

Campaign	Outsourcing Referent	Asset Type
LONDON - 2024 IT Risk Assessment	GEORGIOU SOTIRIS	Outsour - Inf. Sec.
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Asset	Asset Description
ISP - UK - OUTREQ0007665	Backup Tape storage of branch information
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Supplier	Question ID
CROWN RECORDS MANAGEMENT LTD	APO07.06.4
CROWN RECORDS MANAGEMENT LTD	APO09.01.1
CROWN RECORDS MANAGEMENT LTD	APO10.01.1
CROWN RECORDS MANAGEMENT LTD	APO10.01.2
CROWN RECORDS MANAGEMENT LTD	APO10.01.4

CROWN RECORDS MANAGEMENT LTD	APO10.02.5
CROWN RECORDS MANAGEMENT LTD	APO10.03.1
CROWN RECORDS MANAGEMENT LTD	APO10.03.3
CROWN RECORDS MANAGEMENT LTD	APO10.04.2
CROWN RECORDS MANAGEMENT LTD	APO10.05.3

CROWN RECORDS MANAGEMENT LTD	DSS01.02.1
CROWN RECORDS MANAGEMENT LTD	DSS01.02.4

Question	Answer
APO07.06.4 - What is the level of enforcement of the requirement: "As part of their contracts, provide contractors with a clear definition of their roles and responsibilities, including explicit requirements to document their work according to agreed standards and formats." ?	MEDIUM
APO09.01.1 - What is the level of coverage of the requirement: "Evaluate current I&T services and service levels to identify gaps between existing services and the business activities they support. Identify areas for improvement of existing services and service level options."?	MEDIUM
APO10.01.1 - What is the level of coverage of the requirement: "Continuously examine the corporate landscape in search of new partners and suppliers who can provide complementary capabilities and support the realization of the I&T strategy, road map and corporate objectives." ?	MEDIUM LOW
APO10.01.2 - What is the level of oversight of the requirement: "Establish and maintain criteria relating to the type, importance and criticality of suppliers and contracts with suppliers, allowing a focus on preferred and important suppliers." ?	MEDIUM
APO10.01.4 - What is the level of oversight of the requirement: "Establish and maintain supplier and contract evaluation criteria to allow for a general review and comparison of supplier performance in a consistent manner."?	MEDIUM

APO10.02.5 - What is the level of oversight of the requirement: "In the specific case of the acquisition of development resources, include and enforce the rights and obligations of all parties in the contractual terms. These rights and obligations may include ownership and licensing of intellectual property; fitness for purpose, including development methodologies; the tests; quality management processes, including required performance criteria; performance reviews; the payment basis; guarantees; arbitration procedures; human resources management; and compliance with company policies."?	Medium
APO10.03.1 - What is the level of oversight of the requirement: "Assign relationship managers for all suppliers and make them responsible for the quality of the services provided."?	MEDIUM LOW
APO10.03.3 - What is the level of control of the requirement: "Agree, manage, maintain and renew formal contracts with the supplier. Ensure contracts comply with company standards and legal and regulatory requirements."?	MEDIUM LOW
APO10.04.2 - What is the level of control of the requirement: "Identify, monitor and, if appropriate, manage the risk relating to the supplier's ability to provide the service in an efficient, effective, safe, confidential, reliable and continuous manner. Integrate critical internal IT management processes with those of outsourced service providers, covering, for example, performance and capacity planning, change management and configuration management."?	MEDIUM
APO10.05.3 - What is the level of oversight of the requirement: "Monitor and review the provision of the service to ensure that the supplier provides an acceptable quality of service, satisfying the requirements and adhering to the contractual conditions."?	MEDIUM LOW

DSS01.02.1 - What is the level of control of the requirement: "Ensure that the requirements for the security of processed information are consistent with the contracts and SLAs relating to third parties that manage or provide services"?	MEDIUM
DSS01.02.4 - What is the level of oversight of the requirement: "Plan audits and checks by independent functions of the supplier's operating environment to confirm that they comply with the requirements that are adequately addressed"?	MEDIUM

Rational

The terms and conditions, as well as the service agreements, highlight that Crown Records Management enforces policies and procedures that are designed to protect the confidentiality and integrity of the information it manages.

The risk management framework in place covers key areas as outlined in the service agreements, but regular updates and reviews are required to ensure it remains effective.

Adequate security measures are implemented, as described in the contractual terms. Nonetheless, there is always room for improvement, particularly in the area of data backup and recovery.

There is a reasonable level of oversight provided by Crown Records Management. However, more frequent reviews and audits would be beneficial to ensure ongoing compliance and risk reduction.

The oversight of the risk management framework is adequate but could benefit from more detailed and frequent assessments, particularly in the area of data security and access controls.

The risk management plan is comprehensive, covering various aspects of operations, but periodic reviews and updates

Employees are generally aware of the risk management framework, but ongoing training and communication could im

Training programs are in place but enhancing the frequency and depth of these programs could further improve emplc

Risk management is integrated with the organization's strategy to a significant extent, but there is always potential for

The incident management process is generally effective, but there is room for improvement in response times and foll

Crown Records Management has detailed terms and conditions in place that specify the security r

The oversight includes planned audits and checks by independent functions to ensure compliance

cies and procedures effectively. However, continuous monitoring and occasional audits may reveal areas

and reviews are advisable to ensure comprehensive coverage of emerging risks.

m for enhancements, especially in adapting to new security threats.

id updates to the oversight mechanisms could strengthen the security framework.

ssments to ensure all potential risks are addressed effectively.

are essential to maintain its completeness and relevance.

prove awareness and adherence.

oyee competency in risk management.

better alignment to ensure strategic objectives are fully supported by risk management practices.

ow-up actions to enhance overall effectiveness.

requirements for processed information. These requirements are consistent with the contr

with security requirements. These audits are crucial for verifying that the controls are eff

for improvement in enforcement rigor.

contracts and service level agreements (SLAs) established with third parties. However, while t

ective and that the requirements are being adequately addressed. However, enhancin

hese controls are adequate, regular reviews and updates are necessary to maintain hig

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gh standards and adapt to new security threats.