

## Solving the MSP Cybersecurity Dilemma

# Cyber Risk Management

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- Effective risk management relies on an integrated approach to identifying and addressing the various sources of risk and on implementing consistent, intuitive, and easily repeatable processes to manage and mitigate the risk
- Four primary tools to manage risk:
  - Contracts
  - Insurance
  - Certification

# Contracts

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- Streamlining contract process
- Consider using web-based terms
- Use agreements specific to your business
- Limitations of Liability, Indemnity and Insurance
- Comprehensive Packages for MSP Members

# Specific Contracts

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- Quotes or Proposals to be used with leading RMM tools
- Master Services Agreement
- Managed Services Agreement (Core)
- Back-up and Disaster Recovery Agreement
- Managed Security Services Agreement
- Cloud and Hosting (Data & Voice)
- Statement of Work for Hourly and Project Fees
- Service Level Objectives

# Industry-Specific Provisions

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- Incorporation by reference
- Local backups
- Ransomware
- Early termination/liquidated damages
- Transition services not provided unless all fees, including early termination fees paid in full
- No liability for third-party goods or services
- Client indemnification for third-party costs associated with use or deployment

# **Policies and Procedures**

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- Information Security Policy
- Breach Incident Response Plan
- Acceptable Use Policy
- Electronic Funds Transfer

# MSP Alliance Insurance

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- Errors & Omissions
- Cyber liability
- First-party coverage for customers

# Regulatory Response (DPAs)

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- Healthcare (HIPAA)
- Financial Services (GLBA)
- European Union (GDPR)
- California (CCPA)
- New York (Shield)



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# Legal Risk Assessment

*[scottandscottllp.scoreapp.com](http://scottandscottllp.scoreapp.com)*

# Contact Information

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