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

- Over 20 years’ experience helping to alert customers about vulnerabilities in Cisco products
- The single entity authorized within Cisco to disclose vulnerability information to customers
- Global team of incident managers providing 24/7 support
- ISO 29147 compliant

PSIRT investigates vulnerabilities across the entire Cisco product portfolio.
BENEFITS

Industry Standard – use standard rules, policies and scoring systems

Consistency – same process applied across the portfolio, even as the product line grows

Best in Class Service – dedication to product security and protecting the network

Speed – quickly assigning CVEs for vulnerabilities

Collaboration – working with product teams across Cisco and third parties

Transparency – security advisories delivered to the public

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 Cisco’s 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 Notification Service: https://www.cisco.com/cisco/support/notifications.html
Cisco PSIRT openVuln API: https://developer.cisco.com/site/PSIRT/