Realizing the Value & Impact of Proactive & Superior Security Services

Webinar

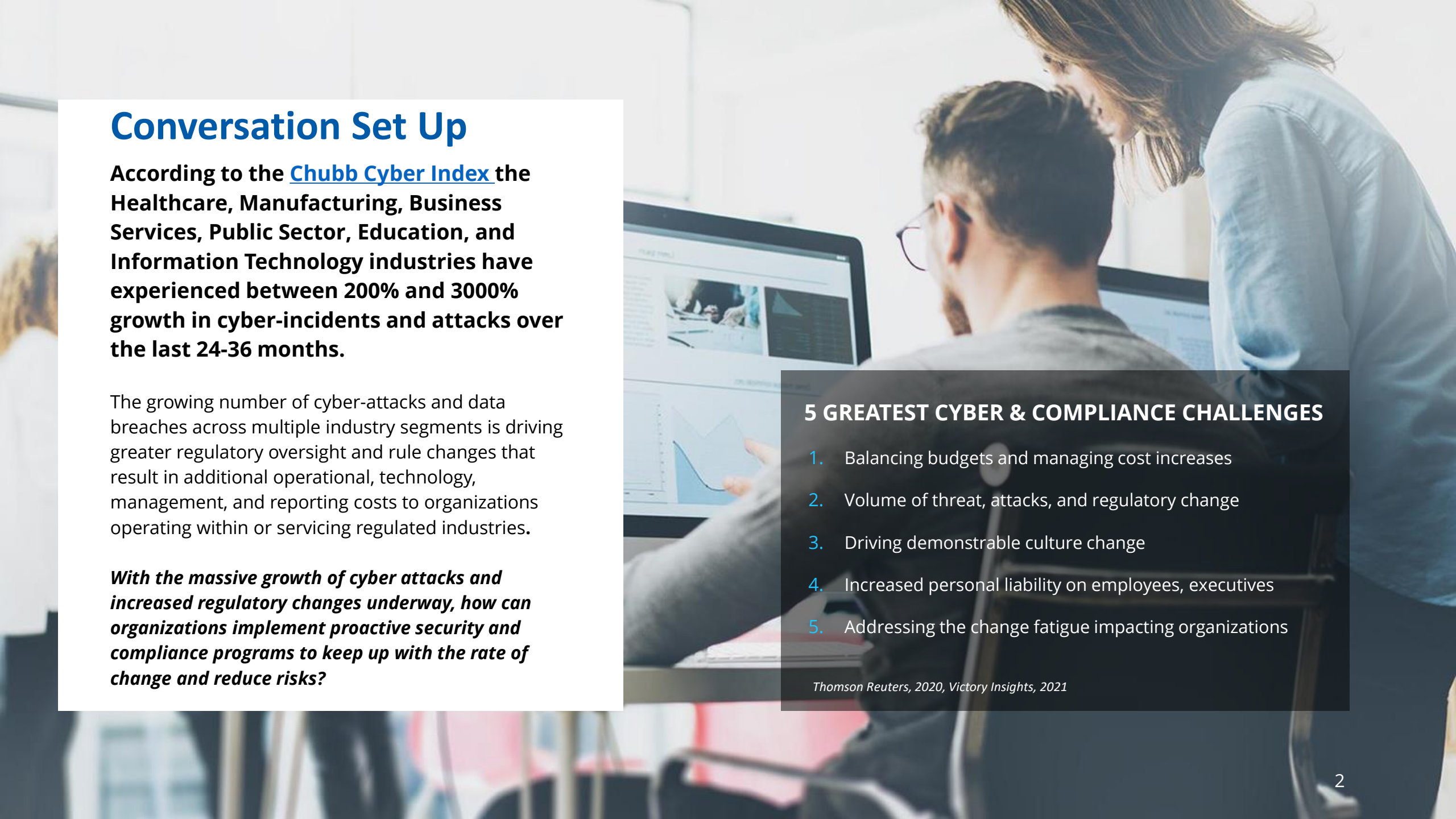
June 24, 2021

Conversation Set Up

According to the Chubb Cyber Index the Healthcare, Manufacturing, Business Services, Public Sector, Education, and Information Technology industries have experienced between 200% and 3000% growth in cyber-incidents and attacks over the last 24-36 months.

The growing number of cyber-attacks and data breaches across multiple industry segments is driving greater regulatory oversight and rule changes that result in additional operational, technology, management, and reporting costs to organizations operating within or servicing regulated industries**.**

With the massive growth of cyber attacks and increased regulatory changes underway, how can organizations implement proactive security and compliance programs to keep up with the rate of change and reduce risks?

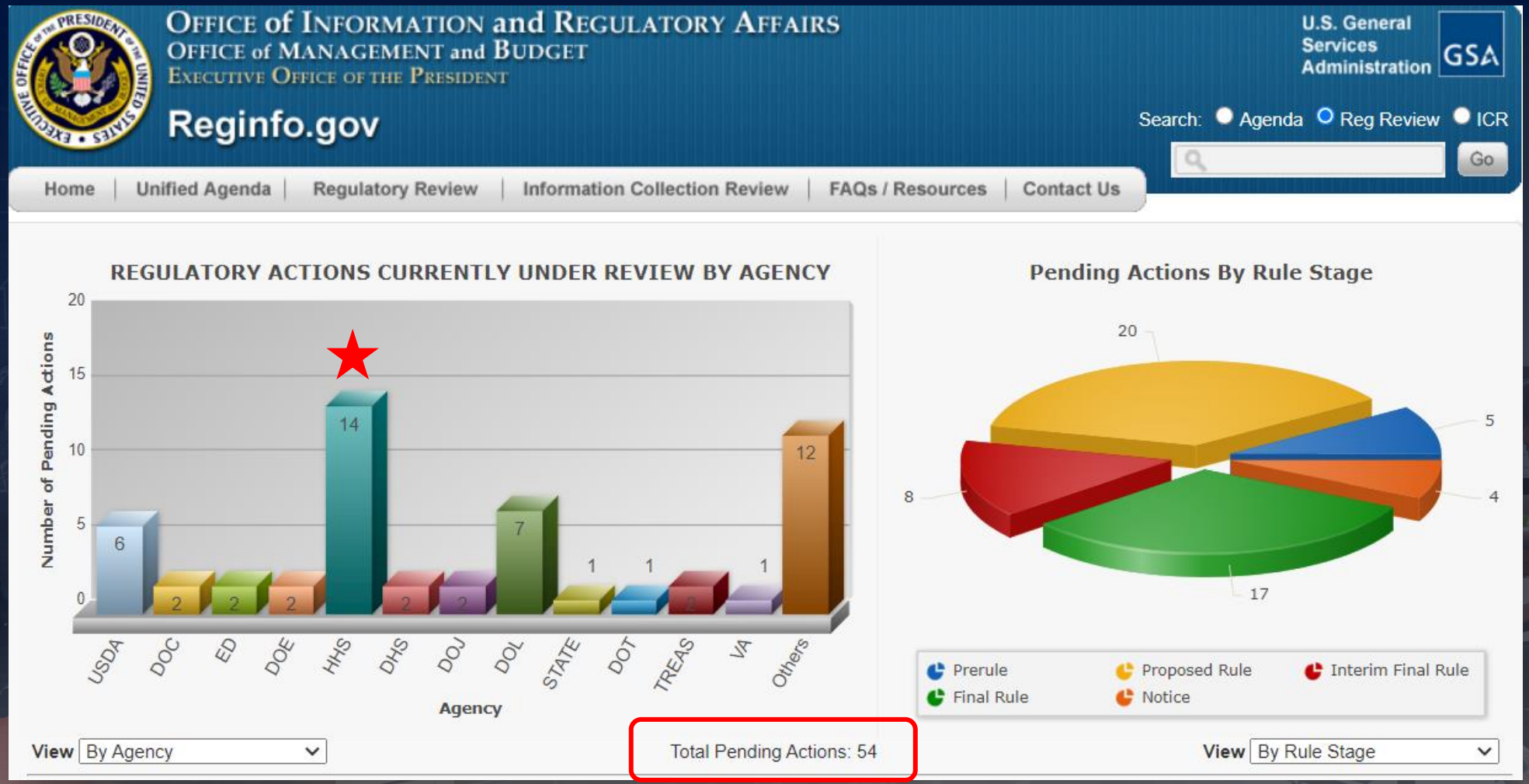


5 GREATEST CYBER & COMPLIANCE CHALLENGES

1. Balancing budgets and managing cost increases
2. Volume of threat, attacks, and regulatory change
3. Driving demonstrable culture change
4. Increased personal liability on employees, executives
5. Addressing the change fatigue impacting organizations

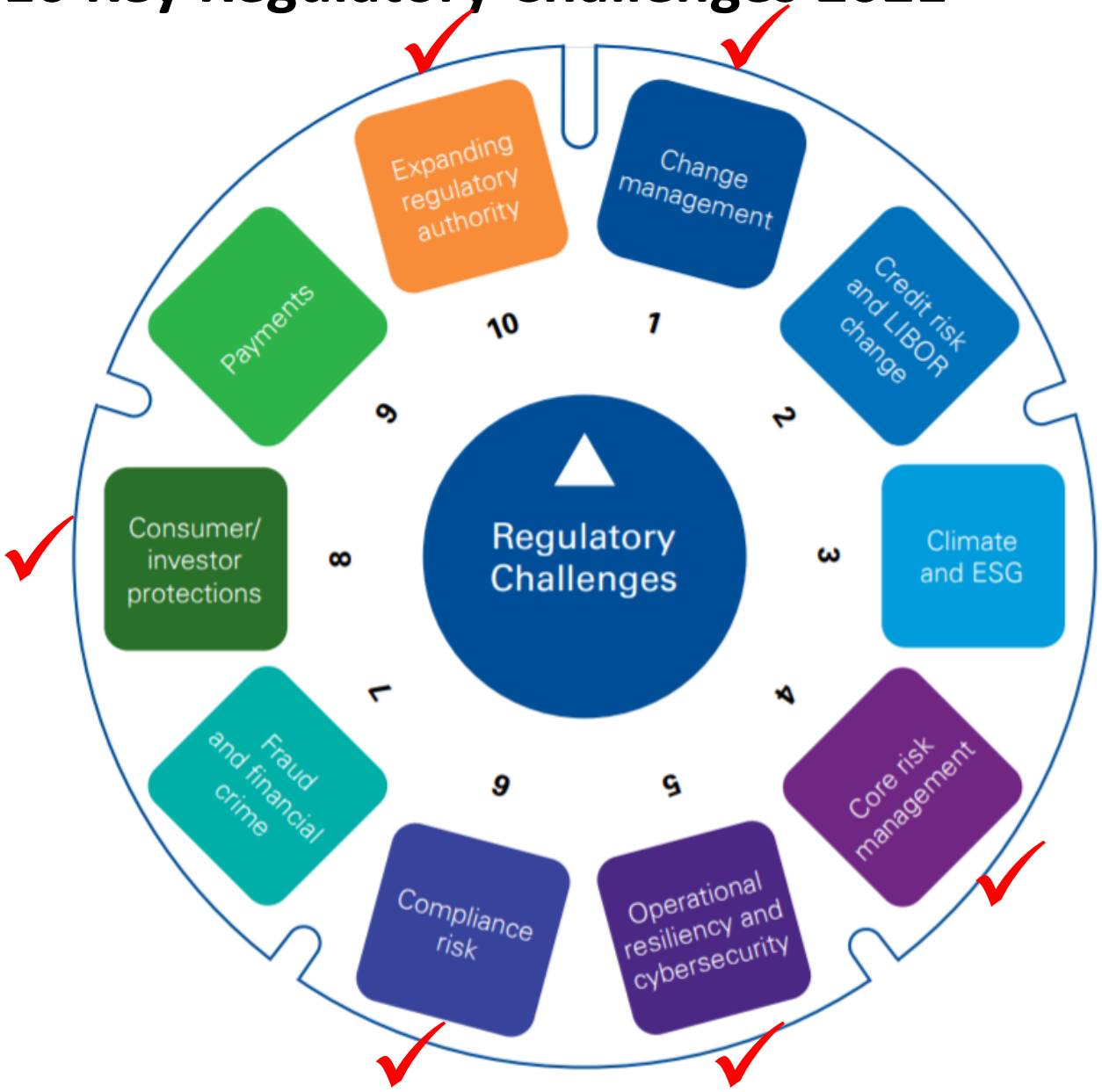
Thomson Reuters, 2020, Victory Insights, 2021

The Rate of Change: Reginfo.gov



June 9, 2021

10 Key Regulatory Challenges 2021



TAKE AWAYS

1. Change management around compliance
2. Use a holistic approach to risk management
3. Build operational resiliency and security culture
4. Proactively manage compliance risk
5. Brace for expanded regulations and oversight

KPMG, 2020, Victory Insights, 2021

Increasing Cyber Risks, Escalating Attacks

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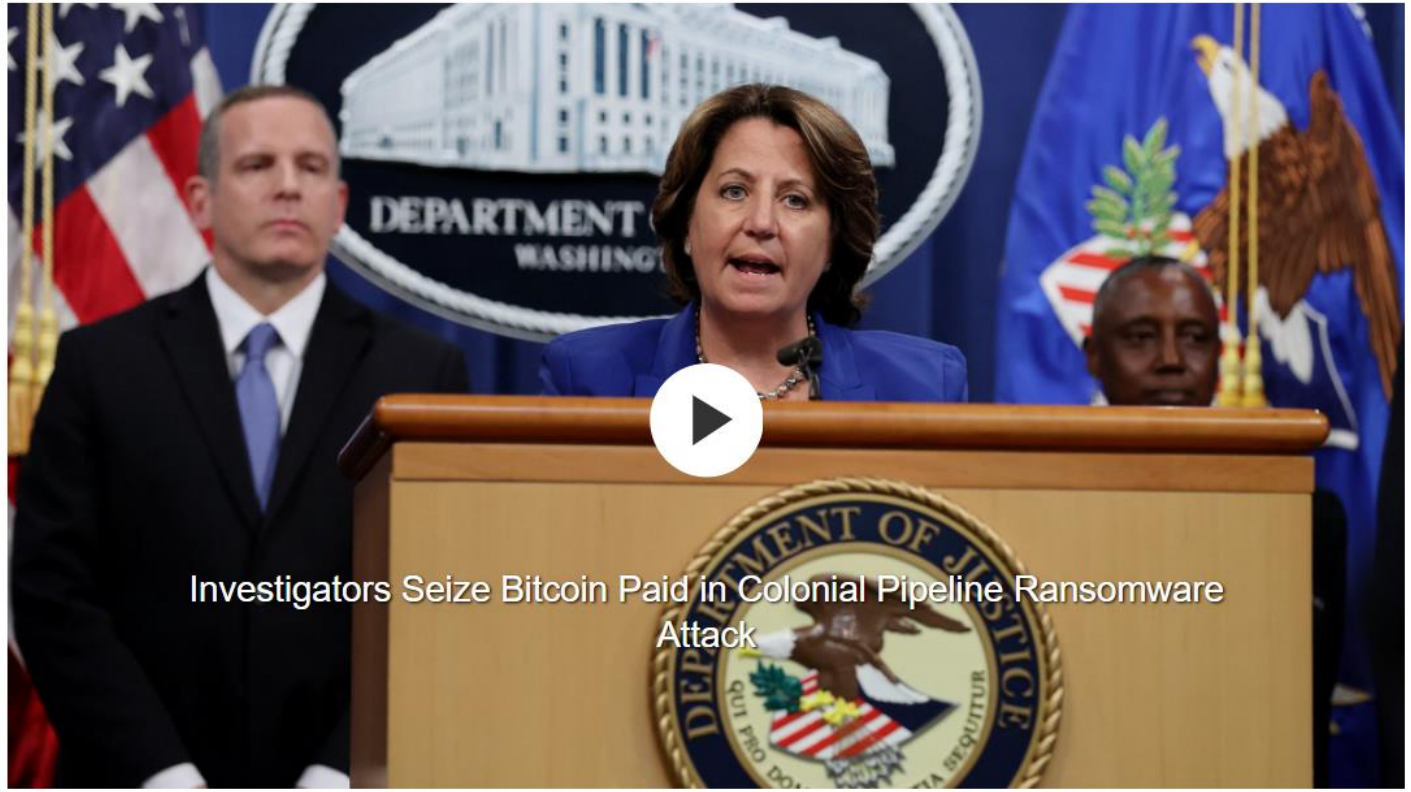
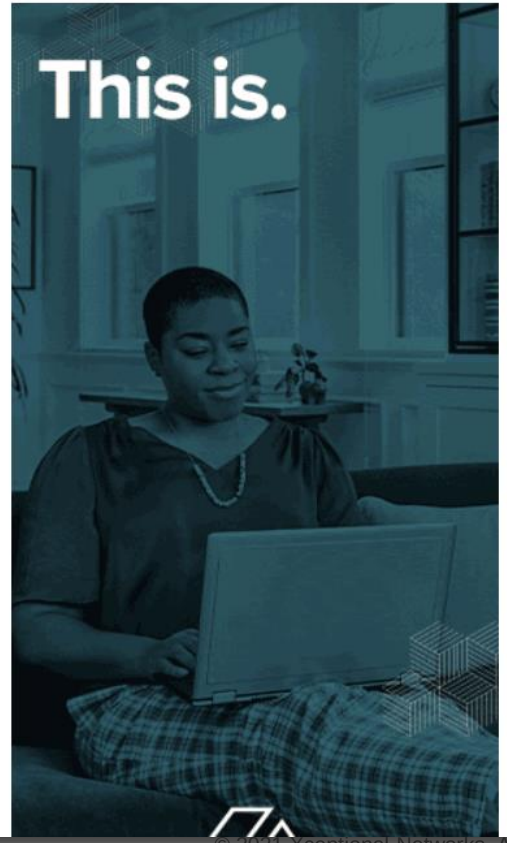
JBS Paid $11 Million to Resolve Ransomware Attack

Meat supplier's U.S. chief says firm paid cybercriminals in bitcoin to avoid more disruptions



U.S. Deputy Attorney General Lisa Monaco said investigators have recovered more than $2 million in cryptocurrency paid in ransom to



Cyber Attacks By Industries

	Incidents:	Total	Small	Large	Unknown
	Total	32,002	407	8,666	22,929
	Accommodation (72)	125	7	11	107
	Administrative (56)	27	6	15	6
	Agriculture (11)	31	1	3	27
	Construction (23)	37	1	16	20
6	Education (61)	819	23	92	704
	Entertainment (71)	194	7	3	184
4	Finance (52)	1,509	45	50	1,414
7	Healthcare (62)	798	58	71	669
3	Information (51)	5,471	64	51	5,356
	Management (55)	28	0	26	2
5	Manufacturing (31–33)	922	12	469	441
	Mining (21)	46	1	7	38
	Other Services (81)	107	8	1	98
1,2	Professional (54)	7,463	23	73	7,367
1,2	Public (92)	6,843	41	6,030	772
	Real Estate (53)	37	5	4	28
	Retail (44–45)	287	12	45	230
	Trade (42)	25	2	9	14
	Transportation (48–49)	112	3	16	93
	Utilities (22)	148	5	15	128
	Unknown	6,973	83	1,659	5,231
	Total	32,002	407	8,666	22,929

	Breaches:	Total	Small	Large	Unknown
	Total	3,950	221	576	3,153
	Accommodation (72)	92	6	7	79
	Administrative (56)	20	6	10	4
	Agriculture (11)	21	1	0	20
	Construction (23)	25	1	10	14
7	Education (61)	228	15	22	191
	Entertainment (71)	98	3	1	94
2	Finance (52)	448	32	28	388
1	Healthcare (62)	521	31	32	458
4	Information (51)	360	32	32	296
	Management (55)	26	0	25	1
3	Manufacturing (31–33)	381	5	185	191
	Mining (21)	17	0	5	12
	Other Services (81)	66	6	1	59
5,6	Professional (54)	326	14	13	299
5,6	Public (92)	346	24	50	272
	Real Estate (53)	33	3	3	27
	Retail (44–45)	146	7	18	121
	Trade (42)	15	1	6	8
	Transportation (48–49)	67	3	6	58
	Utilities (22)	26	2	4	20
	Unknown	688	29	118	541
	Total	3,950	221	576	3,153

IT Industry Realities

(Realities That Impact The Deployment of a Proactive Security Program)

70% of IT Projects Fail.

55% of PMs cite budget overrun as a reason for project failure.

The lack of clear goals and flawed requirements are the most common factors for project failure (37%).

44% of projects fail due to a lack of alignment between business and IT project objectives.

62% of successfully completed projects had supportive executive sponsors.

Top Causes of IT System Downtime:

Human Error
Cyberattack
Equipment Failure
Software Failure
Natural Disasters
Power Surge
User Surge

Designing, building, operating, maintaining, and supporting business IT systems and applications is a time consuming, costly and complex task. It requires specialized skills, robust project management, and executive oversight in order to be successful. The odds are against most organizations that attempt to run IT systems, applications or major projects inhouse with minimal funding and resources.

https://www.vxchnge.com/blog/common-causes-of-server-downtime https://teamstage.io/project-management-statistics/
https://integracon.com/11-leading-causes-downtime/ https://www.infotech.com/research/flawed-requirements-trigger-70-of-project-failures

Internal Gaps Within IT & Security Programs

GOALS & OBJECTIVES

- Business, IT, Security goals and objectives can be misaligned or not understood across various business units or functions.
- Business, IT and security initiatives, projects, and spending priorities might be misaligned or not understood across the organization.
- Business and IT projects might not have clear alignment to corporate goals and objectives.

PROGRAM MATURITY

- The current state of the IT and Security program maturity is understood at the leadership, management and employee levels of the organization.
- The IT, and Security team effectiveness and capabilities are understood by the leadership and management teams.
- IT and Security system functionality is understood by the leadership team.

SPEND ALIGNMENT

- IT and Security investments and ongoing spending on systems and personnel is aligned and supports business goals, objectives.
- IT and Security spending on systems and personnel is within industry averages for your company.
- IT and Security investment and project return on investment is being tracked, measured and reviewed continuously.

KPIs & METRICS

- IT and Security initiatives, projects, activities have specific KPIs, Metrics, defined.
- KPIs, Metrics for IT and Security initiatives and projects are being tracked, measured, reviewed continuously.
- Vendors, Partners, Suppliers of IT and Security solutions and services are reviewed, assessed and ranked in terms of the value they provide to the business.

Deploying a Proactive Security & Compliance Program

ASSESSMENTS

- Business and IT alignment assessment to identify IT investment gaps, waste, or misalignment negatively impacting the business.
- Network, IT, Security assessments to identify assets, vulnerabilities that are a high risk to the business.
- **IT / Security project review, assessment – prioritizing or reallocating resources and spending to high value / impact projects.**

PROGRAM

- Create or update IT system and data usage and access policies, procedures, to evolve IT and Security program maturity. This reduces risk and helps ensure regulatory compliance.
- Off-payroll virtual IT, Security, or Compliance, subject matter expert assistance to enhance internal capabilities.
- **Partner with an MSP outsource IT, Security or Compliance as a Service provider.**

TRAINING/AWARENESS

- IT, Security and system awareness training, phishing simulations to ensure user system and process adoption, and to reduce cybersecurity attack risks.
- Management training on system usage, data access, disaster recovery, cybersecurity risks, and best practices to defend the organization against internal and external attacks and threats.
- **Managed phishing, training services.**

LAYERED SECURITY

- Cybersecurity Insurance.
- End Point Protection.
- Data Encryption.
- Next Generation Firewalls.
- Data Loss Protection & Monitoring Software.
- Network Monitoring Services.
- **Managed IT + (Security) detection and response services.**

Top MSP Client Issues, Needs

55% of MSPs Report that Most or All of their Clients Are Asking for Security Services

"Meeting Security Risks" is the Top Need of MSP Clients

The Managed Security market is projected to grow to $50 Billion by 2023

Research shows that 83% of security teams experience "alert fatigue" and 88% have SIEM challenges

In 2020 32% of organizations increased their use of outside service providers

75% of MSPs report their clients struggle with regulatory compliance

Victory Media Research 2021

What Customers Want From MSPs

BE KNOWLEDGEABLE

- Understand the client's business requirements, needs, expectations.
- Understand any security, privacy, compliance requirements.
- Modify alerts and communications taking into consideration their IT systems, environment and business operations.

BE PROACTIVE

- Inquire about the clients needs, requirements, expectations.
- Document and verify these back to the customer to ensure alignment.
- Reach out to schedule conversations, updates, and to review trends, risks, and to discuss how to add more value to the client. Ensure delivery is proactively communicating, providing updates.

BE RESPONSIVE

- Ensure emails, support tickets, general requests are being responded to even if a partial or answer is provided.
- Document and review service and solution enhancement requests or tickets in recurring meetings providing visibility into how the client's needs and requests are being addressed.

BE COMMITTED

- Establish goals, objectives, activities, KPIs, and metrics for the relationship that deliver value.
- Establish reporting communication, and recurring meetings to discuss topics that are valuable to the client and consistently track and report on the value and impact the service is providing.

Xceptional Netwworks, Victory Media Research 2020 - 2021

2021 Business & IT Priorities

(Techaisle 2021 Small, Medium Sized Business Survey)

https://techaisle.com/blog/449-2021-top-10-smb-and-midmarket-business-issues-it-challenges-it-priorities

Open Invitation: Experience Xceptional Value

Knowledgeable, Proactive, Responsive, Committed

PORTFOLIO OF PROACTIVE MANAGED SERVICES & SUPERIOR IT CONSULTING SERVICES

- Remote and on-site managed services to fit your budget, scheduling, and resource needs: *Managed Desktop, Network, Phones, Applications, Security, Compliance.*
- 24x7 monitoring and support provided by live engineers *that are highly responsive and committed to your business.*
- Virtual CIO: Quarterly Technology Reviews and Reporting Solutions to provide strategic IT planning, *update to current standard levels and ensure specifications are maintained.*
- Advanced IT consulting, advisory, architecture and procurement services to help align IT systems and applications to the business, *or to develop and implement a future IT roadmap and technology strategy that enables business growth.*

Introducing: Compliance Manager

Since 2007 Xceptional has built a reputation as a collaborative, innovative, and proactive Managed IT Services Provider that delivers superior IT, security, and compliance solutions, helping customers to achieve positive business outcomes.

> ***"Xceptional's 'hands-on' approach is ideal for a business with limited or no in-house IT expertise."***
>
> - Julie Barnes, Partner at Jones Barnes LLC

Xceptional's Compliance Manager is a compliance-as-a-service solution that provides quarterly scanning and reporting for various regulations and compliance frameworks such as CMMC, NIST CSF, HIPPA, GDPR, ISO 27001, and Cyber Insurance.

The Compliance Manager solution can be customized to address your unique cybersecurity and compliance requirements, and includes:

- ✓ Annual Subscription
- ✓ Compliance Manager Software Module *(by regulation licensed)*
- ✓ One-time set up support
- ✓ Quarterly Scans
- ✓ Assessment Report
- ✓ 1 Hour Report Review/Recommendations Session
- ✓ Policies, Procedures, Evidence of Compliance Documents *(by regulation licensed)*
- ✓ Additional Supporting Documents and Worksheets

Xceptional Compliance Manager also tracks the implementation of remediation activities and corrective actions, documenting compliance improvements and adherence.

This proactive compliance program reduces the risk, cost, and time associated with regulatory compliance management and provides valuable support during the audit process.

xceptional.com

Xceptional Compliance Manager: What's Included

Cyber Insurance:
- ✓ Compliance Manager One-time Set Up
- ✓ Annual Subscription
- ✓ Cyber Insurance Compliance Manager Software
- ✓ Quarterly Scans
- ✓ Assessment Report Delivery
- ✓ 1 Hour Report Review/Recommendations Session

Reports & Assets Included:
- ✓ Cyber Risk Analysis
- ✓ Cyber Risk Management Plan
- ✓ External Vulnerability Scan Detail by Issue Report
- ✓ Network Assessment Full Detail Report
- ✓ Compensating Control Worksheet
- ✓ Personal Data File Scan Report
- ✓ Response Verification Reports
- ✓ Additional Supporting Documents & Worksheets

GDPR:
- ✓ Compliance Manager GDPR One-time Set Up
- ✓ Annual Subscription
- ✓ GDPR Compliance Manager Software
- ✓ Quarterly Scans
- ✓ Assessment Report Delivery
- ✓ 1 Hour Report Review/Recommendations Session

Reports & Assets Included:
- ✓ GDPR Compliance Checklist
- ✓ ISO 27001-213 Auditor Checklist
- ✓ EU GDPR Policies and Procedures
- ✓ ISO 27001 Policies and Procedures
- ✓ Risk Treatment Plan
- ✓ Data Protection Impact Assessment
- ✓ GDPR Evidence of Compliance
- ✓ Additional Supporting Documents & Reports

NIST CSF:
- ✓ Compliance Manager NIST CSF One-time Set Up
- ✓ Annual Subscription.
- ✓ NIST CSF Compliance Manager Software
- ✓ Quarterly Scans
- ✓ Assessment Report Delivery
- ✓ 1 Hour Report Review/Recommendations Session

Reports & Assets Included:
- ✓ NIST Auditor Checklist
- ✓ NIST Risk Treatment Plan
- ✓ NIST Risk Analysis
- ✓ Evidence of NIST Compliance
- ✓ NIST Policies and Procedures
- ✓ Additional Supporting Documents & Worksheets

HIPAA:
- ✓ Compliance Manager HIPAA One-time Set Up
- ✓ Annual Subscription
- ✓ HIPAA Compliance Manager Software
- ✓ Quarterly Scans
- ✓ Assessment Report Delivery
- ✓ 1 Hour Report Review/Recommendations Session

Reports & Assets Included:
- ✓ HIPAA Privacy Rule Worksheet
- ✓ HIPAA Breach Notification Rule Worksheet
- ✓ HIPAA Auditor Checklist
- ✓ HIPAA Policies and Procedures
- ✓ HIPAA Management Plan
- ✓ HIPAA Risk Analysis
- ✓ HIPAA Evidence of Compliance
- ✓ HIPAA Risk Analysis Update
- ✓ HIPAA Change Summary Report
- ✓ HIPAA Risk Management Plan Update
- ✓ HIPAA External Vulnerability Scan Detail
- ✓ Additional Supporting Documents & Worksheets

CMMC:
- ✓ Compliance Manager CMMC One-time Set Up
- ✓ Annual Subscription
- ✓ CMMC Compliance Manager Software
- ✓ Quarterly Scans
- ✓ Assessment Report Delivery
- ✓ 1 Hour Report Review/Recommendations Session

Reports & Assets Included:
- ✓ NIST 800-171 DoD Assessment
- ✓ Score Report
- ✓ System Security Plan (SSP)
- ✓ Plan of Action and Milestones (POA&M)
- ✓ NIST 800-171 Scoring Supplement Worksheet
- ✓ CMMC Assessor Checklist
- ✓ CMMC Risk Treatment Plan
- ✓ CMMC Risk Analysis
- ✓ CMMC Evidence of Compliance
- ✓ Additional Supporting Documents & Worksheets

A sample list of regulations and compliance frameworks that can be included within your Compliance Manager managed services deployment, followed by a summary of what is included within each subscription.

**Subscriptions can be purchased ala carte or bundled with another Xceptional Care managed services or Security-as-a-Service solutions.*

Wrap Up

Most executives we speak to are seeking ways to proactively reduce security and compliance risks and costs – but based on the glut of IT and security solutions and vendors in the market, they are trying to figure out who they can trust to help.

The amount of time, energy, effort, and resources required to keep IT systems and back-office applications updated, patched, secured, and sensitive data protected is significant.

Xceptional's proactive and superior, fully-managed security and compliance programs can help!

As a leading, award winning provider of Managed IT Services, Networking, and Security Solutions, Xceptional is committed to helping customers reduce risks, and align their IT systems and applications to the current needs of their business, employees, and customers!

Embrace the Xceptional experience and visit our website or contact us today!

Thank You!

Visit our resources page to access our free eBooks and research!

Request a complimentary network or security assessment email us at info@xceptional.com

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