

SOUTHWESTERN COMMUNITY COLLEGE	INFORMATION TECHNOLOGY SERVICE PROVIDER MANAGEMENT	Policy 8.26
--------------------------------------	--	----------------

I. POLICY STATEMENT

Service providers are entities that offer platforms, software, and services to other enterprises. They are commonly referred to as “third-party service providers”. Although the benefits of CIS Control 15 can be applied to any form of service provider, it is primarily targeted to companies offering cloud services, also known as cloud service providers (CSPs). Examples of CSPs include Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), Oracle Cloud, etc. There are multiple types of cloud service models as described below:

- IaaS (Infrastructure as a Service) is a cloud environment that computing resources such as virtual servers, storage, and networking hardware. The consumer utilizes their own software such as operating systems, middleware, and applications. The underlying cloud infrastructure is managed by the CSP.
- PaaS (Platform as a Service) is a cloud computing environment for development and management of a consumer’s applications. It includes the infrastructure hardware: virtual servers, storage, and networking while tying in the middleware and development tools to allow the consumer to deploy their applications. It is designed to support the complete application lifecycle while leaving the management of the underlying infrastructure to the CSP.
- SaaS (Software as a Service) is a cloud computing software solution that provides the consumer with access to a complete software product. The software application resides on a cloud environment and is accessed by the consumer through the web or an application program interface (API). The consumer can utilize the application to store and analyze data without having to worry about managing the infrastructure, service, or software, as that falls to the CSP.
- FaaS (Function as a Service) is a cloud computing service that allows the consumer to develop, manage, and run their application functionalities without having to manage and maintain any of the infrastructure that is required. The consumer can execute code in response to events that happen within the CSP or the application without having to build out or maintain a complex underlying infrastructure.

Another type of service provider is a managed service provider (MSP). An MSP will often be contracted to provide IT, cybersecurity, and other technology management services to enterprises who might internally lack those capabilities. MSPs are a popular option for smaller enterprises, and MSPs often end up being responsible for the IT for a large number of smaller enterprises. Finally, there are also general service providers that are contractors or other organizations providing IT, or non-IT related services.

This Service Provider Management Procedure is divided into multiple sections based on how enterprise will structure their service provider management programs, and approach each activity in that process.

SOUTHWESTERN COMMUNITY COLLEGE	INFORMATION TECHNOLOGY SERVICE PROVIDER MANAGEMENT	Policy 8.26
--------------------------------------	--	----------------

II. PROCEDURES

See SCC Procedure 8.26.01 SERVICE PROVIDER MANAGEMENT.

Adopted: September 2025

Revised: N/A