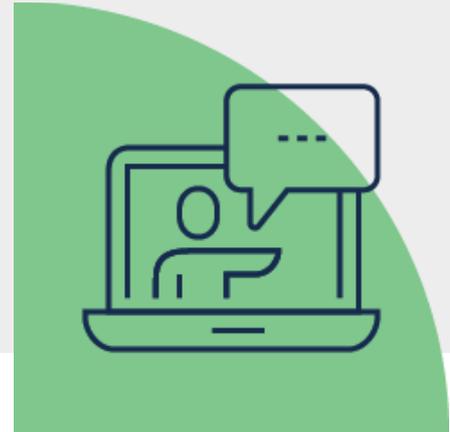




Managed Service Provider Partner Program (MSP³)



MSP³ Objective

The Managed Service Provider Partner Program (MSP³) is designed to strengthen the cyber security of Managed Service Providers (MSPs) through a voluntary partnership with the Australian Cyber Security Centre (ACSC).

Joining MSP³

Prior to joining MSP³ the MSP will be required to:

- Submit the MSP³ application form
- Sign the Joint Cyber Security Centre Confidentiality Deed Poll.
- Provide the ACSC with a sample of their customer list, comprising of between two and six candidates across the public and private sector (with at least one private sector customer). The participating customers will also be encouraged to sign the Confidentiality Deed Poll.

Once the ACSC reviews and approves the application, the MSP will be invited to publicly co-sign the *Managed Service Provider Commitment to Better Practice* with a senior member of the ACSC, to implement the *Managed Service Provider Better Practice Principles* (Principles). The Principles are guiding rules of action to ensure MSPs improve their cyber security posture.

Benefits of joining the program

Once MSPs sign the Commitment to Better Practice, they will become eligible for a number of services and activities aligned to uplift and improve their cyber security, delivered through the Joint Cyber Security Centres including:

- MSP Partner Forum where the ACSC provides threat updates and identifies issues where MSPs are not meeting Better Practice Principles.
- 24/7 Situational Awareness products.
- Provision of ACSC advice on cyber security best practice.
- Advertise their partnership status via their website and associated media outlets.
- Listed on the cyber.gov.au website to promote MSPs' commitment to improving their cyber security.

MSP³ Process

Self-surveys

The ACSC will use the Managed Service Provider Better Practice Survey and the Managed Service Provider Customer Survey as the key metric to determine the MSP's cyber security posture.

Benchmark Review

This data will be used by the ACSC to baseline the initial cyber security posture of the MSP industry. The ACSC will publish an initial anonymised whole of market report on the cyber security posture of the MSP industry. Based on these results, the ACSC will provide targeted guidance to continue the uplift activity to encourage improvement by the next self-survey.

Partner Status Review

The ‘Partner Status Review’ will safeguard the Program’s integrity, ensuring that committed MSPs remain as part of the program and are able to differentiate themselves from their competitors.

The ACSC will conduct analytics on the self-survey results and map the MSPs’ results at different milestones to measure improvements to the MSPs’ cyber security posture and identify divergent results between MSPs and their customers.

The ACSC will, at its discretion, publish anonymised whole of market reports on the cyber security posture of the MSP industry at the end of each of the Partner Status Reviews.

Where the ACSC identifies divergent results or becomes aware of significant deficiencies within the MSP’s cyber security posture, the ACSC reserves the right to have the MSP undergo an independent assessment (at the cost of the MSP) against their self-survey.

If the ACSC finds that the MSP’s self-survey results are significantly contrary to the independent assessment, or if MSPs refuse to undertake the independent assessment, the ACSC reserves the right to terminate the MSP’s Partnership status.

Program Review

The ACSC will review MSP³ in May 2020 to ensure it remains fit for purpose, and accept the proposed recommendations.

Key dates

Dates	
1 April 2019	First tranche of MSPs to sign up to MSP ³ .
1 May 2019	MSPs and participating customers submit their respective surveys to the ACSC.
July 2019	MSP ³ will reopen for new participants for a select period of time.
1 November 2019	MSP/customer self-surveys due and the ACSC conducts ‘Partner Status Review’.
January 2020	MSP ³ will reopen for new participants for a select period of time.
1 April 2020	MSP/Customer self-surveys due and the ACSC conducts ‘Partner Status Review’.
May 2020	The ACSC conducts MSP ³ review.

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