



Cytiva BioPharma  
IT Solution Document  
22 Oct 2020



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### Version Control

| Version No. | Version Date              | Types of Changes                             | Owner        | Date of review / expiry |
|-------------|---------------------------|--|--------------|-------------------------|
| 1.0         | 12th Aug 2020             |  | Dinesh Kumar | As and when required    |
| 2.5         | 25 <sup>th</sup> Jan 2021 | InfoSec review and addition of InfoSec risks | Atul Goel    |                         |

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### Revision Control

| Revision | Revision Date | Types of Changes | Author |
|----------|---------------|------------------|--------|
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### Revision Process

This document will be updated periodically to reflect changing business and technology requirements. All change requests should be directed to one of the document owners.

#### For Genpact

Name: Dinesh Kumar  
Title: Manager- IT  
Date: 10/21/2021

#### For Cytiva

Name: Martin Lenell  
Title: Information Security Architect  
Date: 29<sup>th</sup> Jan'21



- Tenable Vulnerability Scanner will be used to accurately identify, investigate / prioritize vulnerabilities and Secure our IT assets. Tenable PaaS service will be used for VA scanning, agents will be deployed on workstations. Agents send the data to the Cloud service.

## RISKS & Mitigations

Based on our understanding of the current business requirements and discussion with Cytiva teams, these are some of the key IT project risks foreseen in the Cytiva IT implementation. IT teams need to closely monitor the related activities and propose mitigation plans.

| Risk # | Risk and Business Impact   | Mitigation Plan  | Prime Ownership | Date |
|--------|--|--|-----------------|------|
| 1      | <b>RISK:</b> Internet based connectivity<br><b>Business Impact:</b> Due to internet-based connectivity intermediate latency can be observed which can impact the day to day operations.  | Keep Monitoring Internet links and systems for any potential issue.  | Cytiva/Genpact  | Open |
| 2      | <b>Risk:</b> Users may operate using a non-Genpact provided computer or device. Cytiva virtual environment (ZPA) and applications (Email solution, MS Team and Box) are available on internet and can be accessed from a non-Genpact managed device.<br><b>Business Impact:</b> Customer data could be subject theft, capture, or transmission by malicious programs such as Trojan horses, keystroke loggers, and certain types of spyware on non-Genpact computers or devices. | Genpact has identified this as a risk and recommend customer to enable IP Whitelisting or Host Checker capabilities to ensure only allowed hosts can connect to their environment. | Cytiva          | Open |
| 3      | <b>Risk:</b> User may store Cytiva related data on G OneDrive or local disk on endpoint<br><b>Business Impact:</b> Unauthorised sharing of customer confidential data. Non-compliance to contractual clauses such as 'Third-Party Endpoint Standard' Clause 4.6  | Manage it via a very robust training & awareness program and spot system audits through the year   | Genpact         | Open |

