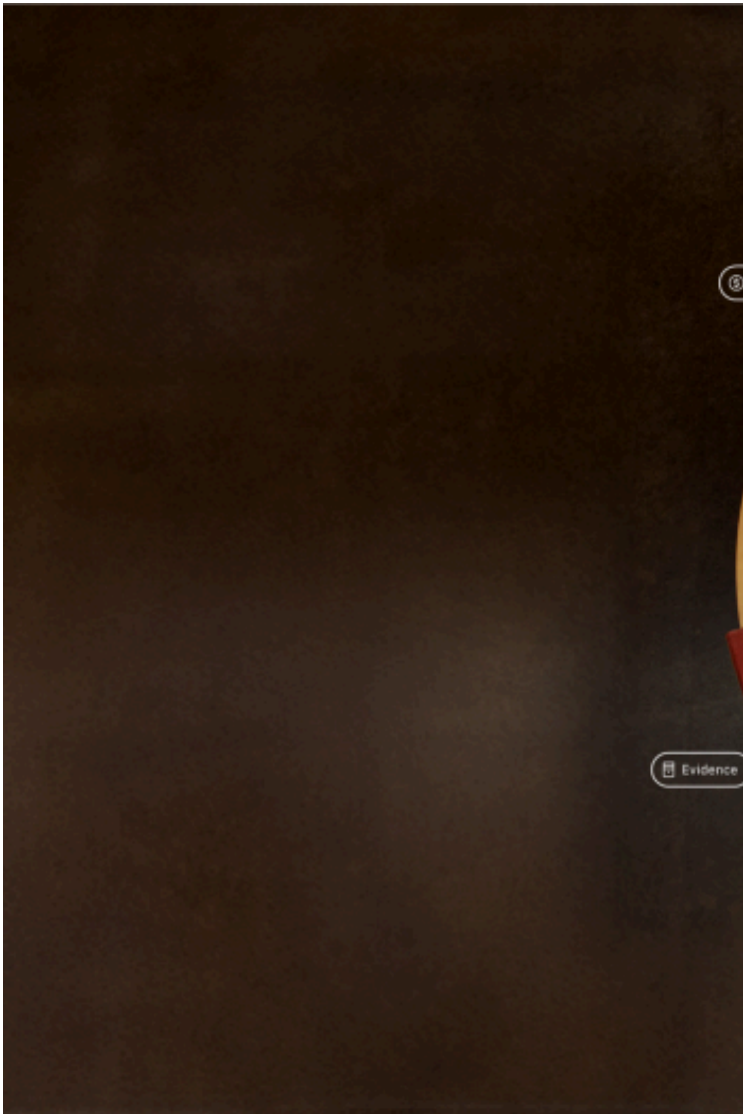# Accelerating CVE man at scale with gen AI

The IBM Software SRE organization use IBM Concert to more efficiently mitigat risk

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× Close

Evidence

The challenge of ente management

The IBM® Software Site Reliability Engineering (S reliability and security of the IBM software as a s platform, which spans multiple cloud platforms, Azure and Google Cloud Platform. The Software SaaS solutions to hundreds of enterprises, acros

Due to the breadth and complexity of the platfor exposures (CVE) are potentially relevant and mig

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thousands of application certificates must be pro

It's the Software SRE team's job to determine ex
and which certificates need to be renewed or rep
security of IBM SaaS solutions. Until recently, thi
have a pile of 1,000 to 2,000 CVEs a night," says
for the IBM SaaS platform. "It's like a haystack o
how do we find the needles—the CVEs that we re

Previously, the Software SRE team approached t
teams in the industry. They used Twistlock softw
report potentially relevant CVEs. And separate te
aspect of the platform, manually analyzed the CV
for their area. The teams also had to manually se
not covered by the organization's automated cer

This work consumed a substantial amount of tim
always sought ways to be more efficient. "There
at this," says Velasco. "So, how do we turn all tha
actionable and prioritized?"

Enter IBM Concert®.

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Risk

Cost

Evidence

IBM Concert

Ticketing

Observability

Automation

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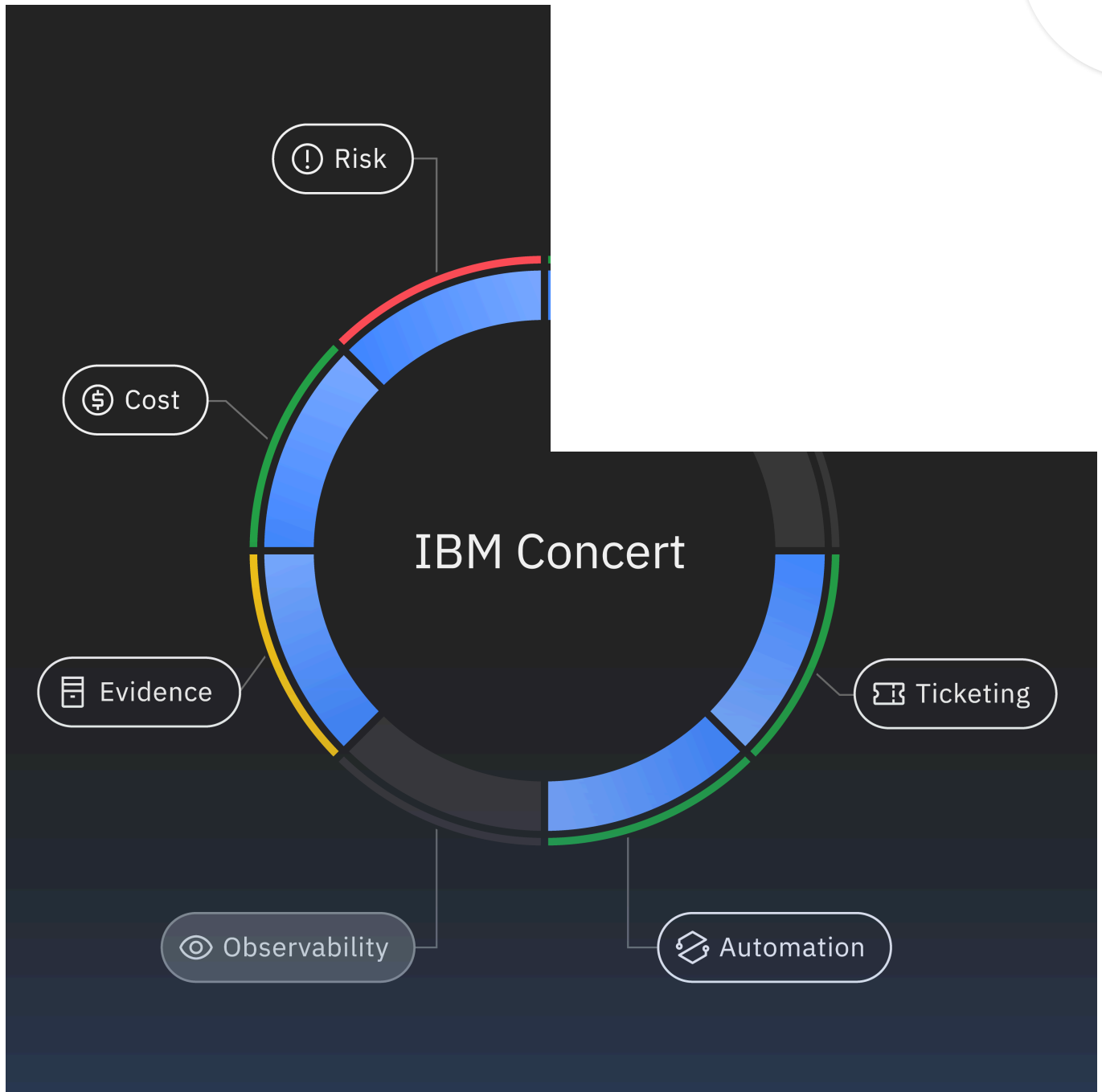
90%
faster CVE mitigation

98%
faster certificate inventory manageme

" It allows us to scale our resources, and address more risk more quickly, in a way that we just couldn't do otherwise."

Marc Velasco
Site Reliability Engineer and Master Inventor
IBM

AI-driven insight: Greater understanding of risk. Faster prioritization.

Using the Concert tool, the Software SRE team automates CVE analysis and certificate inventory.

For CVEs, the team feeds scan data from Twistlock into Concert, which generates written summaries of each CVE, including concrete, act addressing vulnerabilities. It also produces an interacti CVE relates to all areas of the IBM SaaS platform.

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"Concert does the cross-reference and gives us the contextual information: Here's the CVE, here are the risks associated with it, here's the mitigation, and here's the

applicability of it. That's really helped," says Velasco. "We had all these different squads doing that same operation in silos, whereas Concert's bringing us together, allowing us to aggregate that information."

Velasco adds that the team uses the Concert chat feature, powered by the IBM watsonx™ portfolio of AI products, to expand their understanding of the actual risks posed by CVEs. This deeper knowledge allows them to accelerate prioritization and address the most critical items more quickly. "Our SRE teams can ask questions that weren't possible to answer before: What is our risk posture across the organization, across IBM Software, across the vast array of disparate teams, technologies, and applications? Concert gives me the ability to see, for a given application, specifically what components or packages are really introducing risk—and how much. We can see potential impact throughout the software development lifecycle and production environments, including runtime."

For certificates, the team now uses Concert to cross-check existing certificates against the list of managed certificates. The solution automatically verifies non-managed items and alerts the team about expired or non-managed certificates.

Finally, the Software SRE team also uses the workflow management feature of Concert, which integrates with tools like JIRA, ServiceNow and Git. The feature helps streamline the assignment and management of tickets, which prompts faster responses where mitigations are needed.

Faster processes. More time for core work.

Before they used Concert, in a typical week, the Softwa[re] spend nearly 90 person hours triaging, analyzing, and [m] first six weeks using Concert, the team eliminated 80 h on average and completed CVE mitigation processes more than 90% faster than before*.

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Certificate inventory management can demand an estimated 4.5 hours per month. In the first month of using Concert, the team completed those processes in about five minutes—98% quicker*.

And with so much time saved, the team can do more to support IBM SaaS solutions. "The biggest thing is the scalability it brings," says Velasco. "It allows us to scale our resources, and address more risk more quickly, in a way that we just couldn't do otherwise. And that means our SREs can focus more on automation and coding to improve the reliability of our hosted services."
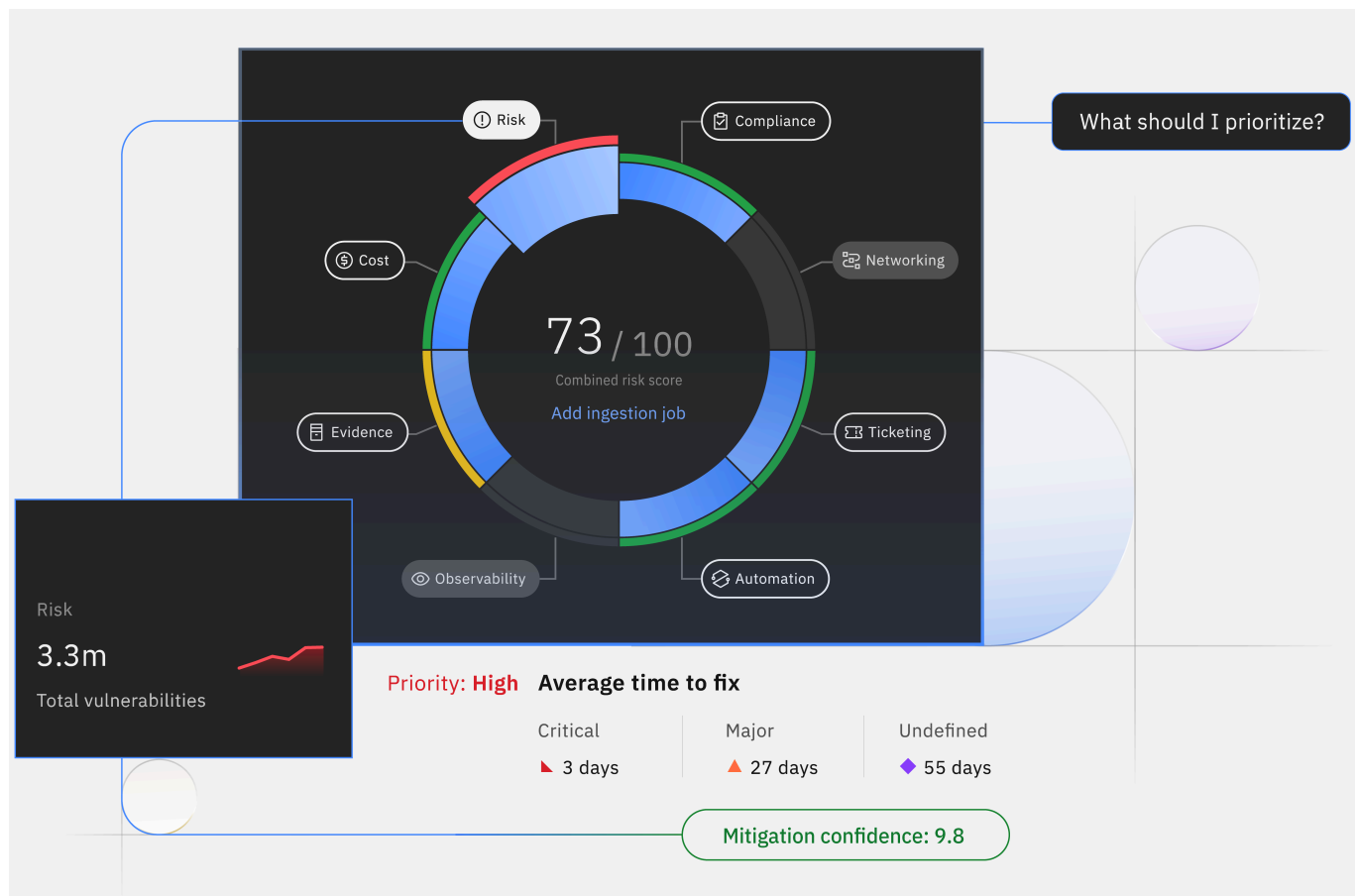
About the IBM Software SRE organization

The IBM Software SRE organization is a global team focused on delivering highly available and scalable production SaaS for IBM software products. The Software SRE team provisions, deploys, monitors, maintains and manages incidents by standardizing tooling, processes, automation, runbooks and practices. The Software SRE team works closely with IBM Software development teams to design and implement changes, providing a highly resilient service throughout the software lifecycle.

Solution components

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IBM watsonx™ →

Improve the product application owners, and SREs.

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IBM Concert, powered by IBM watsonx, can help you simplify and optimize app management and technology operations with gen AI-driven insights.

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