Managing Third Party Service Contracts

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1. Scope

All external party contracts that fall within the scope of section A4 of the NIS Manual are also within the scope of this procedure.

2. Responsibilities

2.1 The Owners of third-party relationships are responsible for the monitoring and review of the services, reports and records carried out by the third party.

2.2 The Head of IT (CIO) is responsible for ensuring that adequate technical and other resources that might be required are made available to support the Relationship Owner in the monitoring and management of the relationship.

2.3 The Quality Manager is responsible for carrying out regular audits of third-party performance.

2.4 The Chief Information Security Officer (CISO) is responsible for regular reviews of exception and other internally generated reports relating to third-party performance.

3. Procedure

3.1 The external party agreement includes reporting structures, defines minimum and acceptable levels of performance
", relevant information security objectives and risk management activities,"

and provides monitoring, inspection and audit rights (see the External Parties - Information Security Procedure; the individual third-party agreement is drawn up in accordance with this document).

3.2 The Relationship Owner monitors performance against the service and security
"and privacy"

criteria contained in the agreement by
"insert detail of how this is done in general"

SAMPLE

and ensures that reports required under the agreement are delivered as required and reviews them, and conducts regular progress meetings as required.

<<3.3-3.5 removed for sample purposes>>

3.6 All review meetings must have agendas
"(insert link to standard template)"

and minutes
"(insert link to standard template)"

with actions necessary to resolve issues arising clearly identified.

3.7 On a
"monthly"

basis, the Head of IT (CIO) reviews all outstanding actions in respect of deficiencies in third-party services to ensure that appropriate corrective or preventive action is being taken, having regard to the fact that ultimate responsibility for the information processed by the third party remains with Organisation Name.

3.8 The procedure for managing changes to third party agreements is contained in the External Parties - Information Security Procedure.

Document owner and approval

The Quality Manager is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to
"Specify which members of staff this document is intended for"

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