

IT Security Outsourcing Technology Questionnaire

Start of Block: Default Question Block

Q1 This wizard is to assist Ohio University with understanding the potential risks that may exist when using an outsourced service. Any individual who is investigating a vendor or company to process data or offer an on-line service should have the vendor complete this form. **ALL questions MUST be answered*** (If not applicable please indicate).

***We will accept a recently completed HECVAT in lieu of completing this survey. If you have a HECVAT, please send it to security@ohio.edu after completing the first 9 questions of this form.**

Q2 Please enter the name and email address of the **Ohio University employee** associated with the solution.

Q3 If we have any follow up questions, please indicate below the name and email address for the person who can best answer them.

Q4 Please identify the vendor and product name. e.g. Microsoft Office 365.

Q5 In the event of an incident, who at your organization should the Ohio University Information Security Office contact? Please note, it is preferred that the contact information provided be a central way to contact individuals responsible for security at your organization, and the best method to reach these individuals 24/7. In the event no response is provided, the person filling out this survey will be contacted.

☐ Full Name _____

☐ Phone Number _____

☐ Email Address _____

Q6 Please describe the purpose of the outsourced service.

Q7 Please describe the data that will flow between the university and the product.

Q8 Where will the data that is generated through the solution be stored?

Q9 What is the identified location for jurisdiction, either through contract, EULA, master service agreement, etc.?

Q10 Has the vendor already completed a Higher Education Cloud Vendor Assessment Tool (HECVAT) worksheet within the last 12 months? If yes, please attach it to the next question or submit it to security@ohio.edu.

☐ Yes

☐ No

Q11 Please attach Higher Education Cloud Vendor Assessment Tool (HECVAT) here or email it to security@ohio.edu

Q12 Do you have an SSAE 16 SOC 2 type 2 report? If so, please submit it to security@ohio.edu.

☐ Yes

☐ No

Q13 Please attach SSAE 16 SOC 2 type 2 report here or email it to security@ohio.edu

Q14 Please indicate your level of certification with the CSA Security, Trust & Assurance Registry (STAR)

- ☐ I don't know/not registered
- ☐ Self-Assessment
- ☐ Certification
- ☐ Attestation
- ☐ Continuous

End of Block: Default Question Block

Start of Block: Security

Q15 To which security standard or framework does the solution adhere?

- ☐ CoBIT
- ☐ NIST
- ☐ ISO
- ☐ Other: _____

Q16 Is there a change management policy/procedure in place for the solution?

- ☐ Yes
 - ☐ No
-

Q17 Is there a configuration management policy/procedure in place for the solution?

☐ Yes

☐ No

Q18 Does the company have an incident response procedure?

☐ Yes

☐ No

Q19 Does it include a notification protocol to customers?

☐ Yes

☐ No

End of Block: Security

Start of Block: Backup and Recovery

Q20 In the event of a disaster, do you have identified recovery time and point objectives for this solution?

☐ Yes

☐ No

Q21 Briefly describe the availability strategy for this solution.

Q22 Describe the reliability of the service. This may go beyond simple "uptime", and should include such things as page response time, transactions per second, etc.

End of Block: Backup and Recovery

Start of Block: Maintenance

Q23 Does your solution have maintenance windows?

- ☐ Yes
- ☐ No

Q24 What is the published schedule for your maintenance windows? (i.e. M, W, F 1AM-4AM UTC)

Q25 If maintenance is required outside of the published schedule, how much notice is given to customers?

Q26 Are SLAs suspended during a scheduled maintenance window?

☐ Yes

☐ No

End of Block: Maintenance

Start of Block: Ownership of Data

Q27 Is any data generated or stored for the university in this solution?

☐ Yes

☐ No

Q28 Who will own any work that has been created as a result of the relationship between the vendor and Ohio University?

☐ The university owns all created data

☐ The vendor owns all created data

☐ Both parties maintain some ownership of the data

☐ It is unspecified

Q29 Is the ownership of data written into any contracts?

☐ Yes

☐ No

Q30 Does the vendor have a path for the university to recover any data from their solution once the contract is terminated?

☐ Yes

☐ No

Q31 What, if any, additional costs are involved?

End of Block: Ownership of Data

Start of Block: Compliance

Q32 Does your product process medical health information?

☐ Yes

☐ No

Q33 Is this data designated protected health information (PHI) in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)?

☐ Yes

☐ No

Q34 Have you completed a Business Associate Agreement (BAA) with Ohio University? If so, please send a copy to security@ohio.edu.

☐ Yes

☐ No

Q35 Will data regulated by Payment Card Industry-Data Security Standard (PCI-DSS) reside in the vended product? If so, please send the Attestation of Compliance (AOC) to security@ohio.edu.

☐ Yes

☐ No

Q33 Will data that is subject to Ohio Breach Notification Law (Ohio Revised Code 1349.19) be stored or processed in the vended product?

☐ Yes

☐ No

Q34 What personal information will be stored or processed in association with the individual's name?

☐

Social security number

☐

Driver's license number or state identification card number

☐

Account number or credit card number

End of Block: Compliance

Start of Block: Integrations

Q35 Does the vended solution require integration with any university services? If so, please describe below.

Q36 If the vended solution supports single sign-on, please indicate below.

☐

ADFS

☐

CAS

☐

SAML

☐

This software does not support Single Sign On (SSO)

☐

Other: _____

Q63 Does the vended solution support MFA?

☐ Yes

☐ No

Q37 Is there an additional cost for implementing single sign on (SSO)?

☐ Yes

☐ No

Q38 How much does single sign on (SSO) cost?

End of Block: Integrations

Start of Block: Privacy

Q37 Do you have a privacy policy for customer data? If so, please provide a copy of the privacy policy below.

☐ Yes

☐ No

End of Block: Privacy
