

SEC-001 - Shared Responsibility Model

Onboarding Documentation Template

Document Title: Customer Onboarding Guide – AWS Managed Services

Version: 1.0

Date:

This onboarding document is designed to help you understand your responsibilities and the security framework in AWS environments managed by us. It ensures that both parties operate securely and in compliance with best practices.

AWS Shared Responsibility Model

Security in AWS is shared between three parties:

Layer	AWS Responsibility	Intcomex Responsibility	Customer Responsibility
Physical Infrastructure	✓	✗	✗
Virtualization Layer	✓	✗	✗
Operating System & Patching	✗	✓ (if managed)	✗
Network Configuration	✗	✓ (if managed)	✓ (approval/input)
Identity & Access Management	✗	✓ (initial configuration)	✓ (role assignment)
Application & Data	✗	✗	✓
Monitoring & Alerts	✓ (tools)	✓ (monitoring setup)	✓ (alert review)

Reference: [AWS Shared Responsibility Model](#)

Security Responsibilities

Your Responsibilities as a Customer:

- **Enable MFA** for all IAM users.
- Define internal **data classification** and handling policies.
- **Approve security group configurations** and network changes.

Our Responsibilities (Intcomex):

- **Configure security baselines** including VPCs, IAM roles, encryption.
- **Apply patches and OS updates** (for managed EC2 and services).
- **Set up CloudTrail**, Config, GuardDuty, and relevant monitoring.
- **Provide Tier 1 and Tier 2 security support.**

Monitoring and Incident Response

We proactively monitor environments for threats using:

- **Amazon CloudWatch**
- **AWS Config & Security Hub**
- **Custom threat detection rules (if applicable)**

In the event of an incident:

- We notify you within **8 hours**.
- We initiate triage, analysis, and provide impact assessments.
- A post-incident report will be shared within **10 business days**.

Customer Responsibility: You are responsible for ensuring your specific compliance needs are met at the application and data level.



Key Contacts & Support

Contact Type	Email	Phone
Security Operations	cloudsecurity@intcomex.com	
Support Desk	cloudsecurity@intcomex.com	
Escalation Manager	operacionescloud@intcomex.com	

Acknowledgment & Acceptance

Please sign below to acknowledge that you've received, reviewed, and understood the security responsibilities.

Customer Name: _____

Signature: _____

Date: _____