Products and Services Narrative

Privo IT

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Jun 1 2018	Initial document

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2.1   AMAZON WEB SERVICES CONSULTING

AWS is the largest cloud computing provider in the world, larger than the next 14 cloud providers combined. Theyoffer the ability to rent computing capacity by the hour so businesses can avoid the capital expenditures of acquiring and maintaining their own IT infrastructure. AWS offers a wide range of managed IT infrastructure services such as Route 53, their managed DNS service; S3 their managed object stored service; and EC2, there managed compute capacity service. Thousands of businesses migrate workloads from on premise servers to AWS every week. PRIVO IT, LLC provides consulting services to businesses to help them plan and manage the migration to AWS. Managing the migration requires a deep knowledge of traditional, on premise IT infrastructure combined with a deep knowledge of the AWS platform which is a completely new architecture. Once the customer's workloads have been migrated to AWS, we offer on-going maintenance, monitoring, and security services for their AWS infrastructure.

2.2   MANAGED SERVICE PROVIDER

For our MSP business, we provide help desk services and IT infrastructure support for local, Boston Area businesses. For most of our MSP customers we are their entire IT department, handling everything from end-user support to managing their servers and networking equipment, to helping them make strategic IT decisions such as budgeting and disaster recovery planning. Most of our support is provided remotely by telephone, leveraging our LabTech agent to connect to customer computers remotely.

2.2.1   Architecture

For AWS customers, PRIVO IT, LLC provides support and security for the IT infrastructure (computers, storage, databases, and networking), operating systems, data backups, and identity and access management. PRIVO IT, LLC implements the IT security policy which is set by the customer. PRIVO IT, LLC advises clients during quarterly business meetings of areas in which we believe their security policy is falling short, but ultimately determines which security controls are implemented. In addition, since PRIVO IT, LLC provides only limited support for applications, customers are responsible for securing the data stored in their applications. Furthermore, customers are responsible for securing and maintaining data, managing users, and determining who is authorized.

The System is comprised of the following components:

    i. infrastructure
    i. Software
    i. People
    i. Procedures
    i. Data

The following sections of this description define each of these five components comprising the System.

Infrastructure

  The physical structures, IT, and other hardware (for example, facilities, computers, equip

  The IT infrastructure listed below is used by Privo employees to provide our AWS and MSP

  1. Company Laptops: Each employee has a company-issued laptop running Windows 10, MAC OS X

  AWS: The following components comprise the AWS infrastructure is used for providing servic

  NOTE: This AWS infrastructure is not directly used by clients, it is only used by employee

      2. Privo IT Website: The Privo website (http://privoit.com) is a promotional website
no sensitive or login capability for clients.

      2. Management Server: Windows Server 2012 R2 server running various tools such as Wat

      2. DC01: This Active Directory (AD) server authenticates users when they log in to th

      2. DC02: This AD server is a backup of DC01.

      2. VPN01: This server runs OpenVPN and provides secure remote access to our AWS infra

  1. Mobile Devices: Each employee has a personal mobile smart phone with access to company

  1. Corporate Office: We have physical office space at 400 West Cummings Park, Suite 3250

Software

  The application programs and IT system software that supports application programs (operat

  1. ConnectWise Professional Services Automation (PSA) Tool: ConnectWise is the main platfo
tracking support tickets, projects, change management, inventory, and billing. This softwa
      2. Support tickets: All support tickets received via email, phone or web are tracked

      2. Project Management: All consulting projects are managed in the PSA to track time, t

2. Change Management: Changes to customer's infrastructure are recorded in the system,

2. Inventory: All customer infrastructure components (Computers, Switches, Routers, Fi

2. Billing: ConnectWise keeps track of all customer contracts and it automatically upd

1. LabTech: LabTech is a remote monitoring and management (RMM) platform used to proactive
Service (SaaS) product from LabTech and is hosted in AWS. LabTech handles the following it

2. Proactive Monitoring: Each managed asset has a LabTech agent installed that checks

2. Proactive Maintenance: The agent is responsible for running regular proactive maint

2. Remote Control: LabTech gives us the ability to remotely connect to customer comput

2. Google Apps for Work: Google Apps for Work is our provider for email, calendaring,

2. Slack: Communications platform among employees for sharing information about client

2. Virtru: End-to-end email encryption solution for Google Apps.

2. LastPass: LastPass is an online password vault. All credentials for internal and cu

2. Duo 2 Factor Authentication: Duo is a solution that offers 2 factor authentication

People

PRIVO IT, LLC's organizational structure provides the overall framework for planning, direct

Procedures

PRIVO IT, LLC has documented policies and procedures to support the operations and controls

1. Incident response
1. Network security
1. encryption
1. Policy management and communication
1. Physical security administration
1. Network device maintenance
1. Customer implementation

Data

PRIVO IT, LLC does not control customer-specific hardware, operating systems, databases, app

2.2.2 Security Considerations

Specific security considerations for product 1. Refer to policies, procedures here.

3 References

3.1 Narratives

List relevant narratives, probably including Organizational Narrative Security Narrative System Narrative

3.2 Policies

List relevant policies, probably including Application Security Policy Datacenter Policy Log Management Policy Password Policy Security Incident Response Policy Risk Assessment Policy

3.3 Procedures

List relevant procedures, probably including access review, patching, alert monitoring, log review, pen testing