MicroAge®

Strategic Cybersecurity

Methodology & Insights

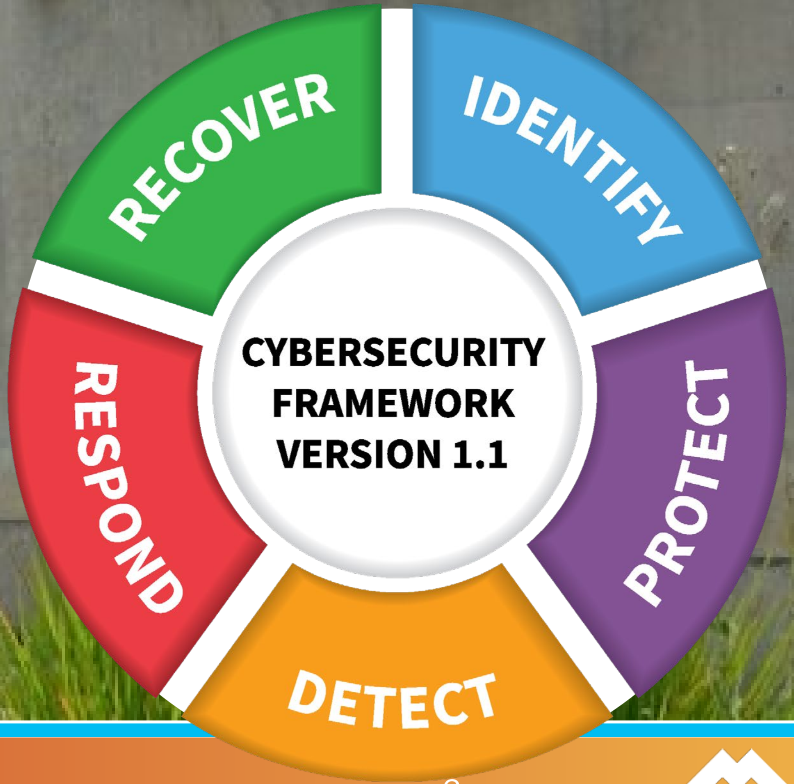
ANDREW ROBERTS

CHIEF CYBERSECURITY STRATEGIST

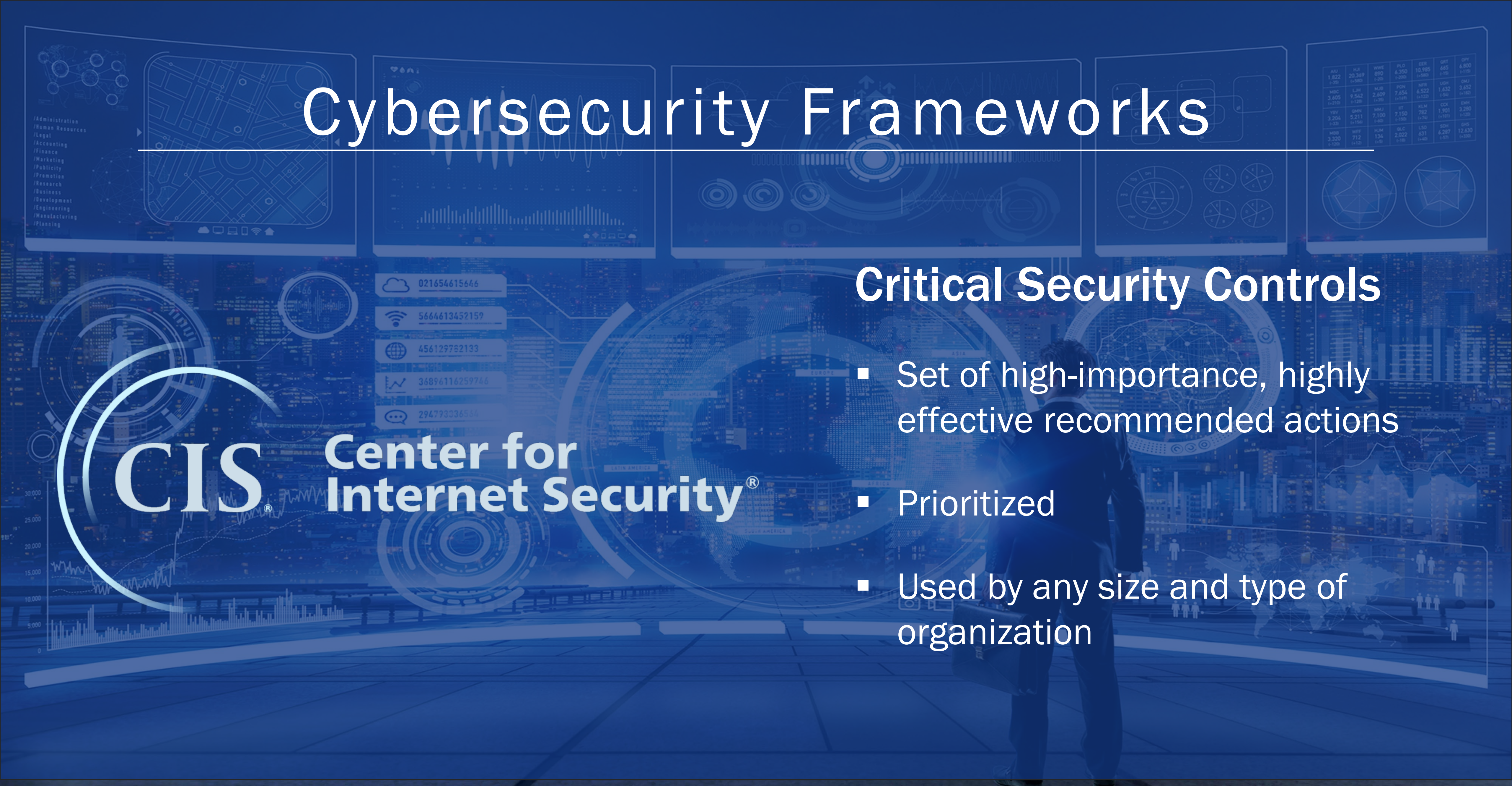
Step 1: Choose a Framework

Cybersecurity Frameworks

- Designed towards CIKR, but built for organizations of all sizes
- Customizable
- Outcome driven, without mandates
- Scalable



Cybersecurity Frameworks



CIS Center for Internet Security®

Critical Security Controls

- Set of high-importance, highly effective recommended actions
- Prioritized
- Used by any size and type of organization

Cybersecurity Frameworks

- Used by healthcare organizations
- Comprehensive, Flexible, Efficient
- Regulatory Compliance & Risk Management
- Draws from ISO, NIST, PCI, & HIPAA

HITRUST®

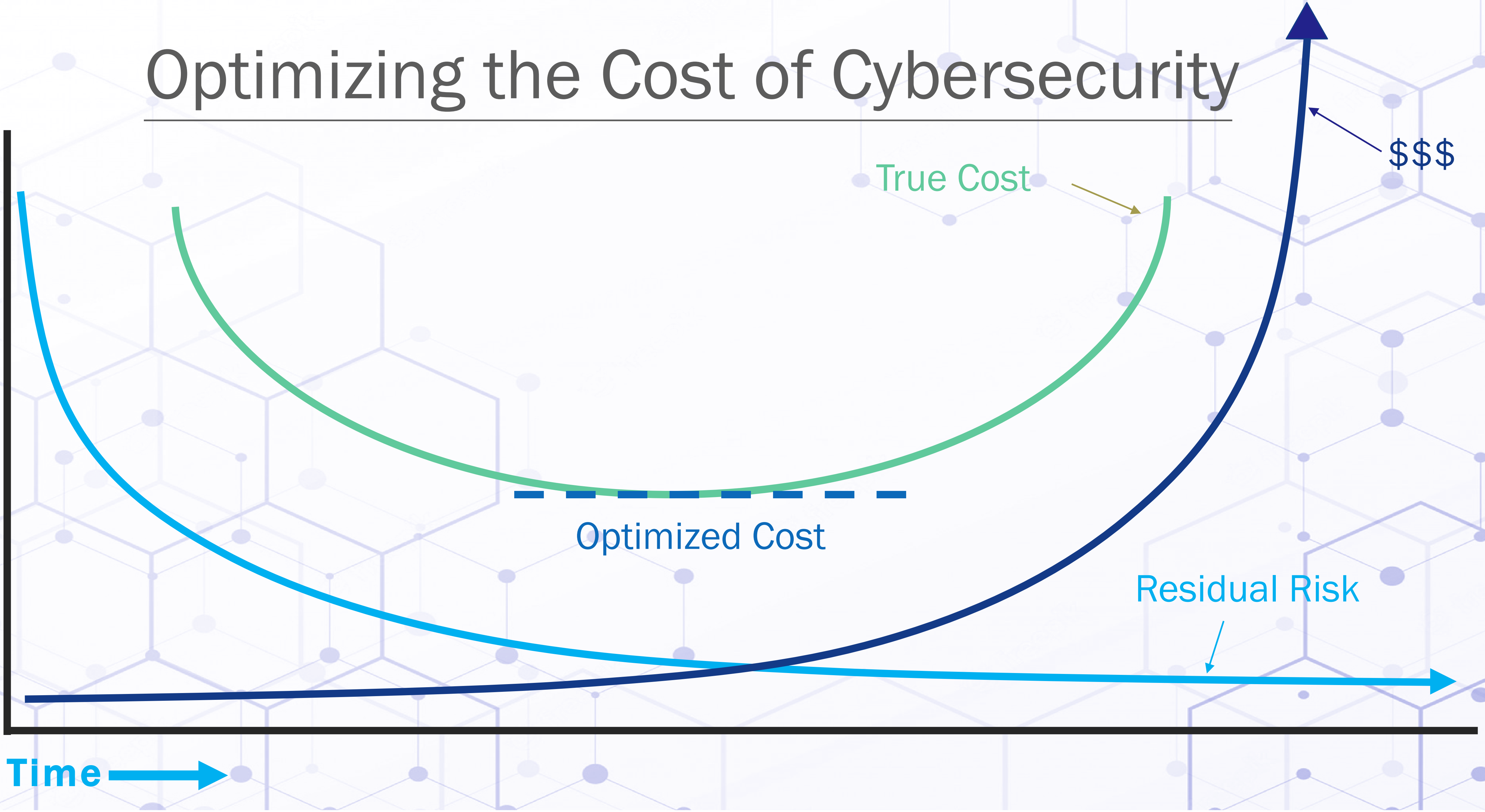
Step 2: Get Buy-In

Talking to Executives

See & Show the Big Picture

Cybersecurity is **RISK MANAGEMENT**

Optimizing the Cost of Cybersecurity



Step 3: Gap Analysis

Gap Analysis

Assess ALL Controls in Your Chosen Framework

This is for You – BE HONEST

Set the Bar in the Right Place

OPTIONS

DIY

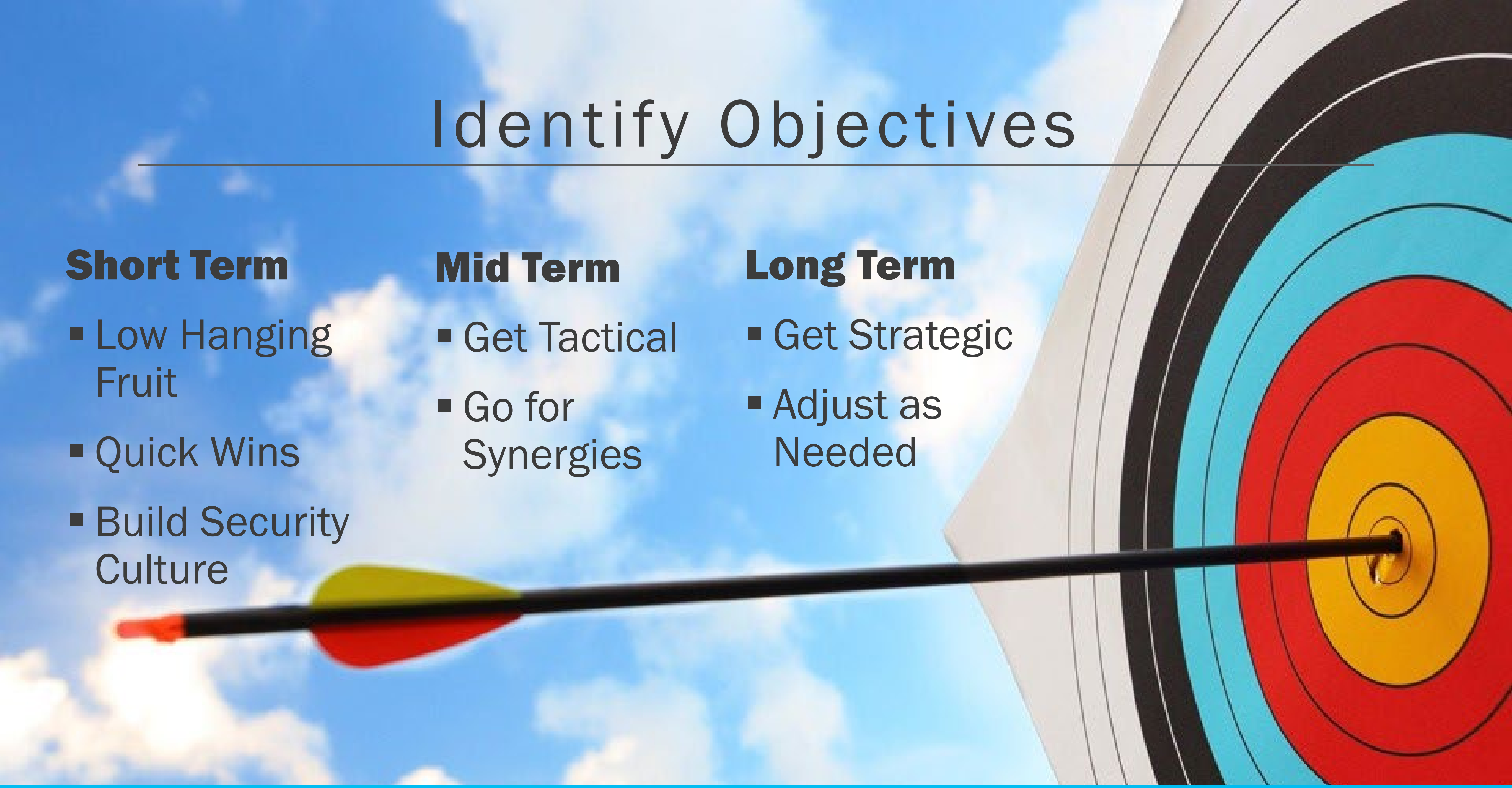
- Insider Look
- Cost Savings
- High Risk of Bias

Trusted 3rd Party

- Faster
- Outside Opinion
- Objective View

Step 4: Program Roadmap

Identify Objectives



Short Term

- Low Hanging Fruit
- Quick Wins
- Build Security Culture

Mid Term

- Get Tactical
- Go for Synergies

Long Term

- Get Strategic
- Adjust as Needed

Execute, Monitor & Adjust

Work Your Plan

- Be confident in the plan
- Get everyone involved

Track Progress

- Continuous monitoring
- Benchmark against the framework

Course Correction

- Watch for drift

Reporting

For You

- Track Progress
- Identify Roadblocks
- Feedback Look

For Your Leadership

- They Are Interested and Invested
- Keep Them Engaged

<<Company Name>>

Strategic Planning

Beyond the Report

MicroAge®

N S T

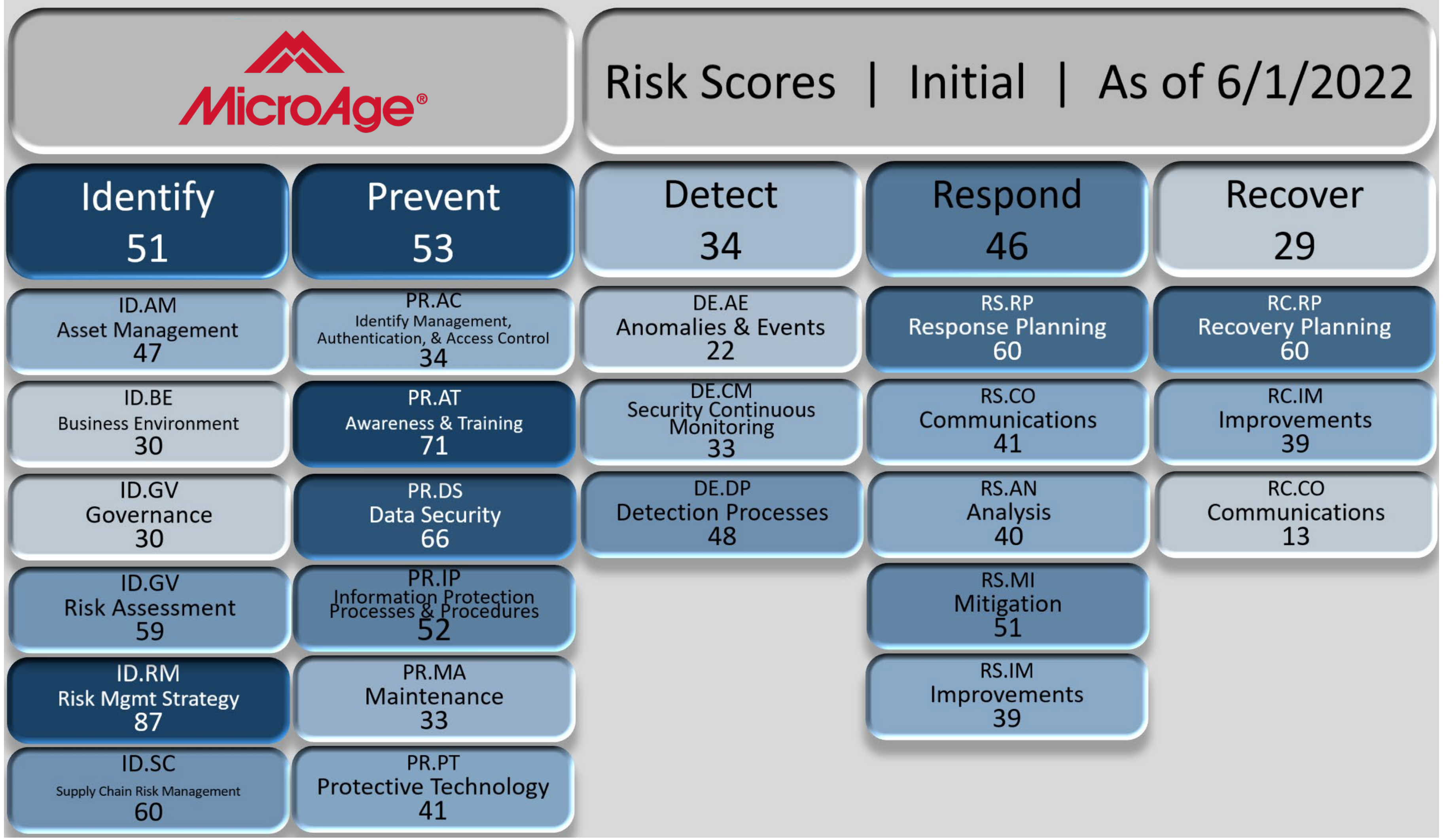
NIST Scorecard Tool

Customized exclusively for<<Company Name>>

COMPANY

LOGO

Original State



Risk Scores | Initial | As of 6/1/2022

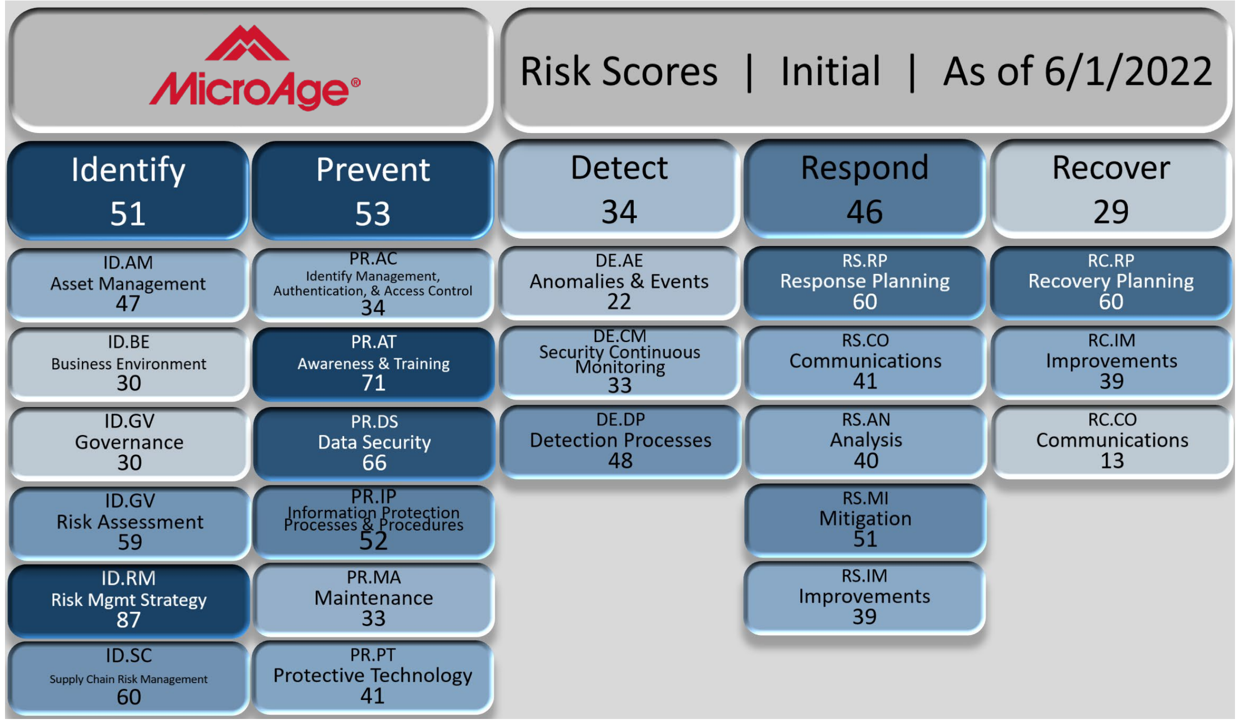
Identify 51	Prevent 53	Detect 34	Respond 46	Recover 29
ID.AM Asset Management 47	PR.AC Identify Management, Authentication, & Access Control 34	DE.AE Anomalies & Events 22	RS.RP Response Planning 60	RC.RP Recovery Planning 60
ID.BE Business Environment 30	PR.AT Awareness & Training 71	DE.CM Security Continuous Monitoring 33	RS.CO Communications 41	RC.IM Improvements 39
ID.GV Governance 30	PR.DS Data Security 66	DE.DP Detection Processes 48	RS.AN Analysis 40	RC.CO Communications 13
ID.GV Risk Assessment 59	PR.IP Information Protection Processes & Procedures 52		RS.MI Mitigation 51	
ID.RM Risk Mgmt Strategy 87	PR.MA Maintenance 33		RS.IM Improvements 39	
ID.SC Supply Chain Risk Management 60	PR.PT Protective Technology 41			

Short-Term Objectives

- Policy Development, Phase 1
- User Awareness Program
- Patch & Vulnerability Management
- Managed SOC | MSSP
- Dataflow Mapping
- Data Security Assessment

Initial Progress

Original State



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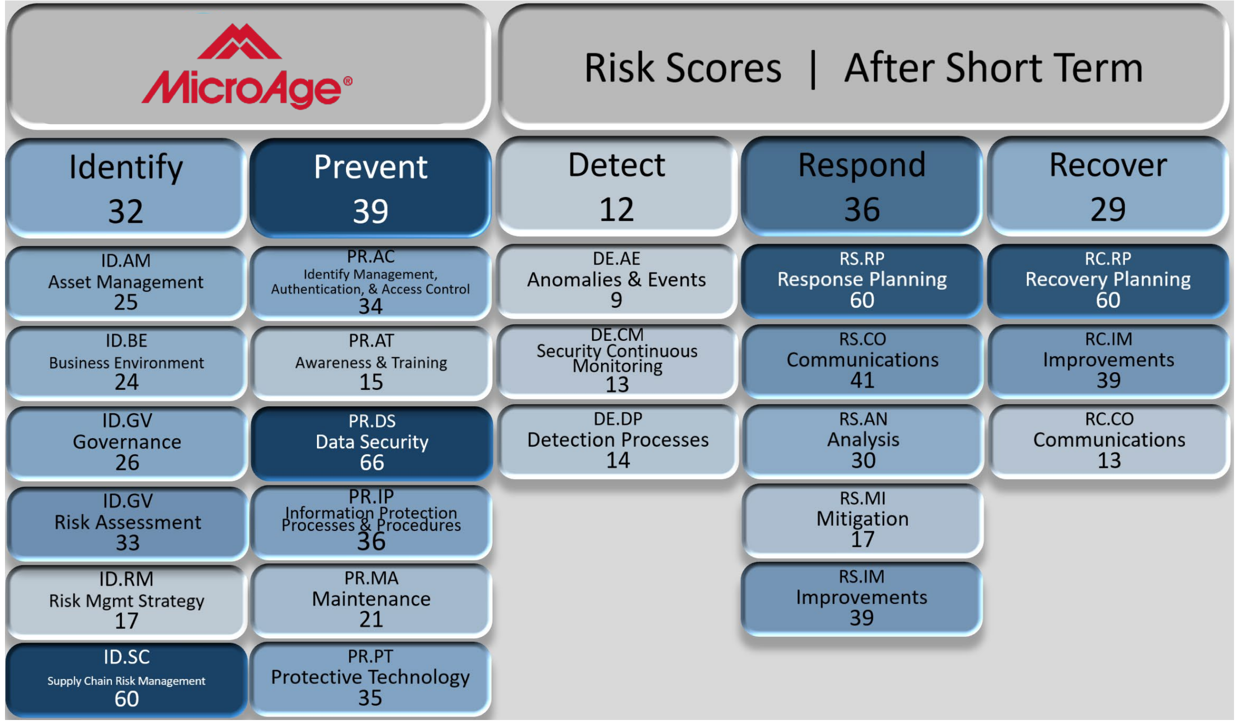
After Short-Term Objectives



MicroAge®	Risk Scores | After Short Term			
Identify 32	Prevent 39	Detect 12	Respond 36	Recover 29
ID.AM Asset Management 25	PR.AC Identify Management, Authentication, & Access Control 34	DE.AE Anomalies & Events 9	RS.RP Response Planning 60	RC.RP Recovery Planning 60
ID.BE Business Environment 24	PR.AT Awareness & Training 15	DE.CM Security Continuous Monitoring 13	RS.CO Communications 41	RC.IM Improvements 39
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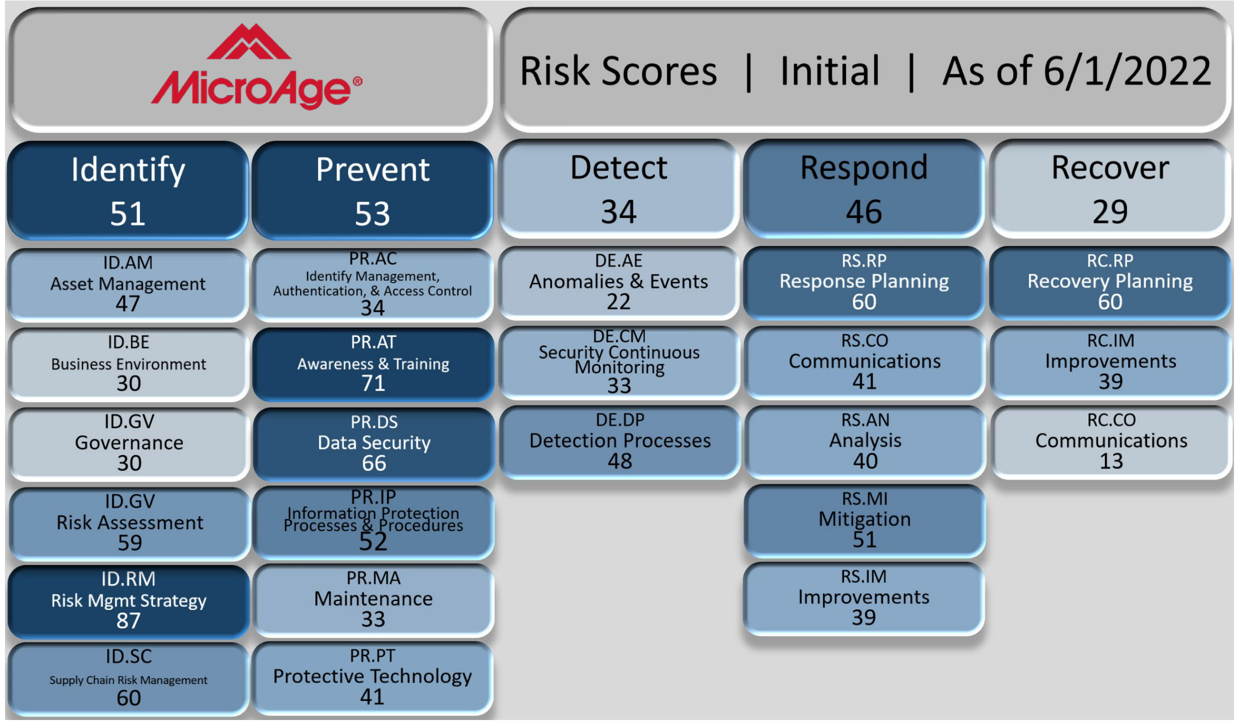
Medium-Term Objectives

- Policy Development, Phase 2
- Data Security
- Incident Response
- Vendor Risk Management
- Identity & Access Management | Privileged Access Management

Further Progress

Original State



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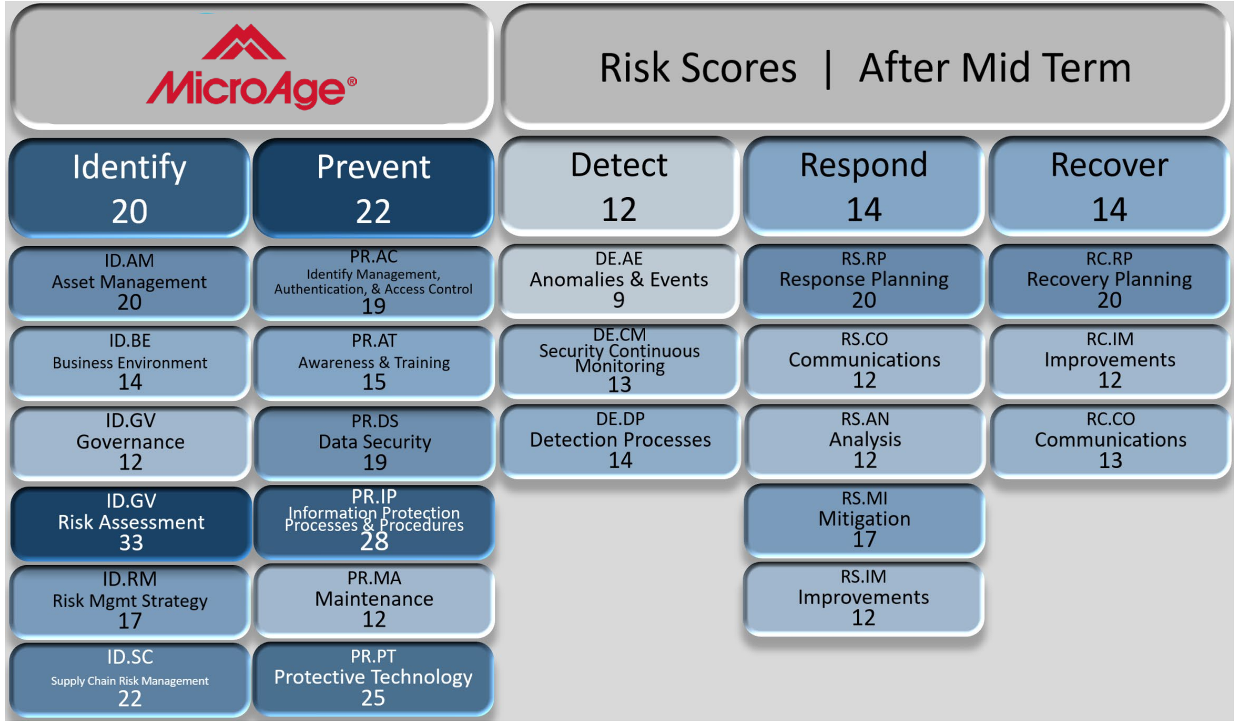
After Medium-Term Objectives



Risk Scores | After Mid Term

Identify 20	Prevent 22	Detect 12	Respond 14	Recover 14
ID.AM Asset Management 20	PR.AC Identify Management, Authentication, & Access Control 19	DE.AE Anomalies & Events 9	RS.RP Response Planning 20	RC.RP Recovery Planning 20
ID.BE Business Environment 14	PR.AT Awareness & Training 15	DE.CM Security Continuous Monitoring 13	RS.CO Communications 12	RC.IM Improvements 12
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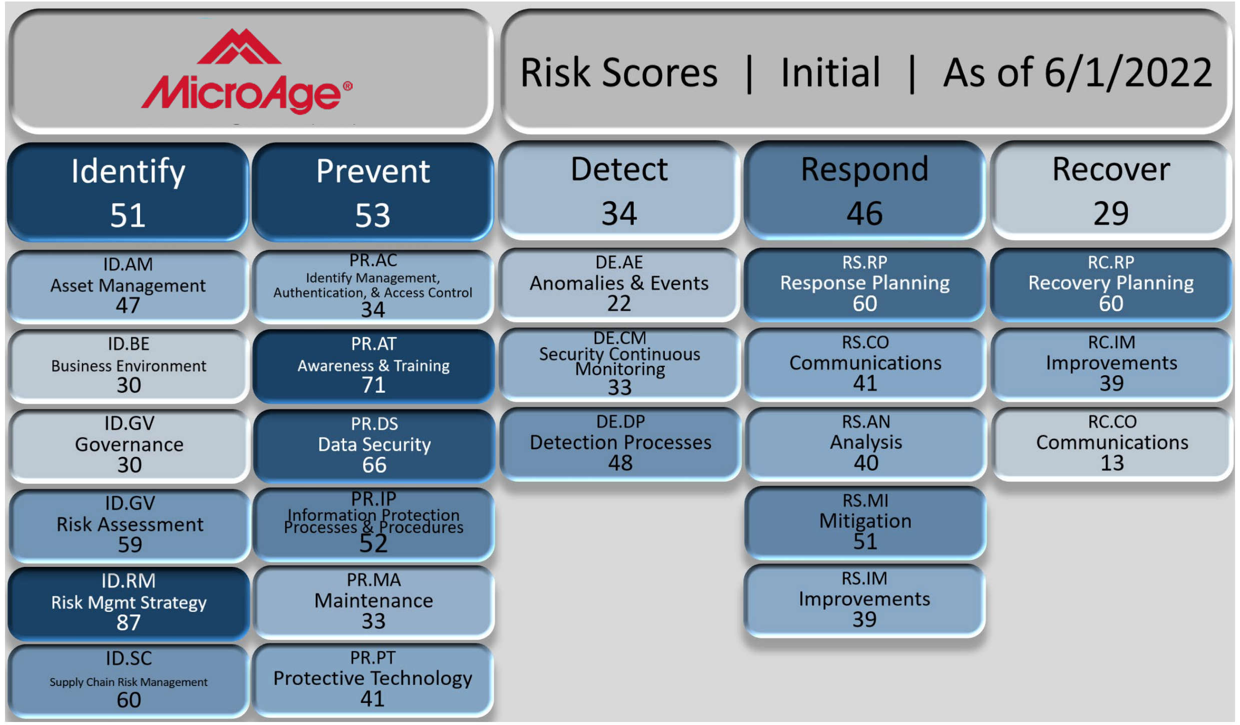
Long-Term Objectives

- Network Segmentation
- Disaster Recovery/Business Continuity
- Change Management
- GRC

The Future State

Original State



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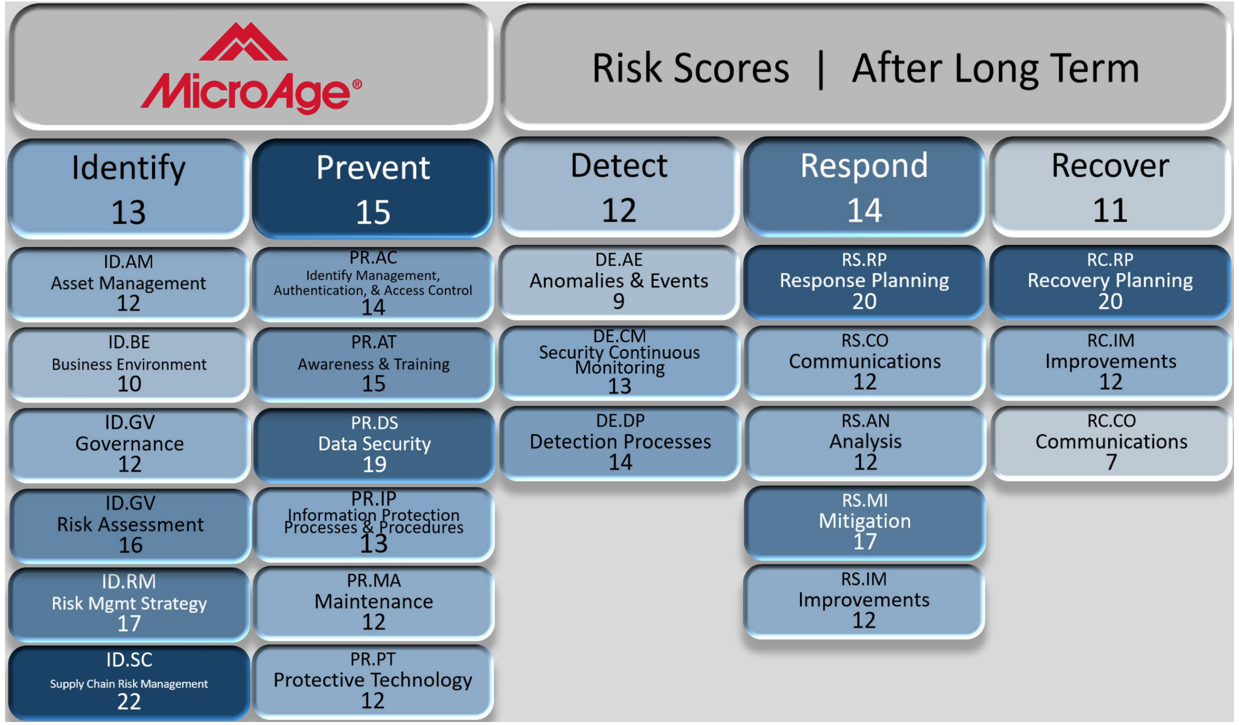
After All Objectives



Risk Scores | After Long Term

Identify 13	Prevent 15	Detect 12	Respond 14	Recover 11
ID.AM Asset Management 12	PR.AC Identify Management, Authentication, & Access Control 14	DE.AE Anomalies & Events 9	RS.RP Response Planning 20	RC.RP Recovery Planning 20
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Let’s eat.

RICK TRUJILLO

DIRECTOR OF CLOUD AND SERVICES PRESALES

Managed Infrastructure

Security & Support for

- Servers
- Virtualization
- Storage, Backup & Data Protection

Managed Network

Security & Support for

- Firewall
- Switching & Routing
- Wi-Fi
- Network Devices

Managed Cloud

Security & Support for

- Microsoft 365
- Azure Cloud

Help Desk

End User Support for

- Triage
- Desktop & M365
- User Administration
- On-Site Services

Professional Services

Project Management for

- Microsoft
- Data Center & Network
- Security
- UCaaS

ManageWise

Proactive Maintenance & Support for

- Data Center & Network
- Cloud
- Custom IT
- On-Site Services

We talk to a lot of clients.

2023 and MSP Evaluation

- Increase in businesses evaluating the outsourcing of managed services and help desk services for the first time.
- Increase in businesses evaluating a change of current managed services and help desk providers, due to:
  - Inability to adjust to rapid change in client requirements.
  - Inability to focus on modernization of the client's business.
  - Failure to meet support requirements.
  - Inability to do more than managed services.
    - Security and Compliance
    - End User Support Services
    - Access to advanced specializations
    - Hardware and Software provisioning
    - Licensing expertise
- Increase in businesses wanting to outsource more professional/project-based services.

Managed Services / Help Desk Onboarding

1. **Kick-Off**
   - ✓ Establish key contacts, escalation paths and procedures
   - ✓ Scheduling of weekly calls

2. **Secure Access**
   - ✓ Gain access to all relevant areas with secure password management

3. **Discovery and Review**
   - ✓ Processes and relevant documentation
   - ✓ Infrastructure
   - ✓ Licensing and Support Agreements
   - ✓ Backups
   - ✓ Maintenance Windows
   - ✓ ISP Information

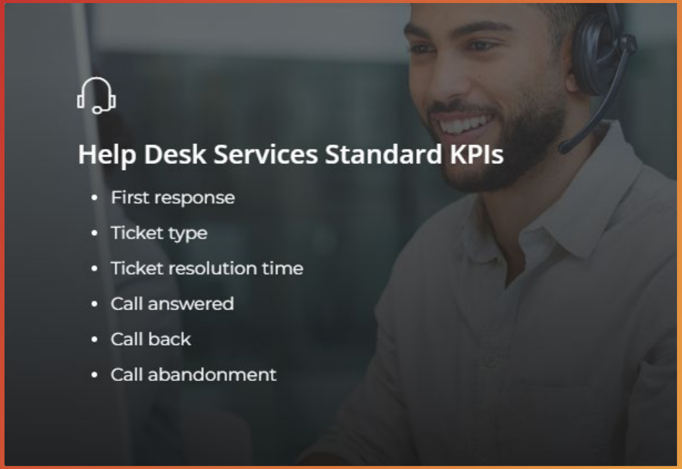
4. **Remediate**
   - ✓ Infrastructure
   - ✓ Backups
   - ✓ Licensing
   - ✓ Support agreements

5. **Go-Live**
   - ✓ Scheduling of monthly support calls

6. **Continuous Realignment**
   - ✓ Quarterly Business Reviews
     - ✓ **CSAT and KPI's, Communication**
   - ✓ Infrastructure changes
   - ✓ Licensing and Support agreement Changes
   - ✓ Contract Changes

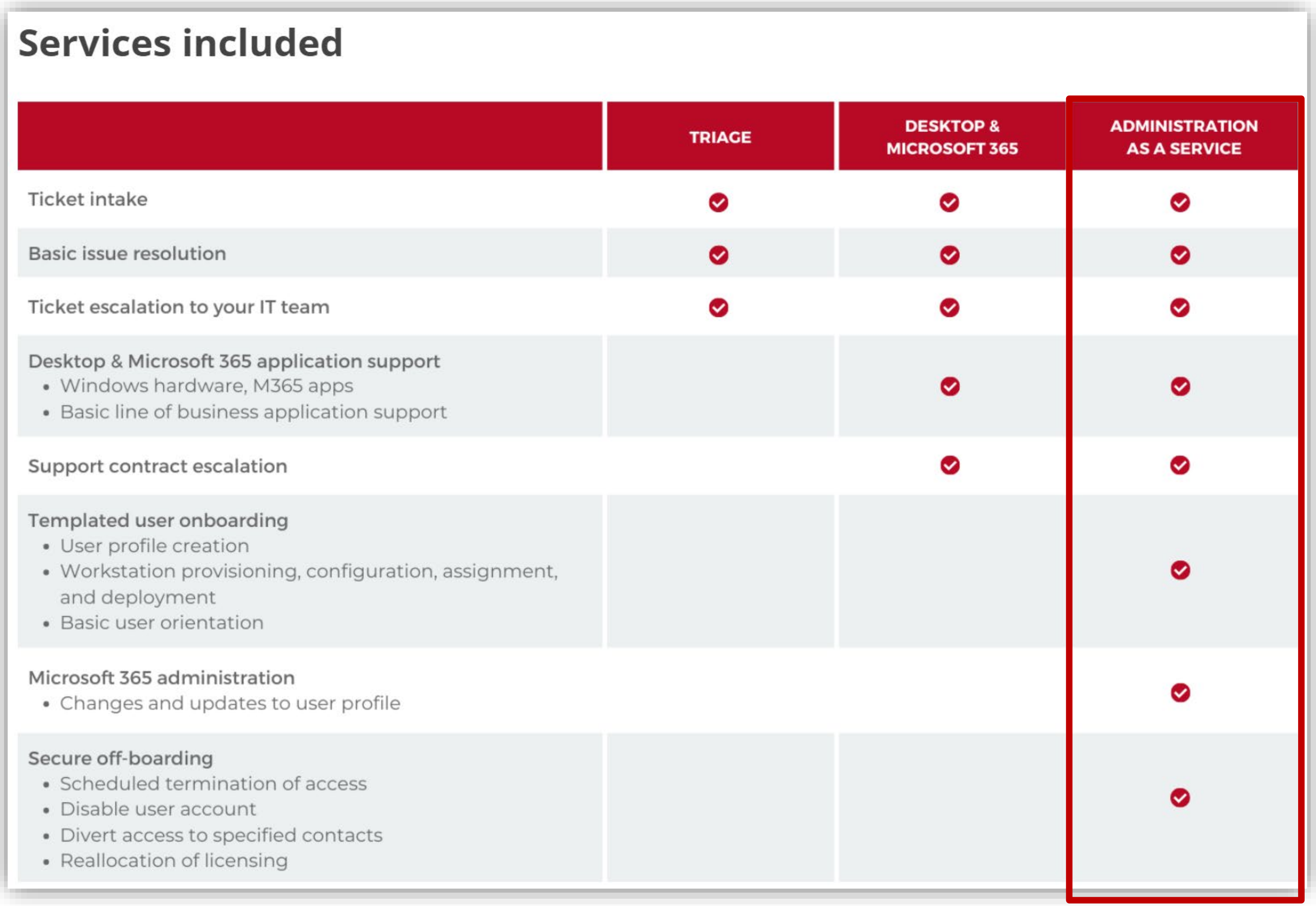
Help Desk Services

- Onboarding Process
  - Documentation
- Continuous Realignment
  - Quarterly Business Review



Help Desk Services Standard KPIs

- First response
- Ticket type
- Ticket resolution time
- Call answered
- Call back
- Call abandonment



Services included

	TRIAGE	DESKTOP & MICROSOFT 365	ADMINISTRATION AS A SERVICE
Ticket intake	✓	✓	✓
Basic issue resolution	✓	✓	✓
Ticket escalation to your IT team	✓	✓	✓
Desktop & Microsoft 365 application support • Windows hardware, M365 apps • Basic line of business application support		✓	✓
Support contract escalation		✓	✓
Templated user onboarding • User profile creation • Workstation provisioning, configuration, assignment, and deployment • Basic user orientation			✓
Microsoft 365 administration • Changes and updates to user profile			✓
Secure off-boarding • Scheduled termination of access • Disable user account • Divert access to specified contacts • Reallocation of licensing			✓

Documentation and Processes

How are you managing your users today?

- Help Desk
- User Administration/lifecycle Workflow

Do you have SOP’s and Documentation to support managing of users?

- Where do you store it?
- How do you maintain it?

80% of IT Leaders feel they are “Not centralized”

60% of Department Heads “Not communicating with other departments”

Microsoft Entra

- **Suite of Identity related Solutions.**
- **Admin Center dedicated to all Components of Identity Management.**
- **Consolidates features of several different Admin centers into one.**
  - **Azure Active Directory** – ID and access management
  - **Verified ID** – Creates Trust between a user’s privacy credentials and a verifier
  - **Permissions Management** – Inventory and management of permissions/privileges across multiple clouds
  - **Identity Governance** – Lifecycle workflows of the user

Microsoft Licensing CSP
New Commerce Experience

The window for *most* Commercial CSP/NCE renewals is between now and March 31st, 2023.

- What we saw in 2022, and going into 2023
  - Misinformation about the program is still floating around out there
  - Support and licensing expertise is still an issue within the CSP Partner Community

- Upon renewal in 2023
  - Price changes are in effect
    - Early adoption promo going away
    - Core M365 products are subject to 2022 price increase
  - Changes are in effect
    - Plan cross grade/downgrade changes
    - Quantity Reductions
    - Partner changes

Microsoft Licensing CSP
New Commerce Experience

Enterprise Agreement customers

- Evaluation of EA vs CSP amongst Microsoft customers is up 50%
- Transition from EA to CSP is up 25%
  - Flexibility
  - Cost
  - Risk
  - Support
  - Changes to EA qualification
  - Software Assurance challenges