The Truth About Outsourcing [In]Security

Bryan K. Fite March 10, 2010

Disclaimer

This Presentation is intended for educational purposes only and do not replace independent professional judgement. Statements of fact and opinions expressed are those of the presenter individually and, unless expressly stated to the contrary, are not the opinion or position of my employer or the conference sponsors. No warranties or guarantees are implied or otherwise in effect. The speaker assumes no responsibility for the content's accuracy or completeness of the information presented. Have a nice day.

Outsourcing Defined

"Outsourcing is the practice of utilizing 3rd parties to perform business functions once performed by internal entities." - BKF 2010

Types of Outsourcing

- Augmenting Expertise (***Consulting***)
- Hosting
- Managed This & That
- Application Development (***Offshoring***)
- Applications As A Service (***ASP***)
- Total IT (***Partnering***)

Our Focus - Partnering

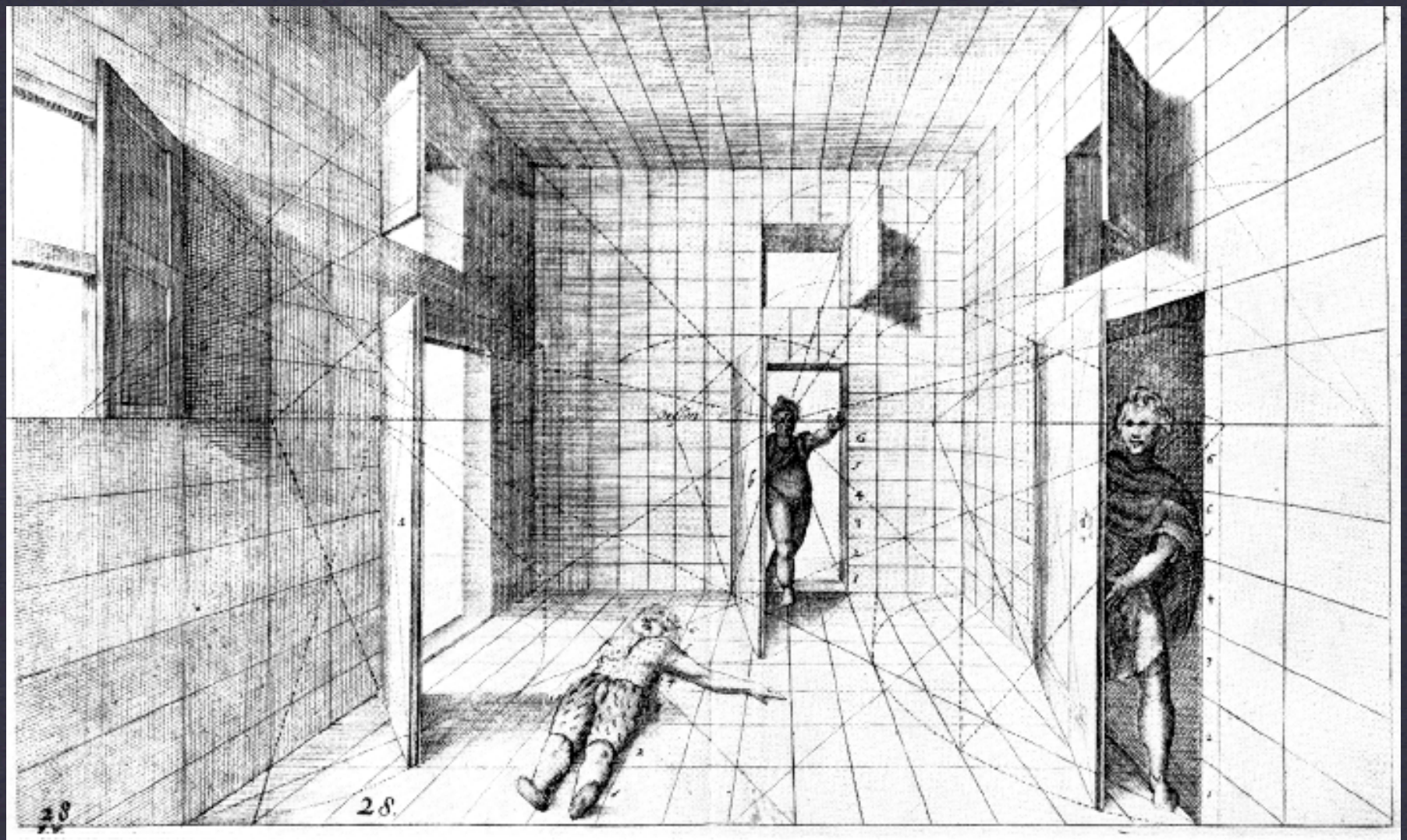
- Total IT Outsourcing: The practice of using 3rd parties to deliver all Information Technology services; Network, Application, Compute, Storage and End Point.

  TWO PATHS:

  - Organic - Measured, Planned & Strategic (***Natural Evolution***)
  - Big Bang - (***"Instant Gratification"***)

Big Bang:The Players

- Organizational Leadership
- The Vendor(s)
- The Subject Matter Expert (***SME***)
- End Users



JAN VREDEMAN DE VRIES, *Perspective* (Leiden, 1604–5), plate 28. Courtesy, the

POWER OF PERSPECTIVE

....OR THE LACK OF EMPATHY

Motivation by Actor

Organizational Leadership

- Reduce Cost = Force Reduction
- Simplification
- Shareholder Value
- Transfer Risk

MOTIVATION BY ACTOR

THE VENDOR

Motivation by Actor

The SME's

- Status Quo
- "Quality"
- Self-Preservation

Motivation by Actor

End User

- Positive User Experience (***Transparent***)
- Cost Effective (***Value For Money***)
- Relevant & Expansive Service Catalog (***Choice***)

Stages of *"Partnering"*

- Pursuit
- As Is Where Is
- Transformation
- Business As Usual

The Pursuit

Characteristics:

- Tightly Controlled RFP
- Promises Promises
- Contract Awarded

As Is Where Is - Kinda

Characteristics:

- Discovery/Census
- Lack of Accurate Data
- Antiquated Estate
- $$$

Transformation

Characteristics:

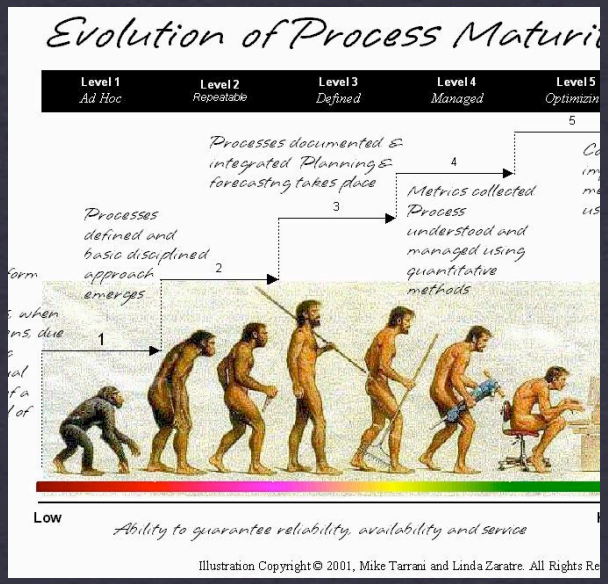
- Shared vs Bespoke
- Piecemeal vs Holistic
- Time and Cost Pressure

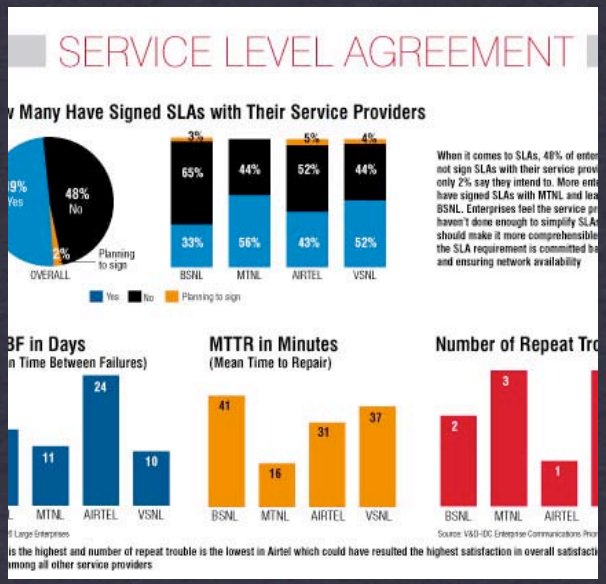
Business As Usual

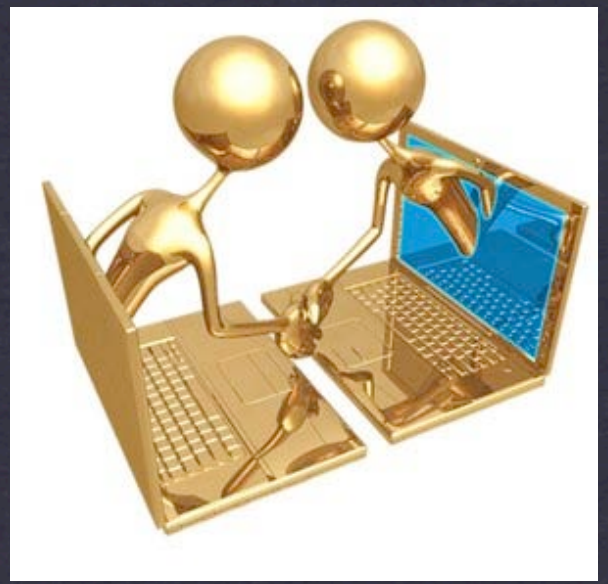
Characteristics:

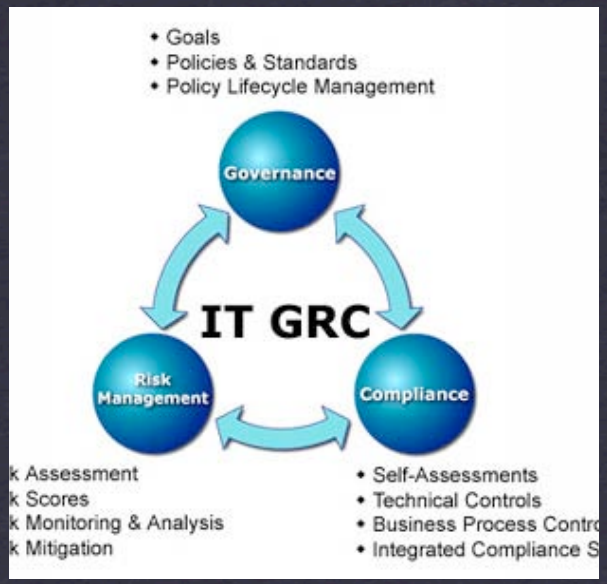
- Governance/Metrics
- “Innovation”
- Flexibility???

OR









WHY OUTSOURCING GOES BAD

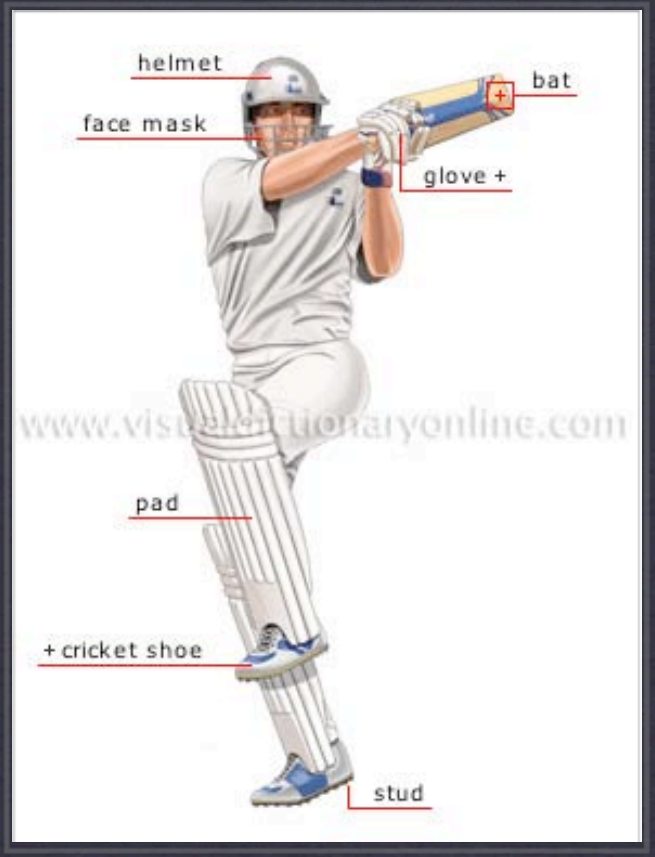
ALIGNMENT, MATURITY, DUE DILIGENCE, SLA'S, OLA'S & GRC

THE DECK IS STACKED AGAINST YOU

SECURITY & COMPLIANCE SUCK AND SO DO YOU!!!

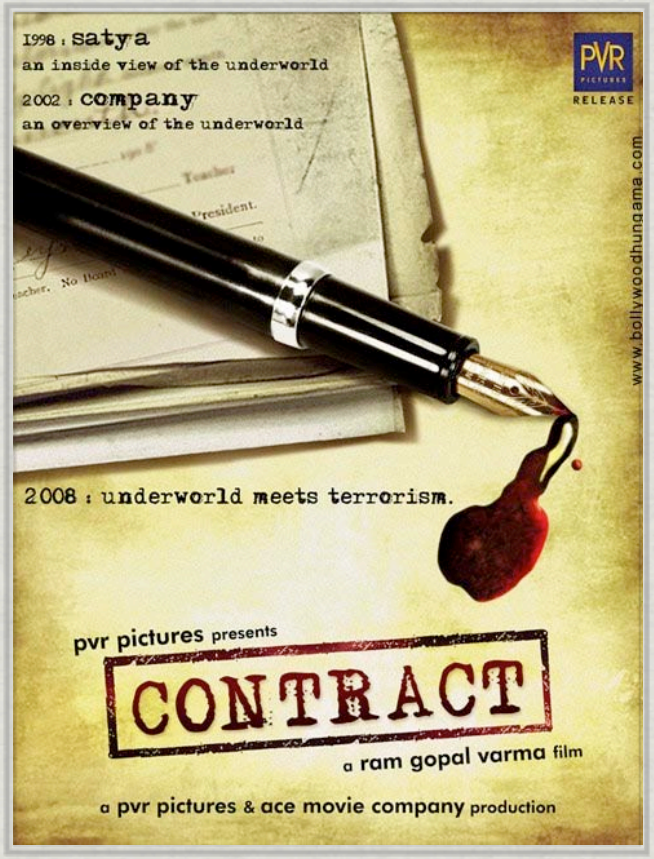
Be An Impact Player

- Be Business Relevant
- Be Business Reasonable
- Generate & Cultivate Confidence: Trust & Control Balance



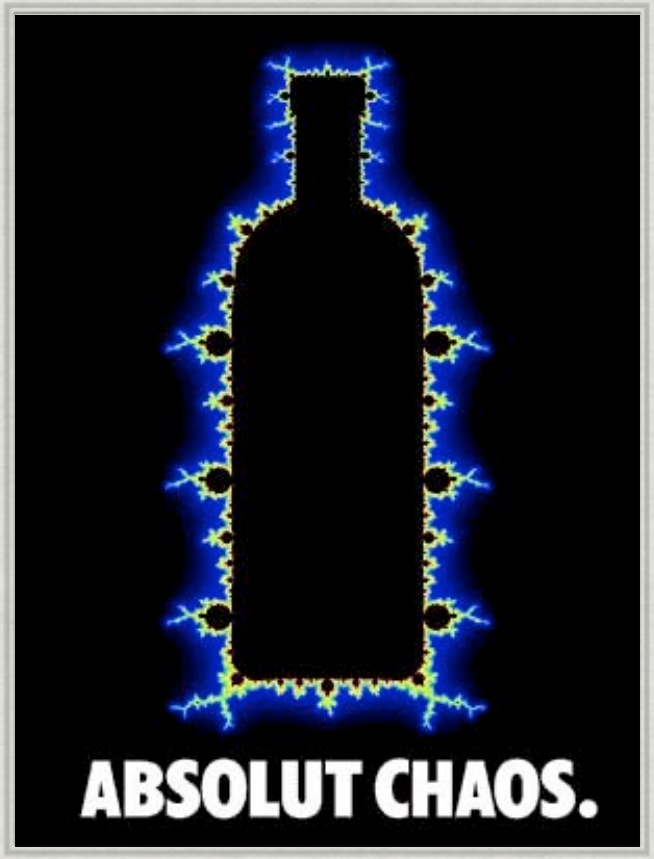
The Pursuit

- Request For Proposal (***RFP***)
- In the beginning there was the contract...



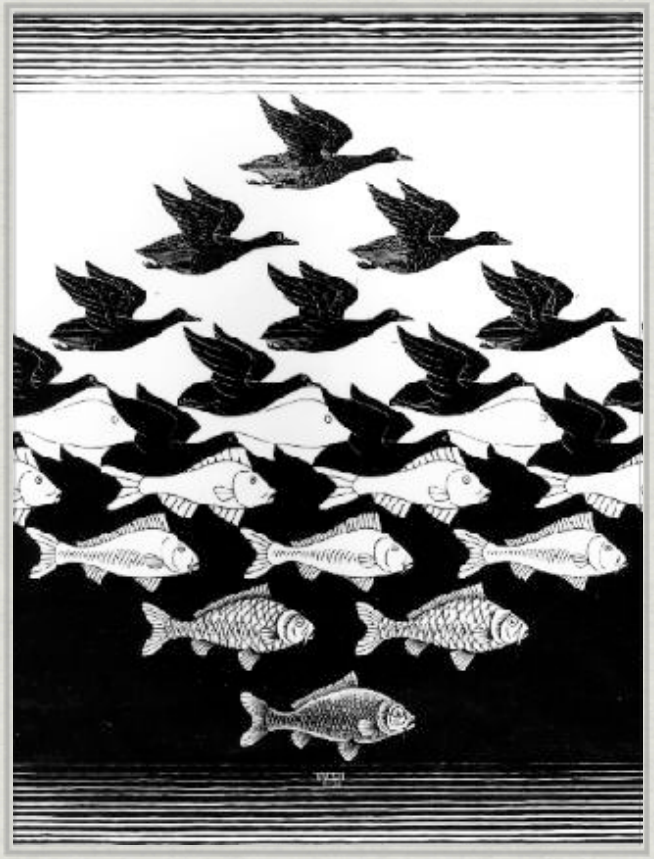
“As Is Where Is”

- Contractual Obligations
- Discovery
- Project Management
- Regulations, Policy, Practices and Standards
- “Service Catalog”



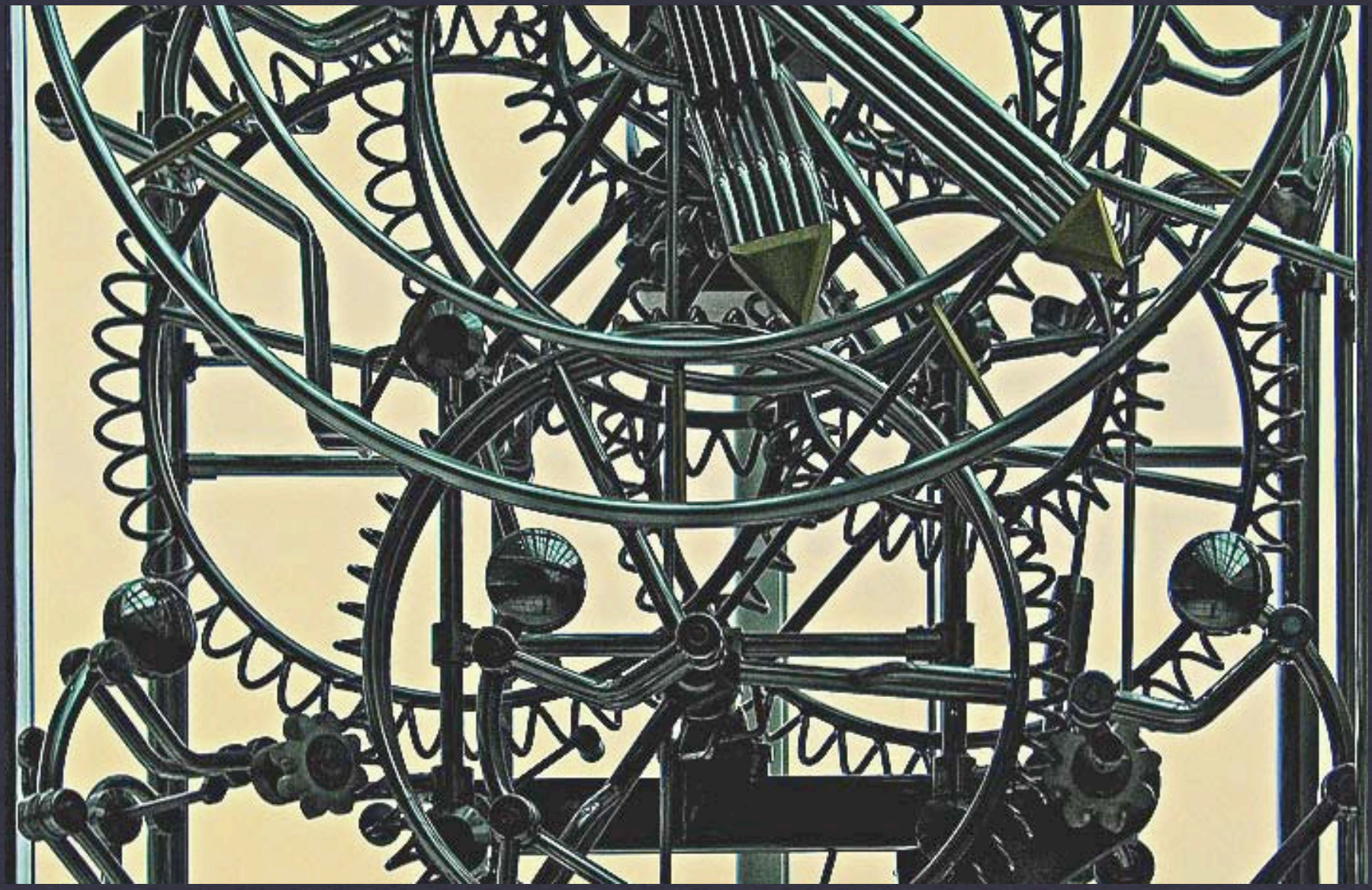
Transformation

- Agile Security and Relevant Risk Management
- Reporting & Metrics: ***"The Truth Will Set You Free"***
- Alternate Compensating Controls

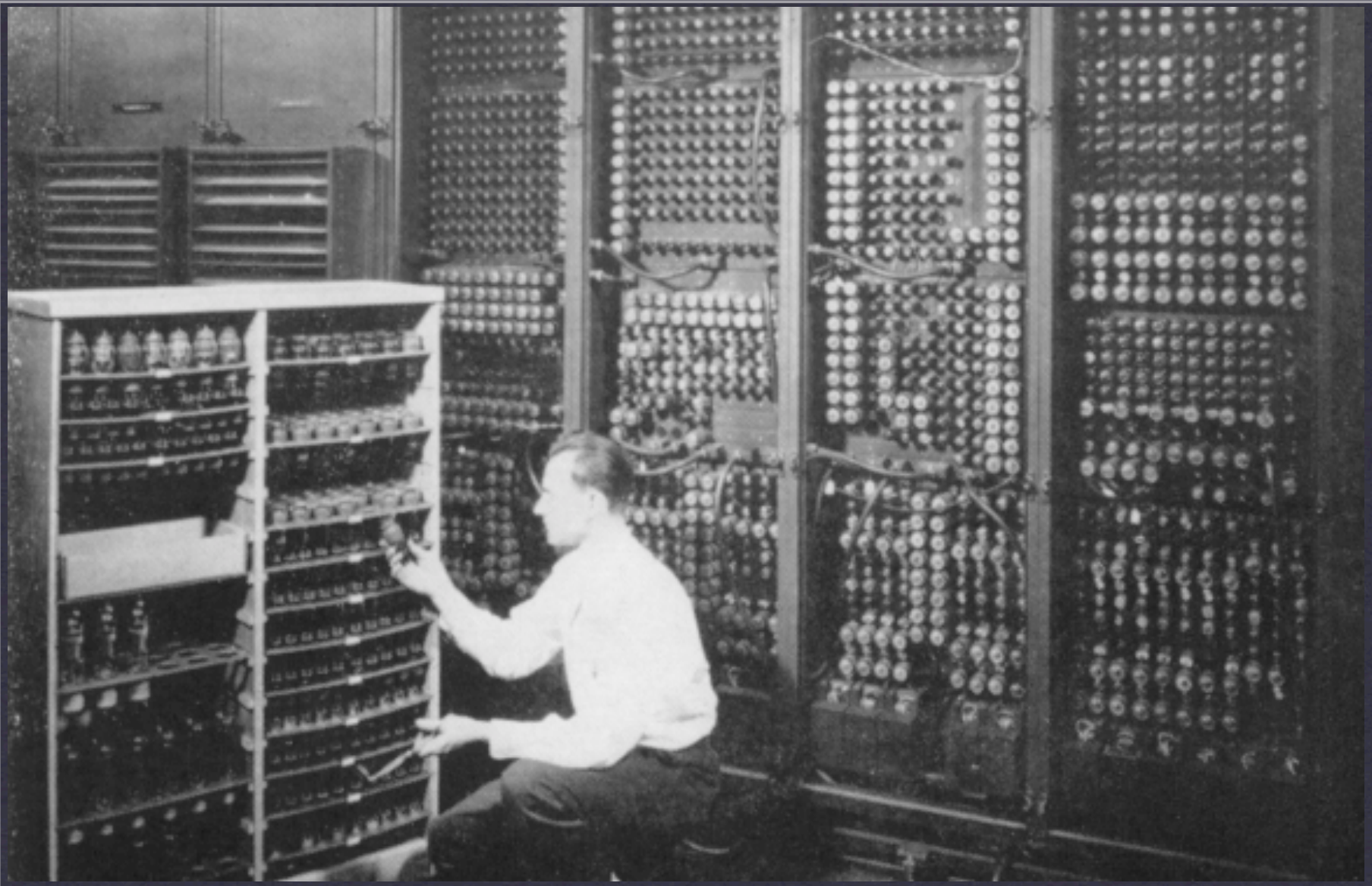


Business As Usual

- Constant Improvement
- Control Optimization and Alignment
- Advanced Threat Intelligence
- Business Intelligence
- Become A...



IN SUMMARY



INTERACTION

CONTACT: BFITE@MESHCO.COM

PIMPING PACKETWARS

HTTP://PACKETWARS.COM