

CYBER SECURITY SERVICE-LEVEL AGREEMENT

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YOU CAN'T OUTSOURCE RISK TO A 3RD PARTY - Verizon

PROACTIVE MEASURES & MONITORING COMPLIANCE ARE VALUABLE

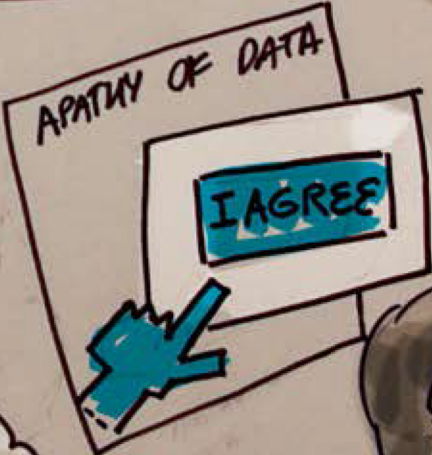


COMMON PROBLEMS WITH SLAs

- LACK SPECIFIC MEASURES
- PLACE BURDEN OF DETECTION AND REPORTING FAILURES ON THE CUSTOMER



RELYING ON A 3RD PARTY MEANS YOU LOSE A LITTLE CONTROL



ORGANIZATIONS INCREASINGLY RELY ON 3RD PARTY IT SERVICES

- CLOUD
- DATA BACKUP
- OPERATING PARTNERS

