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Date: December 17, 2020  
To: Ivanti Customer  
Subject: Application Penetration Testing Services Engagement Completion Letter

The Emagined Security Information Security Team has performed an Application Penetration Test for Ivanti.

The following provides a summary of the results of the Application Penetration Testing engagement.

Very truly yours,

A handwritten signature in blue ink that reads "David Sockol".

David Sockol  
President & CEO  
Emagined Security, Inc.

# Ivanti ServiceDesk Application Penetration Testing Services Engagement Completion Letter

**Prepared For:**

Ivanti  
12/17/2020

**Prepared By:**

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*Emagined Security's commercial clients cover a wide range of U.S. and global Fortune 500 organizations, including the financial services, energy, healthcare, high tech, manufacturing, & insurance industries. Emagined Security prides ourselves with only employing well-known and respected individuals from the security community. Emagined Security offers consultants with high levels of knowledge, industry certifications and practical experience.*

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## Application Penetration Test

An application penetration test is designed to provide insight into a given application's security design and implementation. Vulnerabilities revealed through the assessment can provide a reasonable representation of what an attacker might discover and attempt to exploit. The assessment provides a point-in-time security analysis and resultant recommendations for improving the security of the environment.

Typically, a penetration test on a functional application always results in residual risk. It is almost impossible to mitigate 100% of risk and there is no way of knowing whether all existing vulnerabilities were identified. Risks are found on all types of systems, networks and programs. Ivanti must continue to mitigate risk to the best of their ability while allowing business to be conducted in a safe and secure manner.

Ivanti at the time of this report stated they use a variety of compensating controls including firewalls, network segmentation, antivirus, log management tools and IPS to help minimize the potential impact of the residual risk identified in this letter.

The specific scope and purpose of this external application penetration test was to identify point-in-time application vulnerabilities only in the production systems of the Ivanti application.

Specifically, the following area(s) were tested:

- Ivanti ServiceDesk Application

This application penetration test was performed using technologies, known threats, and Emagined Security testing methodologies as of the date of this report. Any future security posture projections, based on our findings, is subject to new threats and vulnerabilities.

**No critical items were identified.**



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