

## Consolidated Action Plans

### Action Plan 1

**ID:**

AC-003533

**Description:**

Implement single sign on (SSO) authentication for users when accessing Sprinklr through both web and mobile.

**Action Plan Owner.Display Name:**

Aditya Bhanushali - aditya.bhanushali@abc.com

**Due Date:**

2024-07-31 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

### Action Plan 2

**ID:**

AC-003534

**Description:**

Explore solutions to implement multifactor authentication (MFA) for Sprinklr access.

**Action Plan Owner.Display Name:**

Aditya Bhanushali - aditya.bhanushali@abc.com

**Due Date:**

2024-07-31 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

### Action Plan 3

**ID:**

AC-003535

**Description:**

Assess enterprise standards for data loss protection and determine whether controls can be configured by the vendor to meet requirements. Implement identified solutions and monitor adherence, as appropriate.

**Action Plan Owner.Display Name:**

Aditya Bhanushali - aditya.bhanushali@abc.com

**Due Date:**

2024-07-31 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

### Action Plan 4

**ID:**

AC-003536

**Description:**

Complete a Privacy Impact Assessment and reclassify the application to Restricted.

**Action Plan Owner.Display Name:**

April Virhuez - april.virhuez@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

### Action Plan 5

**ID:**

AC-003537

**Description:**

Complete the vendor assessment based on current usage of Sprinklr.

**Action Plan Owner.Display Name:**

April Virhuez - april.virhuez@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

**Action Plan 6****ID:**

AC-003538

**Description:**

Implement access provisioning controls and recertification process through Central Security Service.

**Action Plan Owner.Display Name:**

April Virhuez - april.virhuez@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

**Action Plan 7****ID:**

AC-003539

**Description:**

Oversee a comprehensive assessment of current CMO SaaS vendors to confirm that the following controls are in place where applicable:

1. A Privacy Impact Assessment has been completed.
2. The vendor IRRT has been refreshed in accordance with current VGO standards.

**Action Plan Owner.Display Name:**

Carrie Bonis - carrie.bonis@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002722']

**Action Plan 8**

**ID:**

AC-003540

**Description:**

Revise records disposition plan and contractual agreement with LiveRamp to clearly define data deletion requirements.

**Action Plan Owner.Display Name:**

Maximilian Stefani - maximilian.stefani@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002723']

**Action Plan 9**

**ID:**

AC-003542

**Description:**

Ensure training/communication of EARB approved process for all Social Media team members.

**Action Plan Owner.Display Name:**

Gregory Aronne - gregory.aronne@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002723']

**Action Plan 10****ID:**

AC-003543

**Description:**

Explore methods to disable direct uploads through LiveRamp or assign restricted user permissions with the application.

**Action Plan Owner.Display Name:**

Ketan Bhanushali - ketan.bhanushali@abc.com

**Due Date:**

2024-07-31 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002723']

**Action Plan 11****ID:**

AC-003544

**Description:**

Update procedures to reflect the use of the Meta direct messaging platform as part of the case review and closure process. Implement a management oversight procedure to identify and test process changes prior to the operational go-live date.

**Action Plan Owner.Display Name:**

April Virhuez - april.virhuez@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002724']

## Action Plan 12

**ID:**

AC-003545

**Description:**

Explore solutions to the current gap preventing automated responses from feeding directly to Sprinklr to alleviate the need of manual reconciliation.

**Action Plan Owner.Display Name:**

April Virhuez - april.virhuez@abc.com

**Due Date:**

2024-06-30 00:00:00

**Status:**

Open

**Issue\_ID:**

['IS-002724']

## Action Plan 13

**ID:**

AC-003610

**Description:**

Assess the active SaaS applications within the Marketing organization and determine whether they adhere to relevant Enterprise Information Security Control Standards. Develop a tracking document that lists all SaaS applications and their level of adherence to standards with variables that impact implementation of required configurations. Additionally, document a plan to remediate identified gaps supported by risk and criticality assessments.

**Action Plan Owner.Display Name:**

Ketan Bhanushali - ketan.bhanushali@abc.com

**Due Date:**

2024-09-30 00:00:00

**Status:**

OpenIssue\_ID:

['IS-002722']