

Business Objective	GOAL ID	Goals/Risk	Ques ID	Questions	IND ID	Indicators	Metric ID	Metrics
Protect customer information. Sensitive, protected or confidential customer information is not copied, transmitted, viewed, stolen, lost, or used by an individual unauthorized to do so.	OB1.G1	Customer information is encrypted.	OB1.G1.Q1	What are the process and criteria by a type of/specific information asset is designated as customer information?	OB1.G1.Q1.I1	Process and criteria for designating an information asset as customer information.		
					OB1.G1.Q1.I2	Inventory of customer information assets	OB1.G1.Q1.I2.M1	Percentage of information assets that contain customer information.
			OB1.G1.Q2	What are the process and tools by which customer information is encrypted and decrypted?	OB1.G1.Q2.I1	Process for encrypting/decrypting customer information		
					OB1.G1.Q2.I2	Tools for encrypting/decrypting customer information		Percentage of information assets containing customer information that is encrypted (should be 100%)
					OB1.G1.Q2.I3	Controls that ensure that customer information is encrypted/decrypted only by authorized parties		
Software assets are kept up-to-date based on the criticality of the asset (for many reasons including so as not to increase risk of loss or disclosure of customer information.)	OB1.G2	Critical software assets are configured in accordance with policy (standards, guidelines).	OB1.G2.Q1	What are the process and criteria by which a type of/specific software asset is designated as critical?	OB1.G2.Q1.I1	Process and criteria for designating a software asset as critical		
					OB1.G2.Q1.I2	Inventory of critical software assets (by type); inventory profile includes configuration status (complies; does not comply)	OB1.G2.Q1.I2.M1	Percentage of critical software assets by type whose inventory profile includes configuration status (should be 100%)
			OB1.G2.Q2	What is the process by which critical software assets are configured in accordance with policy prior to installing them in the production environment?	OB1.G2.Q2.I1	Configuration guidelines by type of software asset	OB1.G2.Q2.I1.M1	Percentage of critical software assets by type that are properly configured prior to installation (should be 100%)
			OB1.G2.Q3	What is the process by which critical software assets are continuously monitored to ensure they are properly configured?	OB1.G2.Q3.I1	Method/tool to determine configuration status of installed, critical software assets	OB1.G2.Q3.I1.M1	Percentage of installed, critical software assets by type that are properly configured (should be 100%)
			OB1.G2.Q4	Are critical software assets that are not properly configured either updated or uninstalled as soon as they are detected?	OB1.G2.Q4.I1	Critical software asset configuration error reports	OB1.G2.Q4.I1.M1	Percentage of installed, critical software assets by type that are not properly configured (should be 0%)
					OB1.G2.Q4.I1.M2	Percentage of installed, critical software assets by type that are not properly configured (should be 0%) and are updated		
					OB1.G2.Q4.I1.M3	Percentage of installed, critical software assets by type that are not properly configured (should be 0%) and are uninstalled		
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