

Service: IT Security Services

Service Line: Professional Services

Status: Available

General Description:

The IT Security Services program provides agencies with an Office of Information Security (OIS) coordinated program of IT security services including:

- IT Program Security Services,
- IT System Security Services - Pre Operational, and
- IT System Security Services – Operational.

By leveraging expertise within the private sector, OIS is able to assist agencies at complying with the varied regulatory requirements under which the state entities must operate, e.g. FISMA, HIPAA and PCI-DSS. The services include performing reviews of all aspects of the security posture of an agency or an information system to determine if the current security risks and compliance status objectives are being met. The system security services offer a structured service portfolio focused on the requirements of FISMA.

Terms and Definitions:

GTA – Georgia Technology Authority
OIS – Office of Information Security
SON – Statement of Need
SOW – Statement of Work

Service Level Targets:

Agency and system level security services as an on-going service offering.

Availability:

Service available to all state agencies and other entities allowed to purchase off state contracts.

Limitations:

- Participating agencies must utilize pre-qualified service vendors.
- Agency maintains authority for final scope of service selections.

Prerequisites:

- Agrees to follow the program participation model.
- Agrees that validity of data provided for services is their responsibility.
- Agrees to provide other relevant information to perform services.
- Agrees to provide support for the on-site Statement of Work activities of selected vendor.
- Agrees to provide copies of previous relevant documents.

Pricing / Charges:

Pricing for each engagement is determined through the statement of need (SON), statement of work (SOW) process. The agency's specific needs are detailed in the SON, which is sent to the pool of vendors. Each vendor's response including proposed charges is returned to the agency in the form of multiple SOWs. The agency selects the SOW that best fits its needs and presents the best value. GTA does not add any cost to the vendor invoice.

Service Components or Product Features Included in Base Price:

GTA provides service engagement summary evaluation with recommendations.

Options Available for an Additional Charge: None

Service Components or Product Features Not Included:

Only items specified within SON/SOW are considered included in scope of service. If an agency modifies its stated needs, that is a new SON.

What GTA Provides:

- Management of IT Security Service program.
- Development and management of pre-qualified Security Services vendor pool.
- Administration of program activities for all participating agencies.
- Recommendations to agency as to security service needs.
- Full assistance to agencies in SON development.
- Evaluation assistance of vendor's SOW bid response to determine award.
- Contract administration for each engagement.
- Issue escalation point of contact for active engagements.
- Recommendations for remediation as to discovered issues.

What the Customer Provides:

- Resources for on-site support of engagement activities.
- Site specific information for security analysis purposes.

Service Support and Issue Escalation:

Escalation point of contact for active engagements: gta-eis@gta.ga.gov.

Benefits / Advantages:

- Agencies avoid the expensive process of developing these capabilities in-house.
- Leverage private sector industry specific subject matter expertise.
- Leverage GTA program management capabilities for engagements.
- Helps ensure agency compliance with applicable regulations.

How to Start this Service:

Request IT Security Services by directly contacting GTA Office of Information Security. Additionally, submission of request through OIS mailbox - gta-eis@gta.ga.gov can initiate service process.

Related Services and Products:

Business Continuity/Disaster Recovery Planning Service

Other Information:

N/A