# 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']