Vendor risk assessment

Assessment date:19-2-2025
Start Time: 10:00
End Time: 11:00

Created by:
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ISO 27001:
ISO 27001: 2013-A15.2.1, 2022-A5.22
ISO 27001: 2013-A15.2.2, 2022-A5.22

Information security policy:
A3.3.2 Contract Management

Action after assessment:
Upload in ISMS

Vendor:
Jumpcloud

Because we do not have direct contact at Jumpcloud this assessment has been carried out by assessing available documentation and our experience with the platform.

1.0 Service level agreement (SLA) metrics

Commentary: The SLA metrics from our vendors can vary depending on the nature of the service. Below are examples of metrics you could use. For external partners who host our online applications we require MTTD, MTTR and system uptime as minimal metrics.

There is a generic SLA with Jumpcloud in the Standard plan

Availability (system uptime):

Availability is very good. Jumpcloud has a status report environment: https://status.jumpcloud.com/

We are subscribed to this page

Mean time to repair (MTTR):

Nog geen issues gehad waar ze iets moesten bij springen.

Mean time between failures (MTBF):

N.a.

Response time:

Binnen 24 uur antwoorden ze op de tickets.

Escalation procedures:

We do not have a direct contact person at Jumpcloud. Escalation has not been necessary.
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Overall satisfaction:

Good system is working how it should work so that why we have less contact with the support.

Other topics:

Write your report here.

2.0 Quality of deliverables

Commentary: It is important to establish a set of quality standards for the deliverables our vendors produce. Depending on the signed contract and our company requirements below metrics could be vary depending on the nature of the service.

We use Jumpcloud as device management tool and as Open Directory tool to manage users across platforms.

Accuracy:

Jumpcloud works good and meets our expectations

Completeness:

Jumpcloud works with most applications that are in use at E-WISE

Consistency:

As a cloud service delivery is consistent, it works as expected

Timeliness:

The service is always available

Other topics:

N.a.

3.0 Communication and collaboration

Commentary: It is important to establish a good relationship with our vendors. Effective communication and collaboration are essential for project success and the continuation of our company. Depending on the type of relationship, continuous projects or yearly projects with our vendors below metrics could vary depending on the nature of the service.

Responsiveness:

Collaboration with Jumpcloud is done via a support email. The response was satisfactionally

Issue resolution:

This is carried out satisfactorily.

Change management:

Change management is satisfactory, it has not affected our service.

Documentation:

Jumpcloud has extensive documentation available, this meets our needs.

Other topics:

N.a.

4.0 Compliance with regulatory requirements

Commentary: Compliance with regulatory requirements such as GDPR is a critical aspect of working with external vendors. An external vendor could be a subprocessor of our services with access to our customer data. External vendors need to comply with EU regulations in terms of data storage and personal information and comply with our information security policy in terms of application development and or hosting of data.

Training:

Staff undergo regular Security Awareness training: https://jumpcloud.com/security

Incident reporting:

Incident reporting is done via the statuspage. We did not experience any compliance incidents

Corrective actions:

We did not experience any compliance incidents

Documentation:

Jumpcloud has documented GDPR compliance: https://jumpcloud.com/gdpr

Other topics:

N.a.

5.0 Security posture

Commentary: It is important to ensure that our external vendors have a strong security posture to protect our applications and services for our customers and any sensitive data involved is protected against malware and theft by hackers.

Compliance with security standards: *Jumpcloud has ISO27001 and SOC2 certifications.* **Access controls:** *MFA is in place* **Vulnerability assessment:** *There are currently no known vulnerabilities.* **Security incident response:** *We have not experienced a security incident* **Other topics:** *Jumpcloud has a general description of security measures: https://jumpcloud.com/security*

6.0 Summary & actions

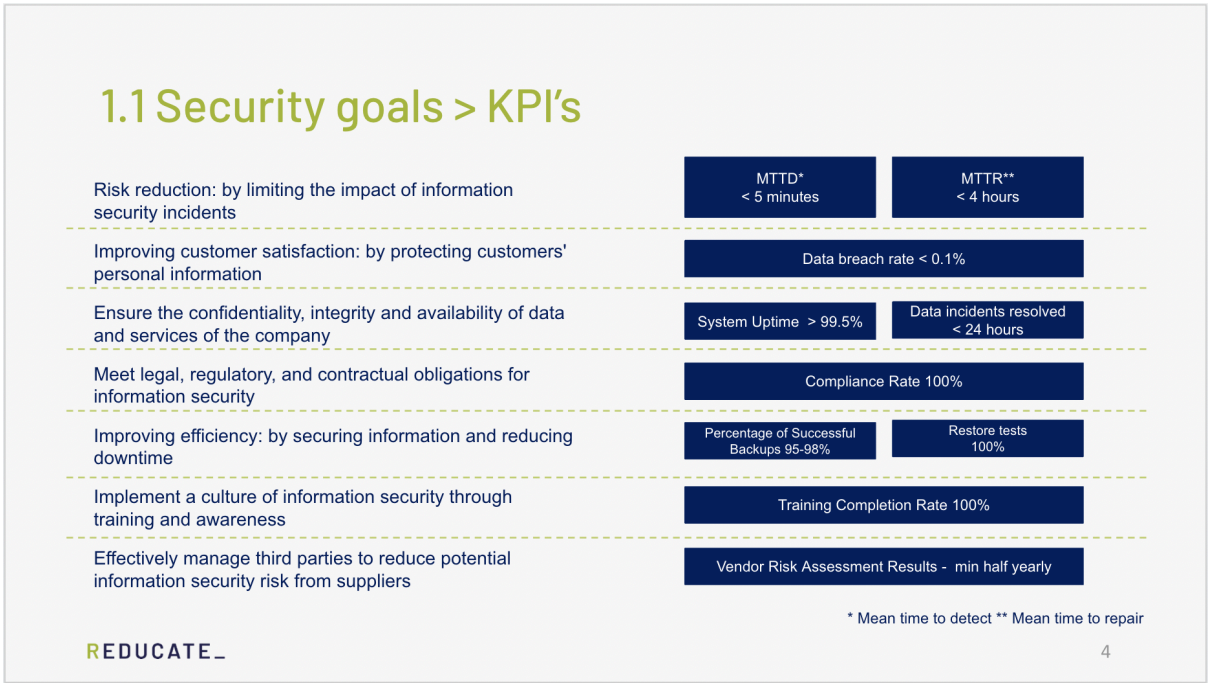
Commentary: It is important that vendors take appropriate actions to improve their service to meet our companies goals in terms of information security and business continuation. See appendix Goals & KPI's.

Summary: *Jumpcloud works to our expectations in securing our devices and managing users with SSO. Jumpcloud has good security in place with ISO27001 and SOC2*
Actions:

Appendix Goals & KPI’s

Commentary: The use of External Service Providers and the outsourcing of services is more prevalent today than ever before. However there are several risks associated with outsourcing, since the control of the operations lie outside the organisation.

To measure the performance of our services for our stakeholders like customers we have set up the below goals and KPIs.



The recent version of our goals and KPI's:

https://docs.google.com/presentation/d/1dTOuqQh-fc6jUMJXIlD6pXOKDIeJ50dS/edit#slide=id.g213a24c0958_0_0