



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

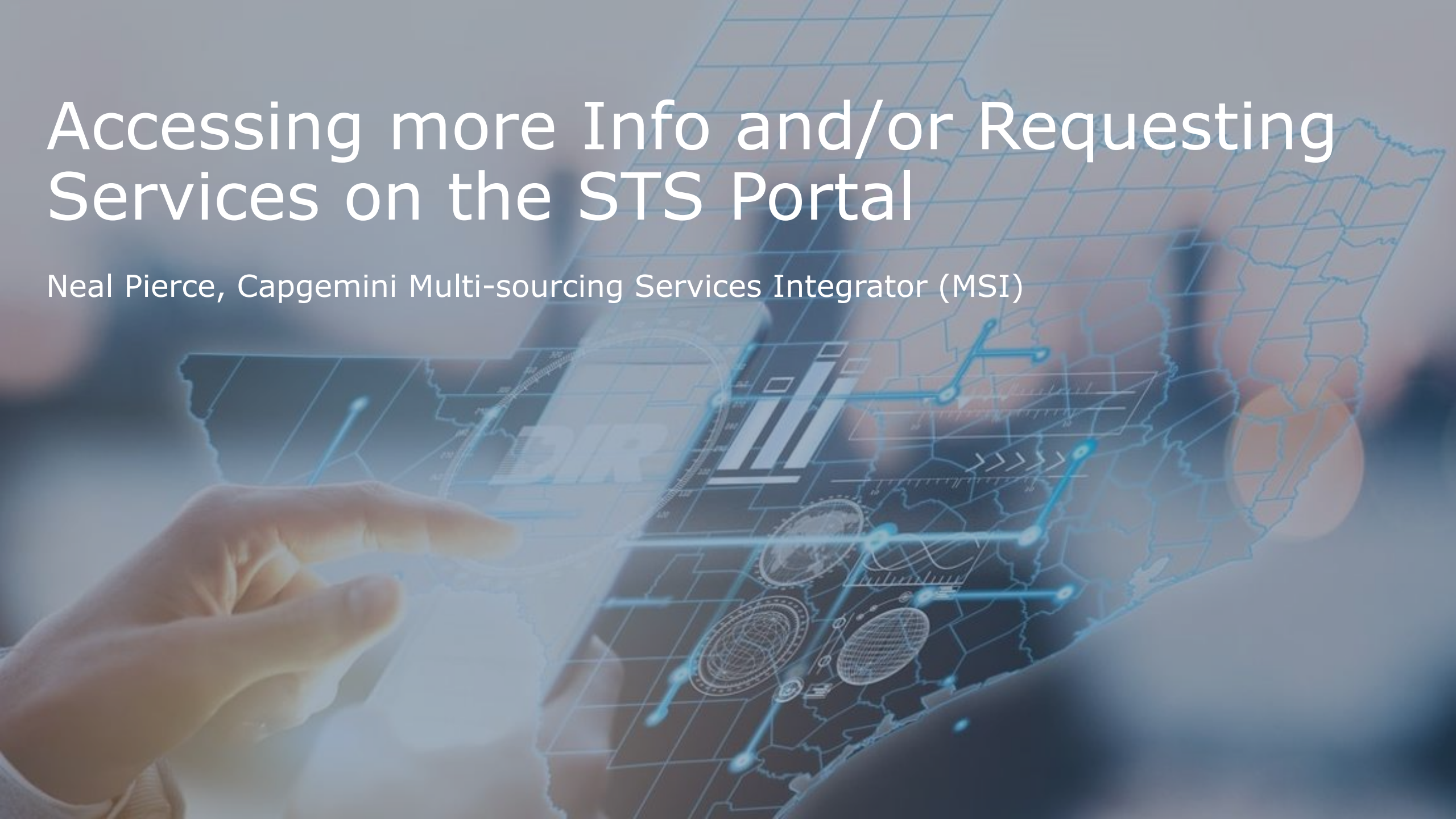
Risk and Compliance Services



- **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)



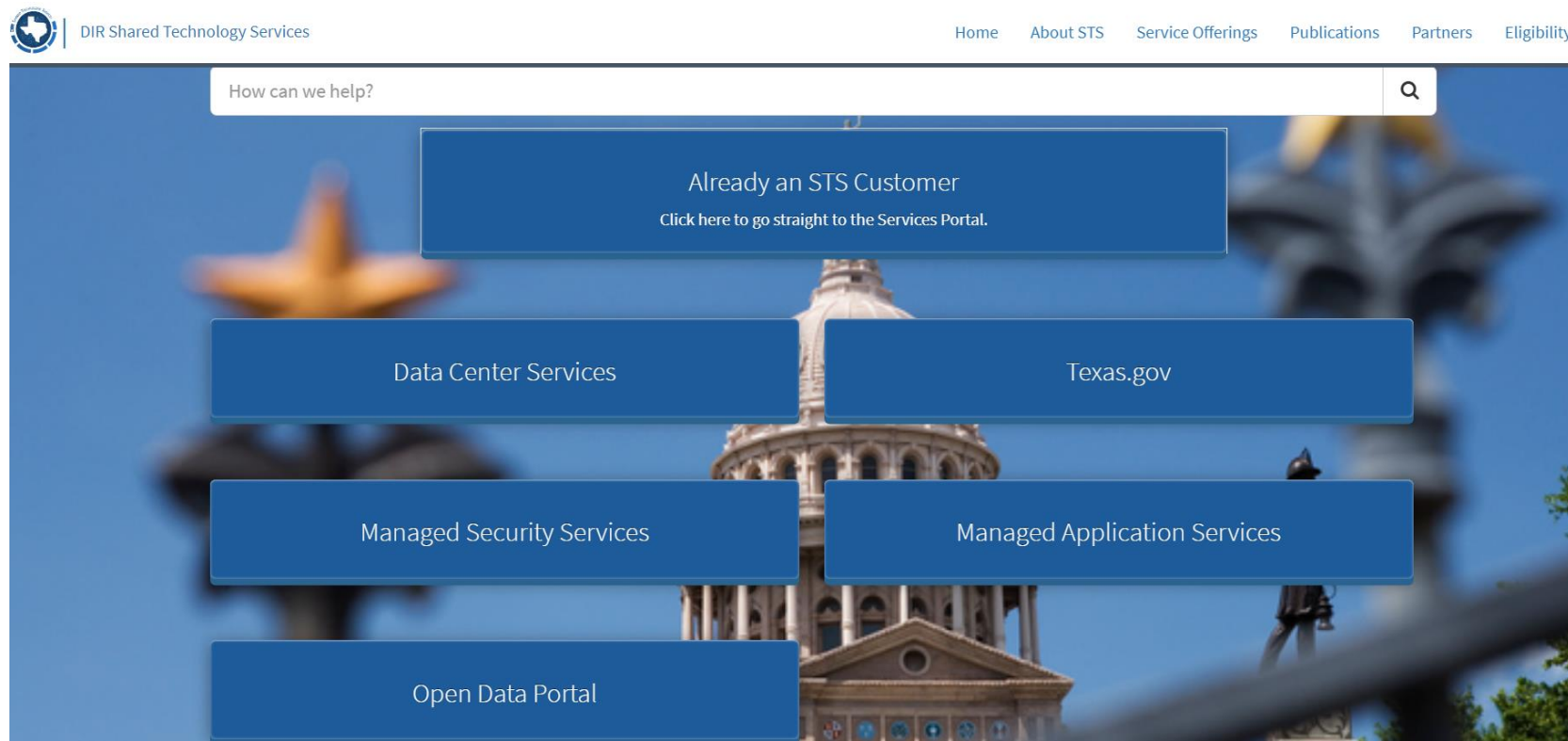
STS External Portal – Home Page



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 is divided into two main sections: a left-hand input area and a right-hand dropdown menu.

Left-hand Input Area:

- Fields for **First Name**, **Last Name**, **Email**, **Phone**, **Title**, and **Organization** are marked with a yellow star icon, indicating they are mandatory.
- A **Service Offerings** dropdown menu is located below the other fields.
- A section titled **Additional Offering Details** contains a text area for adding specific details, highlighted by a red box and a green callout box that says "Add specific details here".
- At the bottom, there is a question "Select to add additional details?" with a dropdown menu currently set to "Yes".

Right-hand Dropdown Menu:

- The dropdown menu is open, showing a list of service offerings. The first item, **Application Development**, is highlighted in blue.
- A green callout box points to this item, stating "Select Offering from within Pull-Down Menu".
- Other items in the list include 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), and Security Operations Center (SOC).

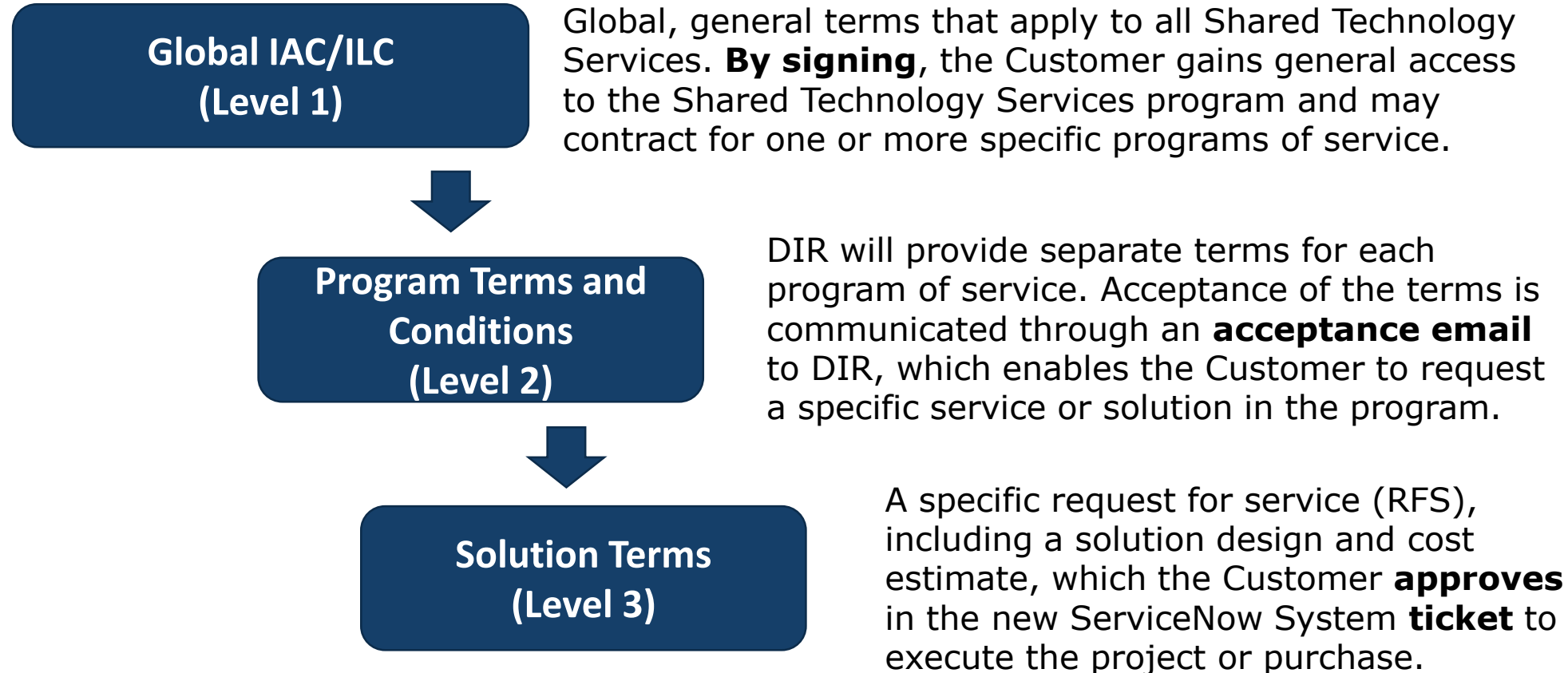
Annotations:

- A green box labeled "Mandatory fields" has a bracket pointing to the star-marked input fields on the left.
- A blue line connects the "Service Offerings" dropdown in the left section to the dropdown menu on the right.

Inter-Agency & Inter-Local Contracts Structure



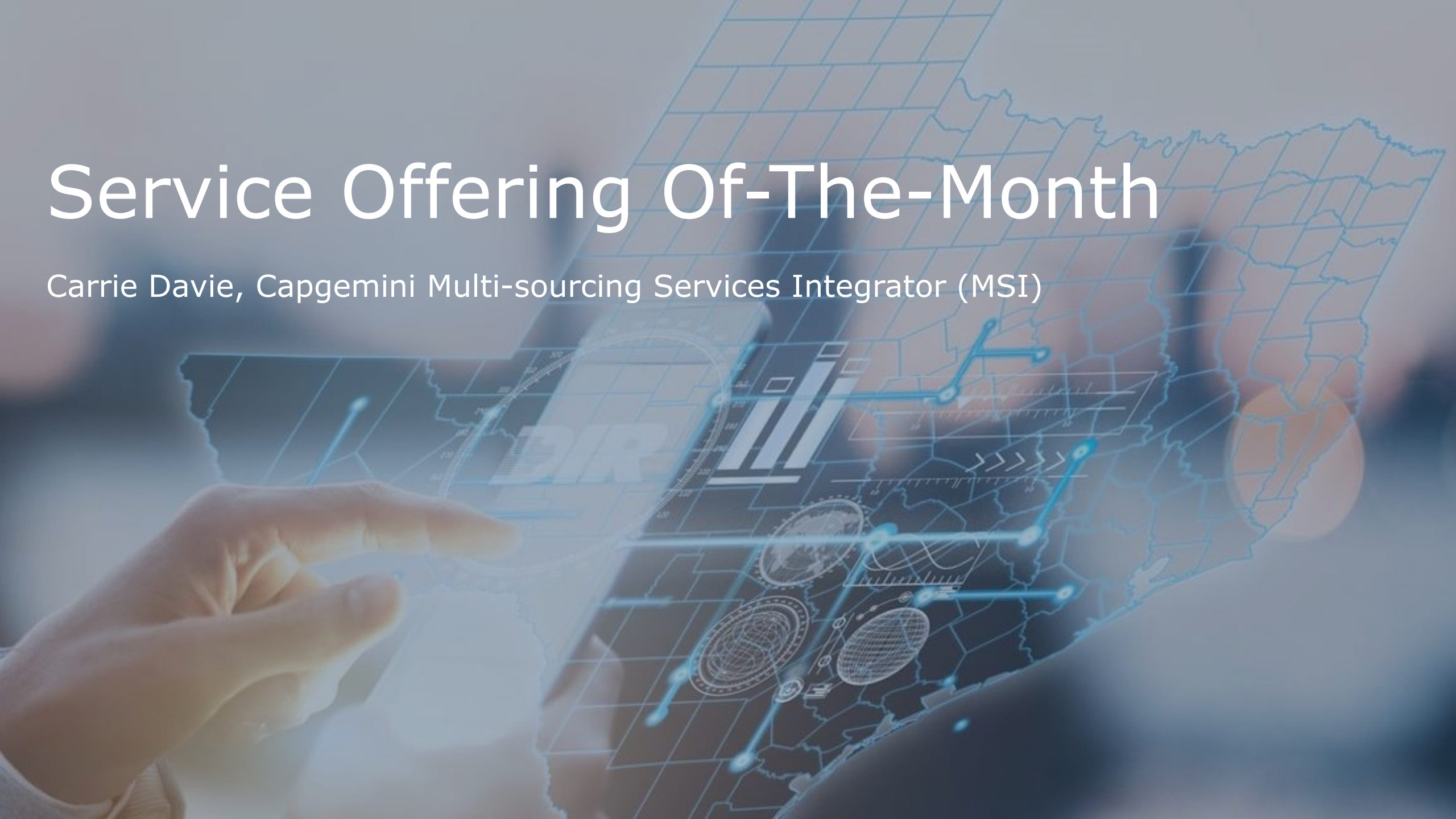
Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC)



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 *	<input type="text" value="Neal"/>
Last Name *	<input type="text" value="Pierce"/>
Email *	<input type="text" value="neal.pierce@capgemini.com"/>
Job Title *	<input type="text" value="MSI Outreach and Growth Mgr"/>
Organization *	<input type="text" value="Capgemini"/>
<input type="button" value="Submit"/>	



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