



# DIR Shared Technology Services Managed Security Services (MSS) Risk and Compliance Outreach and Growth Webinar

*June 23, 2020*

# Agenda



*2:02pm* – Welcome, Introductions & Agenda – Neal Pierce, Capgemini

*2:05pm* – Managed Security Services (MSS) – Mark Hooper, AT&T

*2:15pm* – Risk and Compliance – Patrick Robinson & Mark Hooper, AT&T

*2:45pm* – External Portal – Neal Pierce, Capgemini

- Service Offerings and Requests
- Inter-Agency & Inter-Local Contracts

*2:50pm* – Monthly Webinars – Carrie Davie, Capgemini

- Featured Service Offering Of-The-Month
- Email Subscriptions

# Managed Security Services Overview

Mark Hooper, AT&T

Patrick Robinson, AT&T



# Managed Security Services - Overview



## What is Managed Security Services?

Managed Security Services (MSS) is an offering within DIR's **Shared Technology Services** program, providing a cost-effective solution to state, local, municipal, and higher-education cybersecurity needs.

MSS is composed of three (3) Service Components, each containing multiple services to choose from to meet your IT security needs:

- **Incident Response**
- **Risk and Compliance**
- **Security Monitoring and Device Management**

Today, we will focus on Risk and Compliance

## Am I eligible for all MSS services?

Certain security services are included within the scope of the DCS infrastructure services contract and therefore cannot be procured separately for devices residing in a Consolidated Data Center (CDC) or covered by the DCS public cloud offering. An MSS FAQ and Service Matrix is available with specific details for you to determine whether certain services are available to your device(s), depending on their location.



# Managed Security Services – Categories

## Security Services

### Security Monitoring

- Security Information and Event Management (SIEM)
- Threat Research
- SOC-as-a Service

### Device Management

- Managed Endpoint Security
- Host Based IDS/IPS
- Network Based IDS/IPS
- Managed Firewall
- Managed Web App Firewall
- Malware Detection

### Incident Management Services

- Incident Response Preparedness
- Incident Management
- Digital Forensics

### Risk and Compliance

- Risk Assessments
- Texas Cybersecurity Framework Assessment (TCF)
- Cloud Compliance Assessment
- Vulnerability Scanning
- Web App Vulnerability Scanning
- Web and Mobile Application Test
- Penetration Test
- SPECTRIM / S4L

# MSS Services – Common Themes



- 1) All are **Services**
- 2) All are **customized** to the needs of each customer
- 3) All are **managed** throughout their lifecycle
- 4) All can be **requested** through the STS Portal

# Risk and Compliance Services



Patrick Robinson, AT&T  
Mark Hooper, AT&T

# MSS Disclaimer



**The solutions discussed in this section are primarily standard offerings offered through the MSS contract. If any current DIR STS customer has a specific need, requirement, or technology that requires support it can be addressed through the Request for Solution (RFS) process.**

- **The RFS process**
  - For non-urgent Incident Response service, use the standard RFS process
  - We will reach out and develop a custom scope of work for your evaluation
  
- **The 800 number**
  - For urgent services, such as when a breach has occurred, call Call (877) DIR CISO (877-347-2476
  - You will be contacted by an IR professional within 2 hours of handoff
    - They will develop a custom scope of work and allow you to approve it before work begins

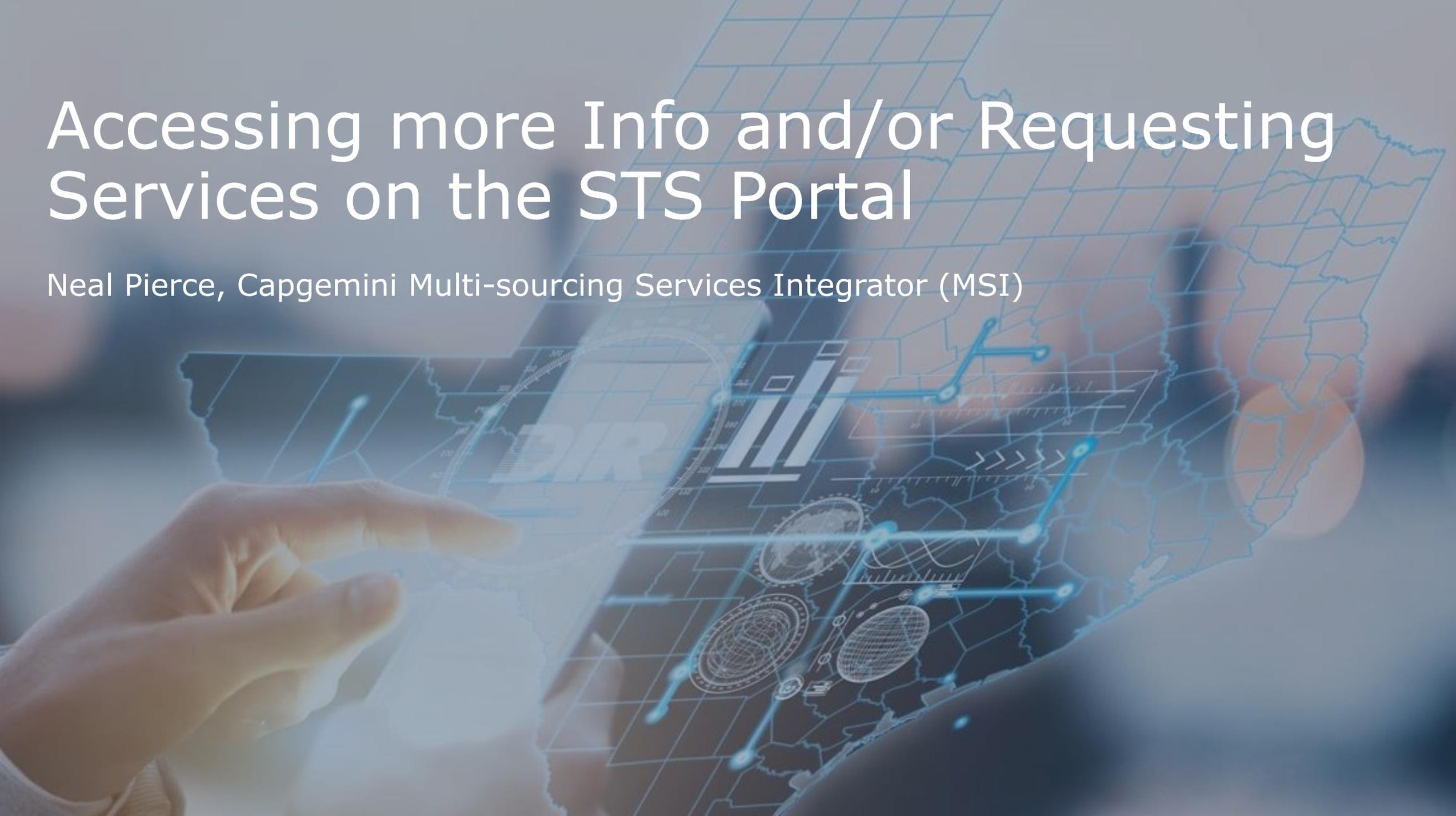
# Risk and Compliance Services



- **Risk Assessments**
  - Texas Cybersecurity Framework Assessment
  - NIST
  - PCI
  - HIPAA
  - Other
  
- **Cloud Compliance Assessment**
  
- **Vulnerability Scanning**
  
- **Web App Vulnerability Scanning**
  
- **Web and Mobile Application Testing**
  
- **Penetration Testing**

# Accessing more Info and/or Requesting Services on the STS Portal

Neal Pierce, Capgemini Multi-sourcing Services Integrator (MSI)



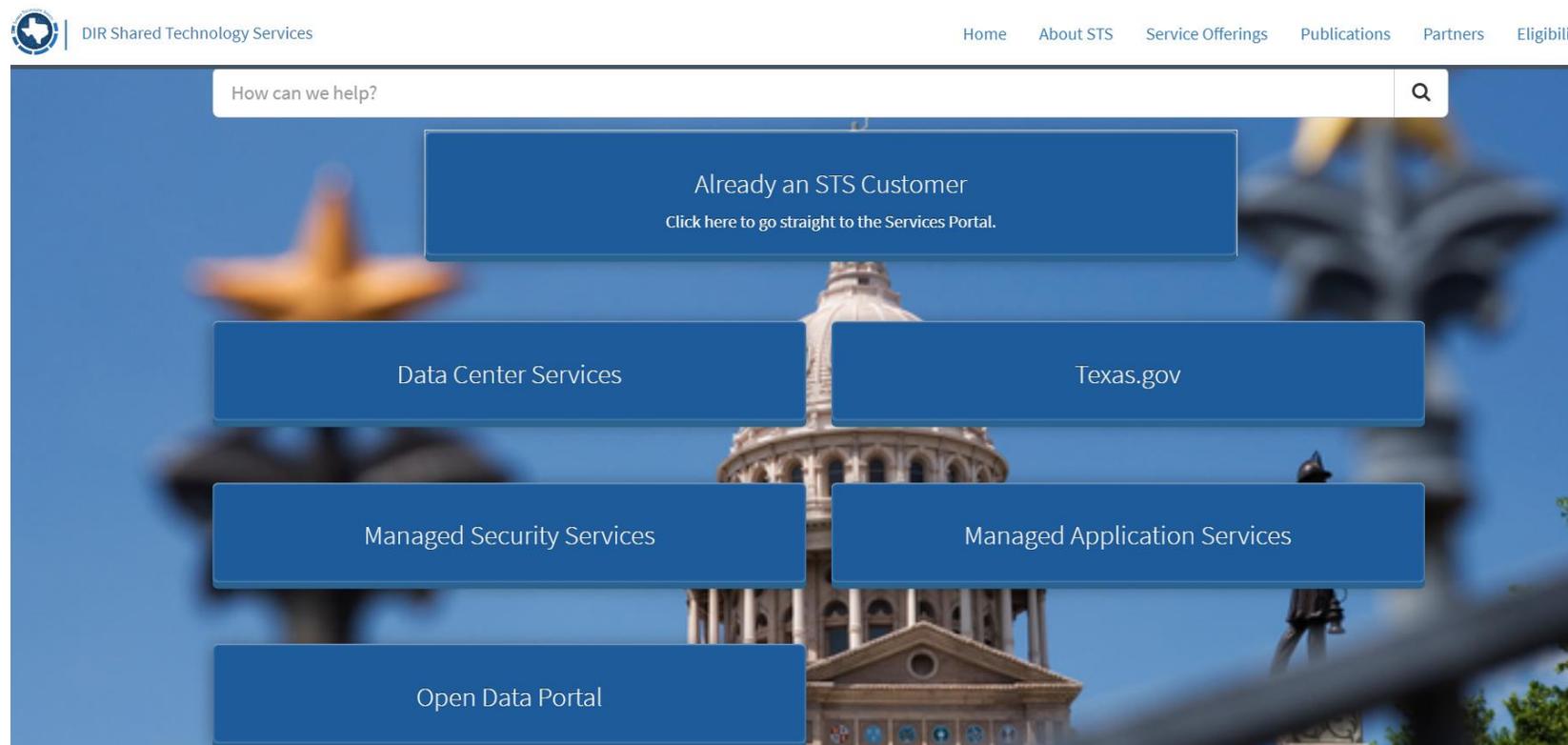
# STS External Portal – Home Page



Visit DIR's **Shared Technology Services External Portal**  
<https://dirsharedservices.service-now.com/dir>

This online framework presents DIR STS Service Offerings with high-level views and additional drill-down details.

Although designed for prospective STS customers, including governance (city, county and state) and higher education, current customers (including those without internal portal credentials) may also view DIR STS Service Offerings.



# STS Service Offerings



Service Offerings with high-level views and additional drill-down details.



Home Page



## Risk and Compliance

Risk and Compliance Description

### Penetration Testing



Identify and assess vulnerabilities in your environment.

View Details

### Risk and Cloud Compliance ...



Risk and Cloud Compliance Assessments

View Details

### Vulnerability and Web Appli...



Vulnerability and Web Application Scanning Services

View Details

Service Offerings Page

Home > DIR Service Offerings

## Categories

Service Offerings

DCS Bulk Print & Mail Services

Managed Application Services

Managed Security Services

Texas.gov

DCS Infrastructure & Hybrid Clou...

Other Services



# Request More Information about Service Offerings



- Prospective Customers should submit requests for offering information here at any drill-down.
- *Current Customers should use the Internal Portal for an Service Level Agreement (SLA) Request For Solution (RFS).*

The screenshot shows a web form for requesting more information about service offerings. The form includes several input fields, each with a yellow star icon indicating it is mandatory:

- ★ First Name
- ★ Last Name
- ★ Email
- ★ Phone
- ★ Title
- ★ Organization
- ★ Service Offerings

Below these fields is a section titled "Additional Offering Details" which contains a text area for providing specific details and a dropdown menu labeled "Select to add additional details?" with "Yes" selected.

Annotations include:

- A green box labeled "Mandatory fields" with a bracket pointing to the first six input fields.
- A green box labeled "Add specific details here" pointing to the text area in the "Additional Offering Details" section.
- A dropdown menu is open, showing a list of service offerings. A green box labeled "Select Offering from within Pull-Down Menu" points to the "Application Development" option, which is highlighted in blue.

The dropdown menu contains the following items:

- Application Development
- Application Maintenance
- Backup as a Service
- Digital Forensics
- Disaster Recovery as a Service
- Endpoint Management System
- Intrusion Detection and Prevention Systems
- Mainframe Services
- Malware Detection and Prevention Systems
- Managed Firewall and Web Application Firewall (WAF) Services
- Microsoft O365 Subscription Services
- Multiple Services
- Penetration Testing
- Print & Mail
- Public Cloud Server and Storage Services
- Risk and Cloud Compliance Assessments
- Security Incident and Response Management Services
- Security Information and Event Management (SIEM)
- Security Operations Center (SOC)

# Inter-Agency & Inter-Local Contracts Structure

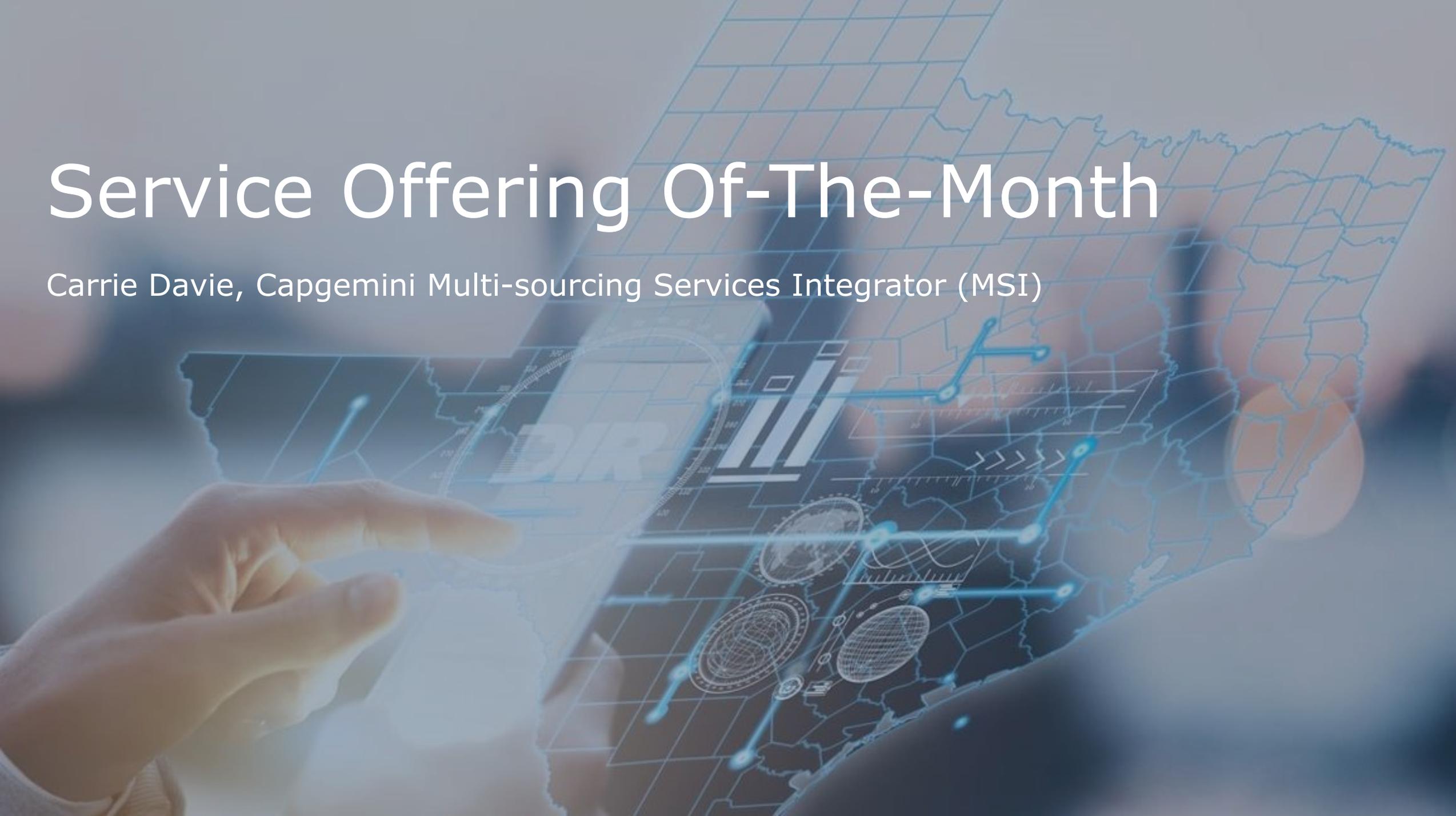


Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC)



On the **Eligibility Page** of the STS External Portal

# Service Offering Of-The-Month



Carrie Davie, Capgemini Multi-sourcing Services Integrator (MSI)



# Service Offering Of-The-Month

Each month STS Outreach and Growth promotes a Service Offering with

- Email Communication(s)
- Links to Service Offerings and Pertinent Publication(s)
- Webinar

## 2018

October = STS Overview  
November = Hybrid Cloud Services  
December = Managed Application Services

## 2019

January = Data Center Services  
February = Texas.gov  
March = Open Data Portal  
April = Managed Security Services  
(*Security Monitoring & Device Mgt*)  
May = Print Mail  
June = Managed Security Services  
(*Incident Response and Risk & Compliance*)  
July = STS Video and MSI Overview  
November = MSS SPECTRIM  
December = DCS BUaaS/DRaaS

## 2020

January = Texas.gov  
February = Robotic Process Automation  
(Perspecta)  
April = Managed Security Services *Incident Response* (AT&T)  
May = Open Data Portal (Tyler Tech)  
**June = Managed Security Services Risk and Compliance (AT&T)**  
July = Print Mail (Xerox)  
August = TASSCC Annual Conference  
Sept = NextGen Data Center Services



- We encourage all current and prospective customers to subscribe to our Shared Technology Services newsletter to receive more information about the DIR STS Program.
- Subscribers will receive 2-3 emails each month highlighting an “offering of-the-month” as well as invitations to monthly webinars.
  - Only subscribers will receive webinar calendar invites.
  - We use the same subscription box for email campaign and webinar invites – so no need to subscribe each month.
- Marketing emails will include links to offerings and publications posted on the STS External Portal.

## Email Subscription for Shared Technology Services News

First Name \*

Last Name \*

Email \*

Job Title \*

Organization \*

Submit



## Contact Us

### **Neal Pierce**

(512) 636-0706

[neal.pierce@capgemini.com](mailto:neal.pierce@capgemini.com)

### **Carrie Davie**

(512) 914-6509

[carrie.davie@capgemini.com](mailto:carrie.davie@capgemini.com)

### **Mark Hooper**

(737) 701-1713

[mark.hooper@att.com](mailto:mark.hooper@att.com)

### **Patrick Robinson**

(972) 342-4733

[patrick.robinson@att.com](mailto:patrick.robinson@att.com)

