ManageWise
for Gap Analysis

Why ManageWise for Gap Analysis?

A Cybersecurity Framework Gap Analysis is an important step towards creating a prioritized, risk-based roadmap to improve the cybersecurity posture of an organization. By making an objective examination of the cybersecurity environment, organizations gain valuable insight into the current state and are provided with the information needed to move to a more protected state.

Once your Gap Analysis and Strategic Roadmap have been completed, you have taken a significant step towards improving your security posture. To help continue that forward momentum, cStor offers ManageWise for Gap Analysis that will help you maintain and update your customized security scorecard and dashboard.

Like your Gap Analysis, the cStor Cybersecurity Scorecard and ManageWise service are aligned specifically to either the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) or the Center for Internet Security's (CIS) Controls framework.

SERVICE SIZE AND PRICING

The cStor ManageWise for Gap Analysis service is sized and priced based on the following criteria:

SIZE	EMPLOYEES	LOCATIONS	APPLICATIONS
Small	0 to 50	1	less than 3 critical applications to review
Medium	51-250	2 to 3	4 to 6 critical applications to review
Large	251-1000	4 to 5	7 to 10 critical applications to review
Extra Large	1001-2500	5 to 6	10 to 15 critical applications to review

In addition to size, pricing is also based on the frequency of the service, either semi-annually or quarterly.

A cStor Project Manager will ensure the project delivers successfully and as outlined in this Service Brief.

Service Feature Highlights

ManageWise for Gap Analysis is an excellent way to optimize your Gap Analysis investment. Regular touchpoints with cStor cybersecurity engineers are used to gather key information about changes in your cybersecurity environment. This information is used to update your Scorecard Dashboard and you will receive a PDF version of your updated Dashboard after each session. Use the new dashboard to show your progress and stay aligned with or update your cybersecurity roadmap.

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SERVICE FEATURES

Your ManageWise engagement will be performed by a cStor engineer that is very familiar with the results of your Gap Analysis and understands your current strategic roadmap.

For each of your quarterly or semi-annual updates, the engineer will meet with your team to discuss progress made to date. These discussions will include security tools, policies, and procedures that have been implemented or decommissioned, the feature sets involved, and how they have been implemented. The objective of these discussions is to gather enough information for the engineer to understand how your actions have impacted each of the controls in your selected cybersecurity framework.

After these meetings, the engineer will use that information to make updates to the cStor Scorecard tool and generate a new version of your Scorecard Dashboard.

Responsibilities

CSTOR RESPONSIBILITIES

- Provide Project Management services to oversee the completion of the project.
- Review prior Gap Analysis, Strategic Roadmap, and any prior ManageWise for Gap Analysis documentation.
- Meet with client team(s) to gather information regarding changes in the cybersecurity environment.
- Update the cStor Scorecard Tool with client data from the meetings and deliver a PDF copy of the Scorecard's Dashboard to the client.
- Compare present state to client's cybersecurity roadmap and note any differences or suggested changes to the roadmap. Provide those items to the client along with the client's updated dashboard PDF.

CLIENT RESPONSIBILITIES

- Contact a cStor project manager to schedule the delivery of the service according to the following schedule:
    - New ManageWise for Gap Analysis engagements must start no later than 120 days (for quarterly engagements) or 210 days (for semi-annual engagements) after the client receives their original Strategic Roadmap presentation from cStor or 30 days from the purchase date of this ManageWise engagement, whichever is later, provided it is no later than 1 year after cStor delivered the initial Strategic Roadmap.
    - Renewal ManageWise for Gap Analysis engagements must start no later than 90 days (for quarterly engagements) or 180 days (for semi-annual engagements) after the client receives their last ManageWise for Gap Analysis deliverable or 30 days after the purchase date of this ManageWise engagement, whichever is later, provided it is no later than 210 days since client received their last ManageWise for Gap Analysis Deliverable.
- Provide a designated point of contact (POC) to facilitate access to information and individuals required to perform the services. Ideally, the POC will have a thorough knowledge of the client's cybersecurity environment.
- Adherence to all cStor's services terms and conditions located at http://cstor.com/legal
- Clients must provide at least two (2) weeks of advanced notice to schedule service delivery.

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SHARED RESPONSIBILITIES

- The entire cStor service must be completed within twelve (12) months of the engagement start date. Otherwise, the order will be automatically terminated and deemed complete.
- cStor will send the client a confirmation email when the service is complete, providing an opportunity for the client to advise if the service was not delivered satisfactorily. If the client does not submit a written notification of a service performance issue within five (5) business days from receipt of the confirmation email, the work will be deemed accepted.

Exclusions

The following items are not included in the cStor ManageWise for Gap Analysis:

- This service is not a substitute or replacement for a Gap Analysis.
- This service will not include detailed policy reviews, system or configuration observations, or substantive testing that would be included in a Gap Analysis.
- This service is intended only for clients that procured their initial Gap Analysis through cStor from an authorized cStor partner and received their initial Strategic Roadmap from cStor.
- Any other services not listed earlier.

Other deviations from service scope can be accommodated with the purchase of additional cStor services. Activities are delivered during cStor local standard business hours unless additional services have been purchased or special arrangements have been made.

Fee Description and Payment

Before the performance of any services, cStor requires an approved purchase order from the client, acceptable to cStor. cStor may invoice upon receipt of the approved purchase order. Payments are non-refundable with no right to refund or credit. If the client requires additional services time, a new cStor sales quote and purchase order will be required.

Additional Services

cStor can assist in every phase of the cybersecurity lifecycle. Whether help is needed in planning a next-generation solution, an extra set of hands for a major deployment or strategizing for optimizing an existing security infrastructure, cStor service personnel have the skills to help clients start it right and keep it right. cStor offers a complete portfolio of related services, including consulting, design, implementation and support services.

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As a new breed of IT service designed for the realities of today's economy, ManageWise helps IT departments drive business efficiency, customer retention, engagement and implement new revenue streams.

WHY YOU WILL LOVE MANAGEWISE

1   **Benefit from Advanced Technology**
cStor's proprietary scorecard and dashboard are purpose-built to help you visualize your cybersecurity risk, allowing you to strategically prioritize corrective actions.

2   **Gain Expertise and Qualified Support**
We augment and support your staff across a range of emerging technologies to allow you to focus on business objectives.

3   **Increase Efficiency and Competitiveness**
We provide you access to our experts who understand your environment, will provide recommendations, and help streamline your operations to become more competitive.

4   **Control IT Costs**
We reduce your fixed IT costs so you can maintain control of your budget based on the unique needs of your business.

5   **Stay Focused on Core Business**
We engage and meet your customized business needs so you can stay focused on delivering innovation.

Let's Get Started

Learn more about how cStor can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact your cStor Account Executive or Solutions Architect to schedule a consultation today.

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