

OUTSOURCING - FOR INCREASED SECURITY

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Outline

- ▶ Why?
- ▶ Key factors for the process
- ▶ How outsourcing can improve control of operation
- ▶ Where exactly do we expect to find the security improvements?

Why do we outsource IT infrastructure services

- ▶ IT focus to deliver more business value guiding in digitalization initiatives
 - IT infrastructure are “bread and butter” services mature to outsource
- ▶ Faster deliveries of new technologies supporting business requirements
 - Cloud services, security needs, new platforms
- ▶ Challenging to deliver high quality services in an international company
- ▶ High HW investments upcoming due to lifecycle management

IT infrastructure needs to be an enabler for digital business opportunities



Key factors during the process

- ▶ Process initiated by IT, not by corporate management
- ▶ Clear goals and scope defined for the sourcing initiative
- ▶ Reissued the RFP when we were not satisfied with the first response
- ▶ Clear requirements set to vendors in the redefined RFP
- ▶ High focus on information and IT security through the process
- ▶ Still high competence internally to control and verify
 - We are still responsible for IT infrastructure deliveries!

Improved control of our operation

Access

- Tools and processes for **strict control of user access** and privileges
- **Monitoring** of unwanted or abnormal behavior
- Clear on-boarding process with **background check** of all resources working on our systems

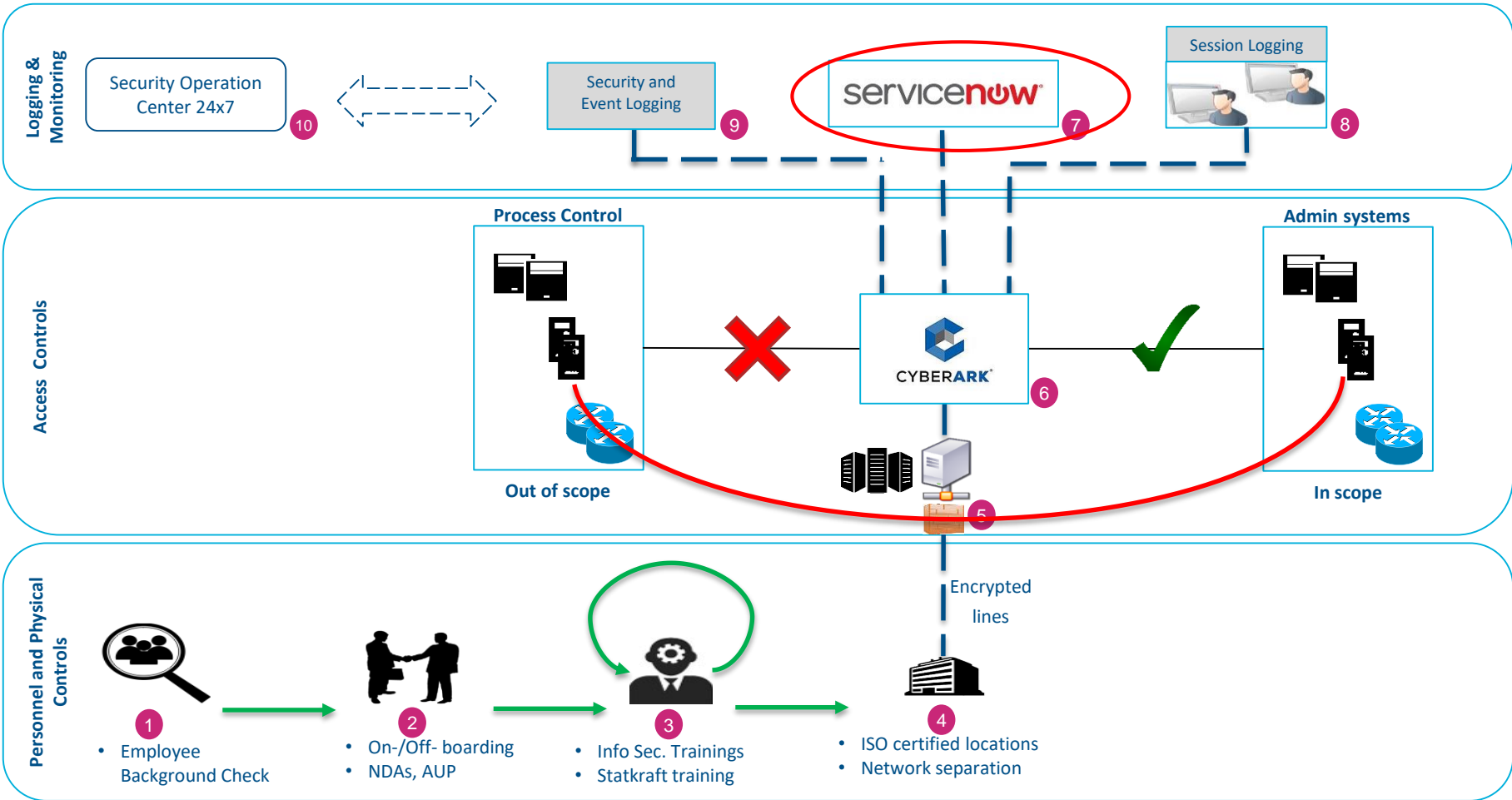
Operate

- **Dedicated delivery team** with knowledge of our business
- Operation from **ISO certified** data- and delivery centers
- Centralized and automated **configuration management**

Control

- **Audit** trails to control deliveries and enhance operational processes
- **Clear governance model and responsibility matrix**
- Operational processes designed together with sourcing partner

Processes and controls for information security





THANK YOU



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