

Protection Management of Enterprise Endpoint Based on the ITIL Management Framework

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Abstract

There are many endpoints such as notebooks and desktop computers in the internal environment of modern enterprise. However, convenient network applications accompanied by the threat of various forms of information, such as computer viruses, spyware, operating system vulnerabilities, a malicious web site, attack of malware. The endpoints are the largest number of the subject in the corporate computer environment. If information threats affect the endpoint operation, the business operations and revenue will suffer the loss. The main purpose of this study is focus on the endpoint protection for enterprises. The research adopts ITIL management framework approach to provide endpoint protection management and assessment methodology of effectiveness. The proposed approach could be regarded as planning reference for information department during endpoint protection management. Besides, the proposed approach provides protection mechanisms for enterprise endpoint to reduce the impact from information threats.

Keyword : Information Technology Infrastructure Library (ITIL); information threats; endpoint protection