Tech Brief: Vulnerability Remediation

Applicability

RingCentral products and vulnerability remediation, specifically timelines and responsibilities in applying updates.

Process

The RingCentral product vulnerability management discipline is tied to clearly defined timelines by which an update or code change must be provided to close, or remediate, a vulnerability. These timelines ensure that highly sensitive vulnerabilities, that is, vulnerabilities that can be easily exploited, are addressed as quickly as possible.

Vulnerability remediation may result in a patch or update required to RingCentral's applications, or code changes within the product itself.

Once an update is available, industry-standard remediation timelines are observed, defining the timeline during which the update must be deployed. The more severe the vulnerability, which means the greater the impact of its exploit, the less time RingCentral has to deploy updates.

If the update requires customer action, such as the update of a RingCentral desktop application, then RingCentral issues a Security Bulletin. Customers are expected to complete updating their vulnerable applications within the timelines mandated by their internal patch discipline.