

# NIST Compliance in IT Service Management

Key Elements for Public Sector Agencies

**ivanti**

# Agenda

- Panel discussion
  - NIST framework in Service Management
  - Control Families
  - Implementation Experience
  - Self-Service
- Audience Q & A
  - Please enter questions into the Q&A chat within console

# Meet Our Panelists



**Clinton Randall**  
*Senior Director of IT Service Management*  
Integral Consulting Services



**Phil Richards**  
*CISO*  
Ivanti



**Marcel Shaw**  
*Federal Solutions Architect*  
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# NIST Control Families

ID	FAMILY	ID	FAMILY
AC	Access Control	MP	Media Protection
AT	Awareness and Training	PE	Physical and Environmental Protection
AU	Audit and Accountability	PL	Planning
CA	Security Assessment and Authorization	PS	Personnel Security
CM	Configuration Management	RA	Risk Assessment
CP	Contingency Planning	SA	System and Services Acquisition
IA	Identification and Authentication	SC	System and Communications Protection
IR	Incident Response	SI	System and Information Integrity
MA	Maintenance	PM	Program Management

# NIST in Service Management

Framework for building workflows

Moderate Impact aligns with DISA IL-4

**Workflows available in FedRAMP Authorized Ivanti Service Manager!**

**NIST**  
Information Technology Laboratories  
NATIONAL VULNERABILITY DATABASE

**NVD**

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### NIST Special Publication 800-53 (Rev. 4)

Security and Privacy Controls for Federal Information Systems and Organizations

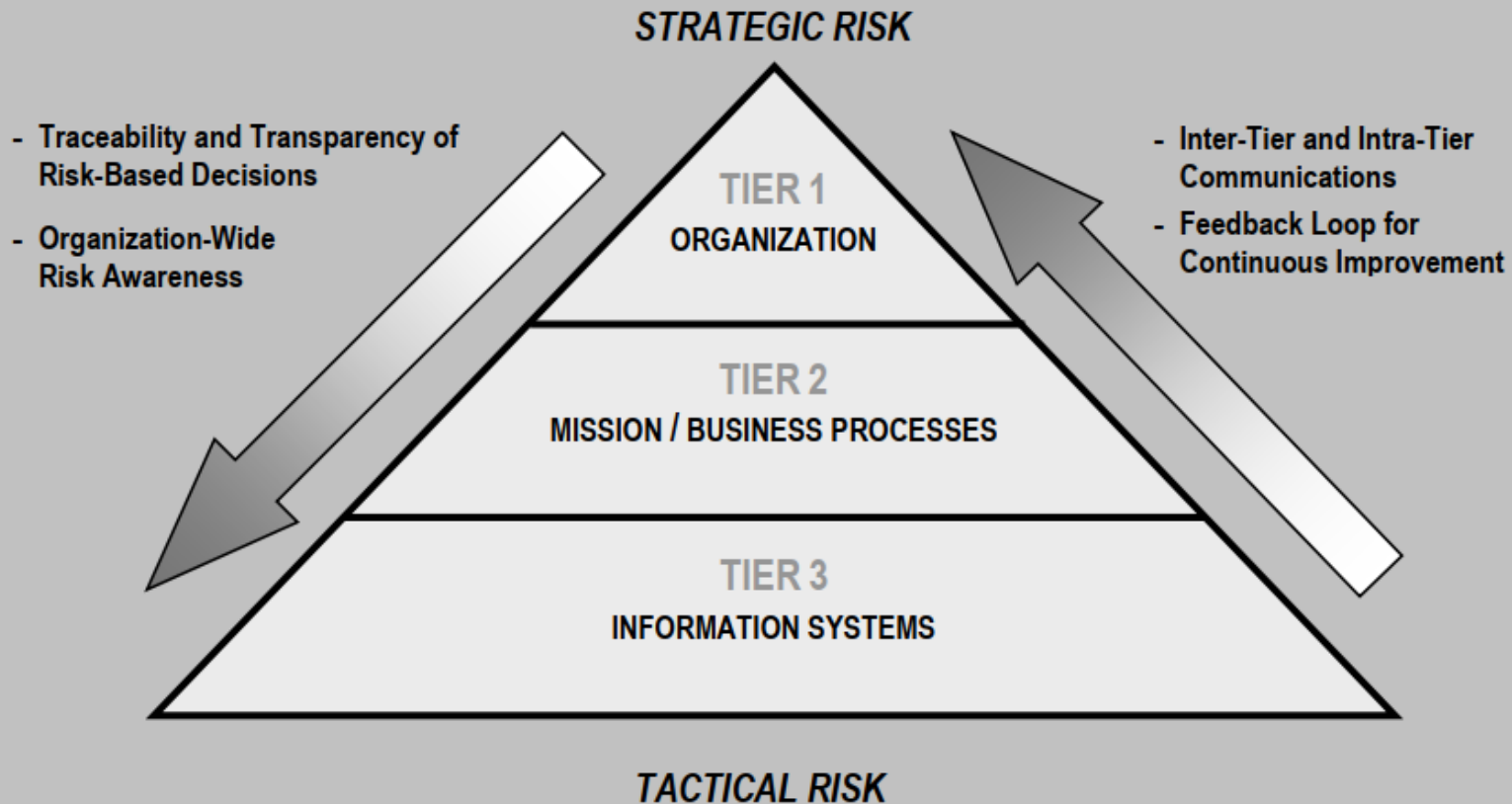
#### Moderate Impact Controls

Showing 209 controls

No.	Control	Priority	Low	Moderate	High
AC-1	ACCESS CONTROL POLICY AND PROCEDURES	P1	AC-1	AC-1	AC-1
AC-2	ACCOUNT MANAGEMENT	P1	AC-2	AC-2 (1) (2) (3) (4)	AC-2 (1) (2) (3) (4) (5) (11) (12) (13) (14)
AC-3	ACCESS ENFORCEMENT	P1	AC-3	AC-3	AC-3
AC-4	INFORMATION FLOW ENFORCEMENT	P1	AC-4	AC-4	AC-4
AC-5	SEPARATION OF DUTIES	P1	AC-5	AC-5	AC-5
AC-6	LEAST PRIVILEGE	P1	AC-6 (1) (2) (5) (8)	AC-6 (1) (2) (3) (5) (8) (10) (11)	AC-6 (1) (2) (3) (5) (8) (10) (11)
AC-7	UNSUCCESSFUL LOGIN ATTEMPTS	P2	AC-7	AC-7	AC-7
AC-8	SYSTEM USE NOTIFICATION	P1	AC-8	AC-8	AC-8
AC-11	SESSION LOGS	P2	AC-11 (1)	AC-11 (1)	AC-11 (2)
AC-12	SESSION TERMINATION	P2	AC-12	AC-12	AC-12
AC-14	PERMITTED ACTIONS WITHOUT IDENTIFICATION OR AUTHENTICATION	P1	AC-14	AC-14	AC-14
AC-17	REMOTE ACCESS	P1	AC-17	AC-17 (1) (2) (3) (6)	AC-17 (1) (2) (3) (4) (6)
AC-18	WIRELESS ACCESS	P1	AC-18	AC-18 (1)	AC-18 (1) (4) (5)
AC-19	ACCESS CONTROL FOR MOBILE DEVICES	P1	AC-19	AC-19 (1)	AC-19 (2)
AC-20	USE OF EXTERNAL INFORMATION SYSTEMS	P1	AC-20	AC-20 (1) (2)	AC-20 (1) (2)

800-53 (Rev. 4)  
Security Controls  
Less Impact  
Moderate Impact  
High Impact  
Other Links  
Families  
Search

# Risk Assessment



# Effective Change Management

Maintains system availability

Prioritizes compliance

Helps IT control risks

Keeps users productive

More useful system testing



# Incident Management & Response



## Dashboards

Optimized for Incident Management best practices

## Configurable

Modular interface includes quick access to related Changes, SLAs, and Problems

## Productivity

Ready access to Knowledgebase helps agents speed resolution



# Contingency Planning

**1**

**Easily Build Workflows**

**2**

**Matching Office Experience**

**3**

**Importance of  
Development Environment**

**4**

**Ongoing Training & Testing**



# Implementation Experience



# Increasing Self Service and User Satisfaction



**>80% of end users  
try to first solve IT  
problems themselves**

**Service Catalog**

**Knowledge Search**

**Mobile Aware**

**24 x 7**

**Analyst Productivity**

**ivanti**

**THE POWER  
OF UNIFIED IT**

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# Q & A

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# Thank You

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