

# RiskWatch for Charter Communications

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RiskWatch worked with Charter Communications (Charter) to automatically collect and analyze system data in a structured format. Our software and reporting capabilities allowed assessors to identify which systems were at the greatest risk by automatically calculating an overall score for each system, documenting the severity of security gaps, and including detailed recommendations to correct the issues identified. They generated a report for each system that allowed them to plan and prioritize security investments, while ensuring their investments were utilized to correct issues at the highest risk sites.

Charter is a telecommunications and mass media company that offers services to both consumers and businesses. They are the second-largest cable operator in the United States by subscribers. Maintaining a consistent process to assess systems is a top priority.

With such a well-recognized name and nearly three decades of excellence to protect, Charter needed to ensure they had a solution that guaranteed they were able to manage risk in such a way that allowed them to continue providing excellent service to their customers.



Risk, Security, and Compliance Management Software and Solutions

## Challenges. Why Charter Engaged RiskWatch:

Charter engaged RiskWatch to execute a consistent process that could communicate risk on common terms and standardize assessments across internal systems. The previous process utilized spreadsheets and manual calculations for risk, which ultimately proved inefficient and inconsistent.

- ✔ **Performing system audits at scale.** Charter's previous process required a laborious, manual process that was susceptible to individual bias.
- ✔ **Communication and Participation.** Previous communication processes were manually managed and required each member of the team to follow detailed instructions that were prone to human error.
- ✔ **Risk Scoring.** Each spreadsheet provided would have to be scored and then recorded in another spreadsheet for holistic view of risk across all systems.
- ✔ **Analysis.** Data gathered would be consolidated into a single spreadsheet for analysis. Analysis of each control and was performed manually.

## Our Approach

Using RiskWatch solutions, Charter can easily see their risk score across all systems and know which systems demand immediate attention with visual heat maps, pie charts, and other data on the dashboard. A criticality score helps visualize which facilities are most valuable to their company and which risk mitigation tasks should be prioritized.

Subjective analysis was effectively replaced with objective criteria in a defined and structured process that allows for improvement tracking over time. The system retains all scoring for each assessment criteria to ensure consistent and clear scoring.

Using this data, the RiskWatch platform offers mitigation tasks and tracks progress to reduce the identified risks. Measurable data allows them to meet compliance and create a business case for their investment.

## Solution Highlights

### Time Savings.



Utilizing the NIST 800-53 and NIST 800-171 frameworks, Charter management had to review **over 800** controls in a manual process. With RiskWatch, Charter only had to review responses that the system flagged, which their assessment showed to be 10%. In total, that's a **90% reduction** in time that can instead be utilized on data analysis.

### Consolidation.



Charter was able to consolidate all facilities that needed assessments into the RiskWatch platform, allowing all data to be easily accessed from a centralized location. This also eliminated the need for multiple spreadsheets, reports, and emails.

## Solution. RiskWatch Platform

The RiskWatch platform allowed Charter to establish a standardized and consistent risk management process, independent of bias. With this new system in place, Charter could effectively communicate risk on common terms, identify a risk baseline, and determine the level of risk acceptable in each system. With this data, there is clear justification of any controls that need to be implemented.

Our platform allows assessors to save time spent requesting, analyzing, remediating, and reporting on data gathered, allowing more focus on reducing risk. This is possible through smart emails, assessment cloning, and automated reporting. Within the platform, RiskWatch has over 35 content libraries for off-the-shelf use in assessments, eliminating the need to develop internal subject matter expertise or hire external consultants. Charter was able to utilize our content library for NIST 800-53 and NIST 800-171 content in their assessments.

The platform allows teams to monitor data in real-time from the dashboard and easily visualize risk and compliance with drill-down maps and charts to identify high risk or non-compliance. Custom reports included a detailed list of findings, comments, relevant images, a detailed recommendation, and a severity rating for each finding that prioritized security investment and remediation.

## Steps

1

First, RiskWatch enabled Charter to assess all systems preliminarily. This identified where risk is highest and alerted their team to where a detailed assessment should be performed. They were able to assess threats on specific assets using a threat vulnerability risk assessment (TVRA) based on semi-quantitative ISO 31000 methodology and NIST 800-30 analysis capability, as well as their added regulatory content.

2

After assessments were completed, the system automatically suggests mitigation tasks or lets you create your own, based on the responses to your assessments.

3

Assessments were able to be compared and analyzed on the dashboard, illustrating assessment data through graphs and charts. This included views such as risk by department, timeframe, overall compliance, etc. Each site received an overall risk level and score that could easily be used to identify one site as riskier than another. Overall compliance was also scored for each site and a detailed breakdown with charts displaying top areas of non-compliance was included

4

Ultimately, the software could generate a report from the customized base template. This report can be set to include data from preliminary assessments, detailed assessments, or tasks. With minimal changes, Charter had C-level reports that previously had to be written by hand. These automatically pulled, analyzed and included valuable third party crime data from CAP Index for each site. This included the automation of the following required reports:

- Risk assessment summary and control selection (narrative & risk assessment results).
- System security plan with survey summary (narrative & survey summary sections).
- System security plan with gap summary (narrative & gap summary sections).

## Feedback:

Charter stated that they were very satisfied with their results and usage of the RiskWatch platform. Their team worked with us to create custom reporting templates that met their needs both functionally and aesthetically, which was a favorite feature.

They experienced a reduction in time not only from reviewing controls, but by utilizing system automation such as generating their reports, managing all assessment progress, and combining assessment data on the dashboard. Our scoring aided them in objectively assessing risk and standardizing their system scoring. Assessment grades allowed them to focus on areas where they have the greatest risk exposure and address those areas first.

RiskWatch proposed the continued use of our software to manage all types of risk across their business through a single, securely accessed, web-based tool that reduces risk and improves operational effectiveness and efficiency.

RiskWatch offers free trials and a consulting service to assist in performing a proof of concept using any of its assessment platforms. Gain instant access today.

[Free Trial](#)

## Workflow

Create assessment and distribute survey(s)



Assessor completes survey(s) and provides documentation



Compute risk score and identify individual risks



Determine if system is within risk appetite



Provide suggested recommendations to reduce risk