The Cisco Product Security Incident Response Team (PSIRT) is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that is related to Cisco products and networks.

**Incident Handling Process**

1. PSIRT is notified of a security incident
2. PSIRT prioritizes and identifies resources
3. PSIRT coordinates product impact assessment and fixes
4. Customers and the public are notified simultaneously

**COMPLETE PROTECTION:**
PSIRT investigates vulnerabilities across the entire Cisco product portfolio.
Benefits

Industry Standards: Follows standard rules, policies, and scoring systems

Consistency: Applies the same mature process across the Cisco portfolio, even as the product line grows

Best-in-Class Service: Provides dedicated support for product security and network protection

Speed: Quickly assigns CVEs for security vulnerabilities

Collaboration: Works with product teams across Cisco and third parties

Transparency: Publicly discloses both internally and externally reported vulnerabilities

Assigning Common Vulnerabilities and Exposure (CVE) identifiers to internally and externally found vulnerabilities across hundreds of products reflects Cisco’s commitment to transparency and helping customers mitigate risk.

Policy

PSIRT investigates all reports, regardless of the Cisco software code version, through the last day of support for a given product.

Issues will be prioritized based on the potential severity of the vulnerability and other environmental factors. Ultimately, the resolution of a reported incident may require upgrades to products that are under active support from Cisco. Review the Cisco Security Vulnerability Policy to learn about:

+ How to report or obtain support for a suspected security vulnerability
+ Details on the incident response process
+ Communications and disclosure plans

Receiving Security Vulnerability Information from Cisco

There are several ways to stay connected and receive the latest security vulnerability information from Cisco.

Cisco Security: cisco.com/security
Contact PSIRT: psirt@cisco.com
RSS feeds: http://tools.cisco.com/security/center/rss.x?i=44
Cisco PSIRT openVuln API: https://developer.cisco.com/site/PSIRT/