

SOUTHWESTERN COMMUNITY COLLEGE	INFORMATION TECHNOLOGY SERVICE PROVIDER MANAGEMENT	Procedure 8.26.01
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I. PROCEDURE STATEMENT

Commonly referred to as “third-party service providers”, service providers are entities that offer platforms, software, and services to other enterprises. Service providers fulfill necessary business functions but their usage needs to be carefully managed to ensure that data they manage are not exposed to unauthorized third parties. The *Service Provider Management Procedure* provides the processes and procedures for this program.

II. RESPONSIBILITY

The IT Division (“IT”) has the primary responsibility for keeping an inventory of the service providers within the enterprise with the caveat of the business unit responsible for contracts and procurement. Before bringing new providers into service, IT must assess that these new providers appropriately fill the enterprise needs while meeting legal and regulatory obligations. Finally, IT must also maintain and decommission all providers. Employees are not empowered to store enterprise data on unauthorized service provider systems.



III. SERVICE PROVIDER MANAGEMENT PROCESS

- **Identify Service Providers** – Understand which service providers are currently being used within an enterprise.
- **Establish Requirements** – Develop requirements for all service providers to be used in the enterprise. This could include security obligations, performance, availability, reporting, shared responsibility, classify providers based on risk and/or sensitivity.
- **Classify Service Providers** – Consider the characteristics of each service provider to include the sensitivity of the data handled by that provider.
- **Assess Service Providers** – Analyze the extent to which service providers meet established security objects and fulfill business needs.
- **Onboard Service Providers** – Integrating service providers into an existing enterprise technology stack.
- **Monitor Service Providers** – Ensure that service providers are honoring contractual agreements and maintaining compliance with applicable security frameworks, such as vulnerability monitoring and notification.
- **Decommission Service Providers** – Remove enterprise data from service providers no longer in use, to include account information and enterprise data.

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IV. IDENTIFY SERVICE PROVIDERS

1. At a minimum the inventory of service providers must include:
 - a. Name of service provider
 - b. Business unit leveraging the platform
 - c. Service provider classifications
 - d. Point of contact at service provider
 - e. Point of contact within the enterprise managing the service provider relationship
2. The service provider inventory must be reviewed and updated annually, or when significant enterprise or service provider changes occur.

V. CLASSIFY SERVICE PROVIDERS

1. IT should classify each service provider according to attributes such as:
 - a. business function
 - b. geographical location
 - c. data sensitivity
 - d. data volume
 - e. availability requirements
 - f. applicable regulations
 - g. inherent risk or mitigated risk

VI. ASSESS SERVICE PROVIDERS

There are no IG1 safeguards that support this portion of the security awareness training process.

VII. ONBOARDING OF SERVICE PROVIDERS

There are no IG1 safeguards that support this portion of the security awareness training process.

VIII. MONITOR AND VERIFY SERVICE PROVIDERS

There are no IG1 safeguards that support this portion of the security awareness training process.

IX. DECOMMISSION SERVICE PROVIDERS

There are no IG1 safeguards that support this portion of the security awareness training process.

LEGAL REFERENCES:

- Statewide Information Security Manual, NC Department of Information Technology
- CIS Controls v8, Control 15 (Service Provider Management)
- NIST SP 800-53: Security and Privacy Controls for Information Systems and Organizations

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