

Cybersecurity Practice #11: IT Vendor Evaluation and Selection

Review Conducted on:

Reviewed By:

IT Vendor Evaluation and Selection:

***check with your attorney or risk manager if you need help.**

The recommendations in this sub-practice may necessitate a level of expertise to implement, requiring the assistance of a qualified third-party support service to implement and manage these controls.

Evaluation

Identify the services you provide:

- Network monitoring and management
- Helpdesk and technical support
- Data backup and disaster recovery planning
- Security and risk management
- Cloud computing services and migration
- Hardware and software procurement and management
- IT infrastructure design and implementation
- Server management and maintenance
- Virtualization and remote access services
- Mobile device management
- VoIP phone systems and unified communications
- IT consulting and project management.

Identify relevant expertise in dentistry

- Number of years working with dentistry
- Number of clients currently under management
- Largest clients in our area
- Five references in our area we can talk with

Service Level Agreement Items

- Who is our account manager
- Service availability and uptime with hours specified
- Onboarding process and timeline
- Incident response time
- Problem resolution time

- Escalation procedures
- Service reporting process
- Service request tracking
- Systems monitoring process and alert tracking
- Security and data protection process
- Disaster recovery plan and business continuity
- Annual copy of your professional liability policy
- Contract term
- Pricing details with fee schedule
- Arbitration clause
- Termination provisions and offboarding process

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