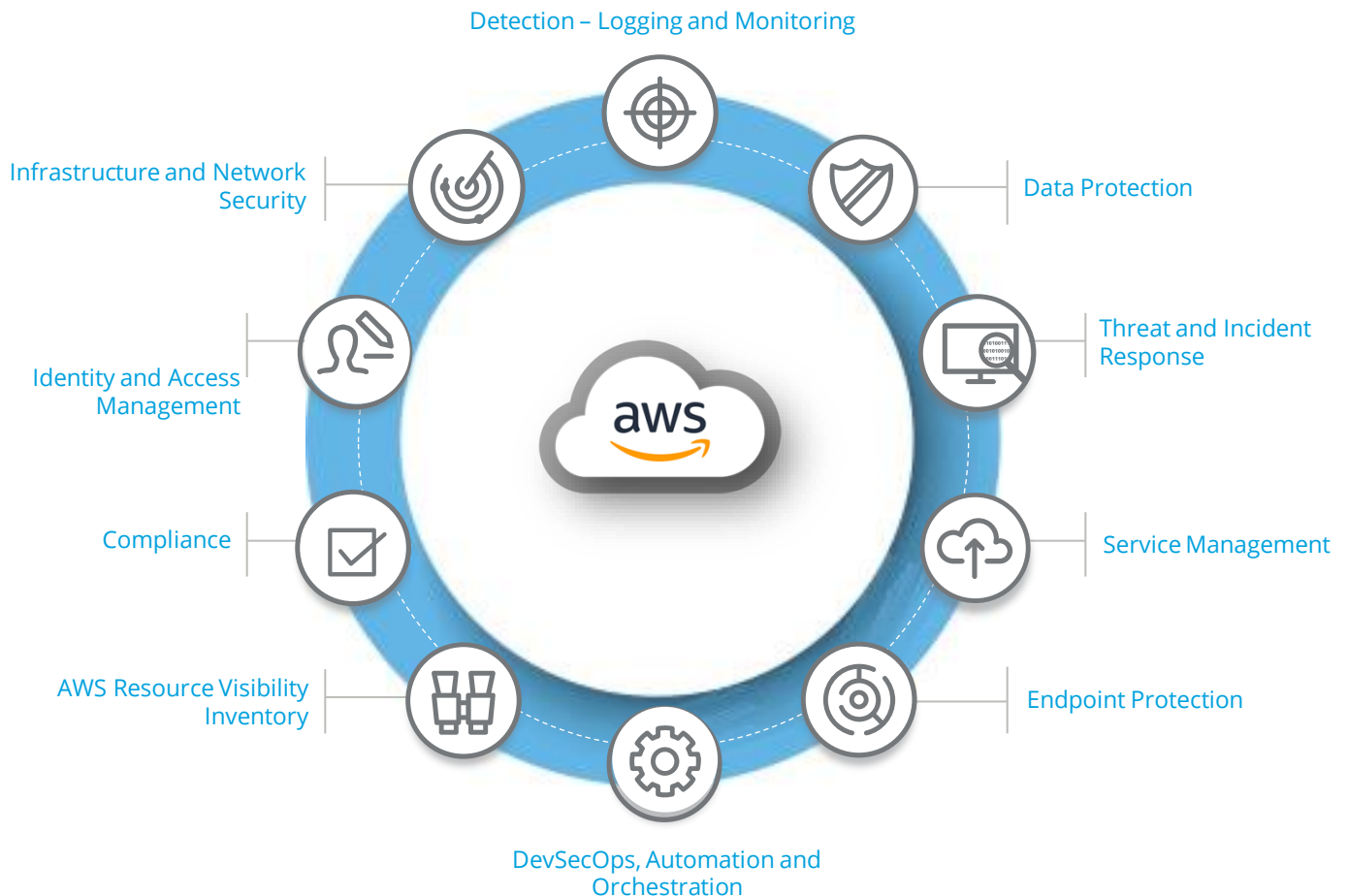


Cyber cloud managed services

Move toward your possible, faster—with 24/7 security protection and monitoring

Deloitte's cyber cloud managed services (CCMS) can help you accelerate your journey on the AWS cloud with a cloud security managed service that provides 24/7 security protection and monitoring of essential resources that enables you to develop at the speed of your innovation.

As an AWS Level 1 Managed Security Service Provider (MSSP), we worked closely with AWS security specialists to develop the 10 managed security service (MSS) specializations included in CCMS:



Why Deloitte MSSP Level 1 services?

Deloitte has an established track record collaborating with clients throughout their cloud journey and is experienced in providing managed security services on AWS.

Magic Quadrant Leader

Deloitte is positioned as a Leader in the new 2021 Gartner® Magic Quadrant™ for Public Cloud IT Transformation Services*

Figure 1: Magic Quadrant for Public Cloud IT Transformation Services



Source: Gartner (August 2021)

CCMS aims to help you meet service level agreements (SLAs) and provide response times that align with industry standards:

- Target resolution and technical escalation timing commence when CCMS operations begin working on an incident
- SLAs timings for incident resolution should commence after closure of action-item dependencies by the project team or the client
- Root-cause analysis (RCA) for Priority 1 incidents aim to be completed and delivered to the client within 5 business days.
- RCA for Priority 2 through 4 incidents aim to be performed upon request from the client and reported within 10 business days

Illustrative response times*

	Priority 1 Critical (PROD only)	Priority 2 High	Priority 3 Moderate	Priority 4 Low
Incident response time	60 minutes	4 hours	1 business day	2 business days
Incident resolution time	4 hours	8 hours	3 business days	5 business days

*Actual times may vary based on individual facts and circumstances.

CCMS core domains

Identity and access management

- Single sign-on (SSO)
- Adaptive multi-factor authentication (MFA)
- Privileged access management self-service portal
- Provisioning/deprovisioning SSO/Federation, MFA
- Server access
- Central governance and management
- Role-based access control (RBAC)
- Access review

Infrastructure and network security

- AWS infrastructure vulnerability scanning
- Managed web application firewall (WAF)
- Distributed denial of services (DDoS) mitigation
- Managed intrusion prevention system (IPS)/instruction detection system (IDS)
- Centralized management of firewall
- Vulnerability segmentation/filtering machine image management
- Patch management
- Network firewall management/network policy configuration
- Event management
- Remote access/virtual private network
- AWS service configuration management

Detection - Logging and monitoring

- AWS security leading practices monitoring
- Monitor, triage security events
- Operating system (OS)/network/platform log monitoring
- Application firewall

Data protection

- Encryption at rest
- Encryption in transit
- Hardware based key storage
- Data loss protection
- Key management
- Public key infrastructure (KPI)
- Secrets management

Threat and incident response

- 24/7/365 incident alerting and response
- Auto remediation
- Artificial intelligence (AI)/machine learning (ML)-enabled threat detection

We have more than four years experience as an AWS managed service provider. Highlights of our CCMS:

- More than 50 clients
- Automated deployment of security capabilities
- Auto remediation and automated workflow
- Use cases for security monitoring, AWS services, OS
- Machine learning and artificial intelligence embedded in security event triage
- IT service management (ITSM) ServiceNow integration
- Dashboarding for threat and SLA reporting

Learn more about CCMS, contact:

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