

Building Controls for Outsourcing - Master and Standard Service Level Agreements and Security Schedules

Treadstone 71 evaluates the risk ramifications before implementation of an outsourcing agreement. We know you are eager to cut costs by contracting out work. Before you rush through the evaluation and agreement phase without fully understanding, let alone addressing the risks. Treadstone 71 ensures proper due diligence before an external party starts accessing sensitive data. Once the process starts, controls for continuous review processes must be in place to ensure that expectations are being met.

When external parties handle sensitive or regulated data, it is imperative that some form of written agreement specifies what is expected of each party as clearly and concisely as possible. Many times in these instances, politics takes the forefront. Treadstone 71 ensures that penalties for violation of information protection requirements are not only included but sustain a prominent place in the contract servicing as both primary and compensating controls.

Contract requirements provide outsourcers with the motivation to be secure, but they cannot guarantee program maturity. Unless compliance can be verified, contracts are weak mechanisms that do not "fail safe." Metrics for measurement needs to be in place as well as clearly defined operations level agreements, service level agreements and master service level agreements. This means standardized taxonomy, clarity in what "right to audit" means as well as clarity around incident classifications.

Treadstone 71 ensures you have the plans in place for analyzing, controlling and maintaining the risk inherent with outsourcing.

While processes are extremely important, increasingly, the most effective way to reduce the rate of security failures is the combined use of technical controls that limit data access as tightly as possible and automated monitoring systems that detect anomalous use of data.

Treadstone 71's trusted services takes you through the maze of this jungle.

Call today 1-888-687-8450 or email us at info@treadstone71.com