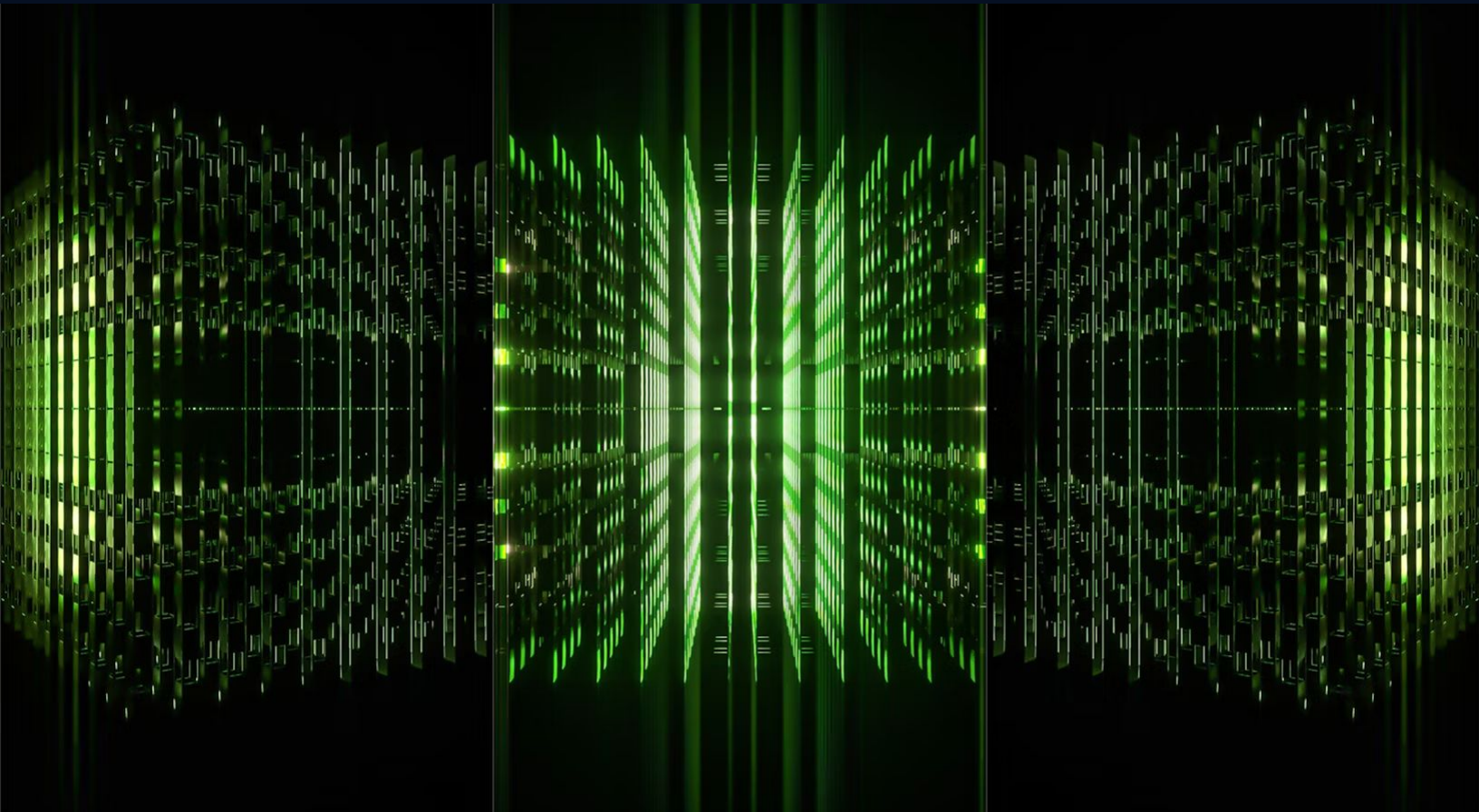


Security Work Management Process Optimization

How we optimized the work management practices for the product security team of a major tech and media organization



Introduction

A leading tech organization's product security team was struggling with fragmented work management processes that were undermining their ability to efficiently protect an expanding portfolio of products and services. Inconsistent ingest procedures and poor communication standards had created inefficiency that was impacting internal and external satisfaction.

Recognizing these systemic issues required immediate attention, the organization committed to a targeted transformation of its work management practices. The goal of the effort was straightforward - implement standardized work processes across the entire team that would eliminate duplication, increase efficiency, and improve external stakeholder satisfaction.

Problem

Fragmented work management processes left the product security team struggling to achieve performance targets

The 30+ person product security team of a major tech company was grappling with fragmented and inconsistent work management processes that undermined operational effectiveness. The team's absence of standardized procedures created challenges in tracking and prioritizing tasks across the team, subjecting critical security work to otherwise unnecessary delays.

The complexity was compounded by unique security requirements of each product and service within the organization's portfolio. Rather than adopting a unified framework, the team had developed disparate task management approaches that varied significantly across projects.

This fragmentation made it difficult to maintain visibility into the team's overall workload and priorities. Operational differences between sub-teams resulted in misaligned priorities, duplicated efforts, and dangerous gaps in visibility.

The impact extended beyond internal operations, as external stakeholders began expressing dissatisfaction with the team's inconsistent communication protocols and ticket handling. Without a cohesive approach to work management, the product security team lacked the operational foundation needed to efficiently protect the organization's expanding portfolio of products and services.

DayBlink Consulting assessed operational gaps and process discrepancies between sub-teams

Capability	Sub-Team 1	Sub-Team 2	Sub-Team 3	Sub-Team 4	Sub-Team 5
Ticket Labeling	Does Not Adhere to Standard Practice	Mostly Adheres to Standard Practice	Does Not Adhere to Standard Practice	Mostly Adheres to Standard Practice	Does Not Adhere to Standard Practice
Response Time	Does Not Adhere to Standard Practice	Established as Standard Practice	Established as Standard Practice	Established as Standard Practice	Does Not Adhere to Standard Practice
Response Messaging	Does Not Adhere to Standard Practice	Established as Standard Practice	Does Not Adhere to Standard Practice	Does Not Adhere to Standard Practice	Does Not Adhere to Standard Practice
Ticket Status Definition & Usage	Mostly Adheres to Standard Practice	Established as Standard Practice	Established as Standard Practice	Mostly Adheres to Standard Practice	Established as Standard Practice
Consistent Status Update for Customers	Established as Standard Practice	Established as Standard Practice	Does Not Adhere to Standard Practice	Mostly Adheres to Standard Practice	Established as Standard Practice
Customer Communication	Does Not Adhere to Standard Practice	Does Not Adhere to Standard Practice	Established as Standard Practice	Does Not Adhere to Standard Practice	Does Not Adhere to Standard Practice
Workflow Tracking	Mostly Adheres to Standard Practice	Established as Standard Practice	Mostly Adheres to Standard Practice	Established as Standard Practice	Mostly Adheres to Standard Practice
Ticket Closeout Documentation	Does Not Adhere to Standard Practice	Does Not Adhere to Standard Practice	Mostly Adheres to Standard Practice	Established as Standard Practice	Mostly Adheres to Standard Practice

Does Not Adhere to Standard Practice

Mostly Adheres to Standard Practice

Established as Standard Practice

Solution

Our team implemented key improvements to work management practices that streamlined operations, internally and externally

Our team implemented several key improvements to work management practices that addressed the core inefficiencies plaguing the product security team's operations. We replaced the existing free-form ticket labeling method with a standardized set of labels to ensure consistent classification across all team-wide issues. This standardization eliminated confusion and inconsistency that had previously made it difficult to track and prioritize work effectively across different products and services.

To address external stakeholder concerns, we introduced standardized templates for customer acknowledgments and ticket closeouts, ensuring and consistent external communication regardless of which team member was handling the interaction.

We established formal response time expectations to align service levels across the entire team, providing stakeholders with predictable and reliable support experiences. These communication improvements directly addressed the dissatisfaction that had been building among external partners and customers.

We also eliminated several unoptimized processes, such as ticket splitting, that had been creating unnecessary overhead and making work tracking more complex than needed. By streamlining these workflows, we reduced administrative burden while maintaining clearer visibility into ongoing work. Finally, we developed future state training materials and documentation that were easy to follow, enabling team members to quickly understand and implement the new standardized processes across sub-teams.

PRIORITIZATION CHART

To help our client determine which improvements to focus on first



Outcome

The new standardized processes delivered measurable improvements in team performance and stakeholder satisfaction

The product security team now operates with significantly improved efficiency and stakeholder confidence following the work management transformation. The team successfully adopted a more structured and consistent approach to work management, with staff demonstrating proficiency in the new work intake methodology, ticket classification standards, and communication protocols after completing comprehensive training.

Operational performance improved markedly, with the team experiencing significant reductions in duplication, missed tasks and delays. The streamlined categorization, tracking, and resolution processes created clearer visibility into ongoing work while reducing administrative burden. The standardization allows team members to collaborate more effectively across sub-teams, eliminating the silos that had previously fragmented their efforts.

Most importantly, external stakeholder satisfaction rates increased measurably as a direct result of the enhanced communication standards and systematic ticket handling. Partners and customers now experience consistent interactions with predictable response times, transforming what had been a source of some organizational friction into a reliable support system that strengthens confidence in the security team's capabilities.

+40%

Increase in
External Stakeholder
Satisfaction Rate

15+

Standardized Processes
Created + Documented

~30%

Reduction in Duplicate
or Invalid Tickets

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