the above statements and particulars are true and I have not suppressed or misstated any material fact, and that I agree that this application shall be the basis of the contract with the Underwriters.				
CERTIFICATION AND SIGNATURE				
The Applicant has read the foregoing and understands that completion of this application does not bind the Underwriter or the Broker to provide coverage. It is agreed, however, that this application is complete and correct to the best of the Applicant's knowledge and belief, and that all particulars which may have a bearing upon acceptability as an e-MD® / MEDEFENSE® Plus Insurance risk have been revealed.				
It is understood that this application shall form the basis of the contract should the Underwriter approve coverage, and should the Applicant be satisfied with the Underwriter's quotation. It is further agreed that, if in the time between submission of this application and the requested date for coverage to be effective, the Applicant becomes aware of any information which would change the answers furnished in response to any question of this application, such information shall be revealed immediately in writing to the Underwriter.				
This application shall be deemed attached to and form a part of the Policy should coverage be bound.				
Must be signed by an officer of the company.				
Print or Type Applicant's Name Title of Applicant				
Signature of Applicant Date :	Signed by Applicant			

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Cyber Glossary

The following Cyber Glossary is provided to assist you in completing your application correctly and completely.

DomainKeys Identified Mail (DKIM) is an email authentication method that allows senders to associate a domain name with an email message, thus vouching for its authenticity. A sender creates the DKIM by "signing" the email with a digital signature. This "signature" is located in the message's header.

Domain-based Message Authentication, Reporting & Conformance (DMARC) is an email authentication protocol that uses Sender Policy Framework (SPF) and DKIM to determine the authenticity of an email message.

Endpoint application isolation and containment technology is a form of zero-trust endpoint security. Instead of detecting or reacting to threats, it enforces controls that block and restrain harmful actions to prevent compromise. Application containment is used to block harmful file and memory actions to other apps and the endpoint. Application isolation is used to prevent other endpoint processes from altering or stealing from an isolated app or resources.

Common Providers: Authentic8 Silo; BitDefender™ Browser Isolation; CylancePROTECT; Menlo Security Isolation Platform; Symantec Web Security Service

Endpoint Detection and Response (EDR), also known as endpoint *threat* detection and response, centrally collects and analyzes comprehensive endpoint data across your entire organization to provide a full picture of potential threats.

Common Providers: Carbon Black Cloud; Crowdstrike Falcon Insight; SentinelOne; Windows Defender Endpoint

Multi-Factor Authentication (MFA) is an electronic authentication method in which a computer user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism: knowledge (e.g., password), possession (e.g., phone or key), and inherence (e.g., FaceID or hand print). MFA for remote email access can be enabled through most email providers.

Common MFA providers for remote network access:

Okta; Duo; LastPass; OneLogin; and Auth0.

Next-Generation Anti-Virus (NGAV) is software that uses predictive analytics driven by machine learning and artificial intelligence and combines with threat intelligence to detect and prevent malware and fileless non-malware attacks, identify malicious behavior, and respond to new and emerging threats that previously went undetected. For purposes of completing this application, NGAV refers to anti-virus protection that focuses on detecting and preventing malware on each individual endpoint. If your organization has a NGAV solution **AND** you are centrally monitoring and analyzing all endpoint activity, please indicate that you have NGAV & EDR on the application.

Common Providers: BitDefender™; Carbon Black; CrowdStrike Falcon Prevent; SentinelOne; Sophos; Symantec

Offline/Air-gapped backup solution refers to a backup and recovery solution in which one copy of your organization's data is offline (i.e., disconnected) and cannot be accessed. If a file or system of files has no connection to the internet or a LAN, it can't be remotely hacked or corrupted.

Cyber Glossary

Powershell is a cross-platform task automation and configuration management framework from Microsoft, consisting of a command-line shell and scripting language. It is used by IT departments to run tasks on multiple computers in an efficient manner. For example, Powershell can be used to install a new application across your organization.

Privileged Account Management Software (PAM) is software that allows you to secure your privileged credentials in a centralized, secure vault (i.e., a password safe). To qualify as PAM, a product must allow administrators to create privileged access accounts; offer a secure vault to store privileged credentials; and monitor and log user actions while using privileged accounts.

Common Providers: CyberArk and BeyondTrust.

Protective DNS Service (PDNS) refers to a service that provides Domain Name Service (DNS) protection (also known as DNS filtering) by blacklisting dangerous sites and filtering out unwanted content. It can also help to detect & prevent malware that uses DNS tunneling to communicate with a command and control server.

Common Providers: Zscaler; Quad9; OpenDNS; and public sector PDNS.

Remote Desktop Protocol (RDP) connections is a proprietary protocol developed by Microsoft which provides a user with a graphical interface to connect to another computer over a network connection. The Microsoft RDP provides remote display and input capabilities over network connections for Windows-based applications running on a server.

Security Information and Event Management system (SIEM) is a subsection within the field of computer security, wherein software products and services combine security information management and security event management. SIEM provides real-time analysis of security alerts generated by applications and network hardware.



Security Operations Center (SOC) is a centralized unit that deals with security issues on an organizational and technical level.

Sender Policy Framework (SPF) is an email authentication technique used to prevent spammers from sending messages on behalf of your domain. With SPF, your organization can publish authorized mail servers.

Vulnerability management tool is a cloud service that gives you instantaneous, global visibility into where your IT systems might be vulnerable to the latest internet threats and how to protect against them. The tool is an ongoing process that includes proactive asset discovery, continuous monitoring, mitigation, remediation and defense tactics to protect your organization's modern IT attack surface from cyber threats.

Common Providers: Qualys; InsightVM by Rapid7; and Nessus® by Tenable™

