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Commonwealth of Virginia – Virginia Information Technologies Agency (VITA)

Managed Security Services RFI Response October 21, 2016



High performance. Delivered.

October 21, 2016

Mr. Greg Searce
VITA Supply Chain Management

Dear Greg:

Accenture is pleased to provide our response to VITA's Request for Information (RFI) for Managed Security Services. We understand that this RFI is an important part of VITA's overall strategy to implement a new IT Infrastructure Services Program (ITISP) that will position VITA to deliver agile technology services like information security while balancing the needs of the individual agencies and the enterprise in a multi-supplier ecosystem.

Accenture is responding to the questions related to Managed Security Services in this RFI that will support VITA's Commonwealth Security and Risk Management (CSRM) directorate. We strongly believe our response addresses VITA's desire to move your Enterprise Security Platforms Operations Support to be more predictable and cost-effective while improving your skills coverage, support time coverage, automation, and scalability as you transition the current security services included within the Comprehensive Infrastructure Agreement (CIA) with Northrop Grumman.

As one of your most trusted service providers, Accenture is positioned to help VITA achieve its Managed Security Services objectives, offering unique advantages that include:

- **Our Approach** – Our experience with outsourcing our client's critical security processes enables us to bring field-tested service transition methodology and delivery approaches which minimize disruption and provide high-quality service as expected.
- **Security Operations Experience that Incorporate ITIL v3** – We have performed these services for other public sector clients of similar size and complexity to VITA, and are able to leverage the Accenture people and practices that have made those projects successful for this engagement. Accenture has recognized strength as a Managed Security Services (MSS) industry leader, and has incorporated our Infrastructure Outsourcing ITIL best practices into our MSS offerings that creates a best of breed approach for our clients. Our approach is complimented with strong transition and integration services, and we have a track record for consistently delivering quality by staffing qualified Security skilled resources for all of our MSS engagements.
- **Familiarity with VITA Operating environment** – Accenture understands how VITA operates and its current IT landscape. Additionally, we have established a foundation by successfully delivering In the Commonwealth on existing outsourcing programs and complex consulting projects in the past that have given us extensive knowledge of the environment.
- **Continuous Improvement through Industry Leading Innovation** - We would leverage onsite Security advisors early in the "transition" phase of our engagement to outline ideas for continuous improvement and automation to accelerate efficiencies in the "run" phase.
- **Outcomes based** – Rather than just consolidating Security Operations service providers and headcount, we propose to implement a model based on results and service level agreements.

Thank you for the opportunity to respond to the RFI. We look forward to discussing our response with you in more detail. Additionally, we could host you at one of our managed security delivery center locations to further demonstrate our capabilities, commitment to the Managed Security Services industry, and bring to life how we are delivering in this area for other public sector services clients today. Please feel free to contact me if we can provide any further assistance or clarification. I am also including some additional information on our Managed Security Services capabilities and key differentiators on the following pages.

Kind Regards,

A handwritten signature in black ink that reads "Damian Kelly". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Damian Kelly
Accenture | Client Account Lead – Commonwealth of Virginia
Managing Director
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Accenture Managed Security Services Capabilities and Key Differentiators

Accenture’s Security Practice continues to provide excellent service to clients after more than 20 years, and has successfully delivered some of the world’s largest and most complex security initiatives during this time. Accenture has conducted hundreds of risk assessments for its clients, which has led to cohesive strategies and implementations that have measurably improved clients’ security postures, alignment with business strategies, and ability to comply with industry standards and regulations. Figure 1 shows the depth of Accenture’s Security Practice.



Figure 1: Accenture’s Security Services defend and empower the digital business

Accenture offers a full spectrum of security services—from risk assessment and strategy development to implementation and managed security operations—across a broad range of security domains, including data protection and privacy, application and infrastructure security, and identity and access management. Figure 2 shows Accenture’s Security offerings.

Assess & Architect 	Digital Identity 	Cyber Defense 	Managed Security 	Emerging Technology 
Threat and Vulnerability Asset & Remediation	Enterprise I&AM	Threat Intelligence	Managed Cyber Defense	Cloud Security
Application Security Assessment & Remediation	Consumer I&AM	Vulnerability Engagement	Managed Identity	Mobile Security
Discovery & Protection of High Value/Data Assets	Identity of Things	Operational Monitoring	Managed Compliance	Industrial/Operations IOT
Capability Maturity & Technology Assessment	Next Generation Authentication	Advanced Security Analytics		Consumer/Device IOT
Enterprise Security Architecture		Security Incident Management		
Security Compliance Assessment				

Figure 2: Accenture delivers across the spectrum of security services

Managed Security Services bring clients an unparalleled catalogue of end-to-end security services—processing more than 10 million security events per day and leveraging Accenture’s world-class global delivery capabilities. Accenture’s managed services enable clients to rapidly access and efficiently resource security operations with highly skilled security professionals. These professionals scan more than 52,000 client assets each year for security vulnerabilities. Accenture responds to more than 7,400 security incidents per month, and its “next gen” and “as-a-Service” projects are run on an advanced cyber defense platform that is analytics-driven, threat-centric, and industry-aligned, with SLAs prioritized against business-critical assets and business processes. Unlike commodity security services, Accenture’s state-of-the-art Security Operation Centers support the complete security incident lifecycle—identify, protect, detect, respond, and remediate—providing clients with measurably increased security effectiveness, improved security operational efficiency, and long-term business value.

Accenture’s Managed Cyber Defense services (Figure 3) are core to Managed Security Services (MSS) and provide organizations with the ability to rapidly scale security operations through innovative technologies, top security talent, and an operating model designed to provide measurable business outcomes. Accenture’s Cyber Defense Platform enables monitoring based on integrated threat intelligence; accommodates a variety of clients’ globally distributed technical platforms; operates within an industrialized and repeatable model; and delivers timely value with consistent quality at predictable outcomes.

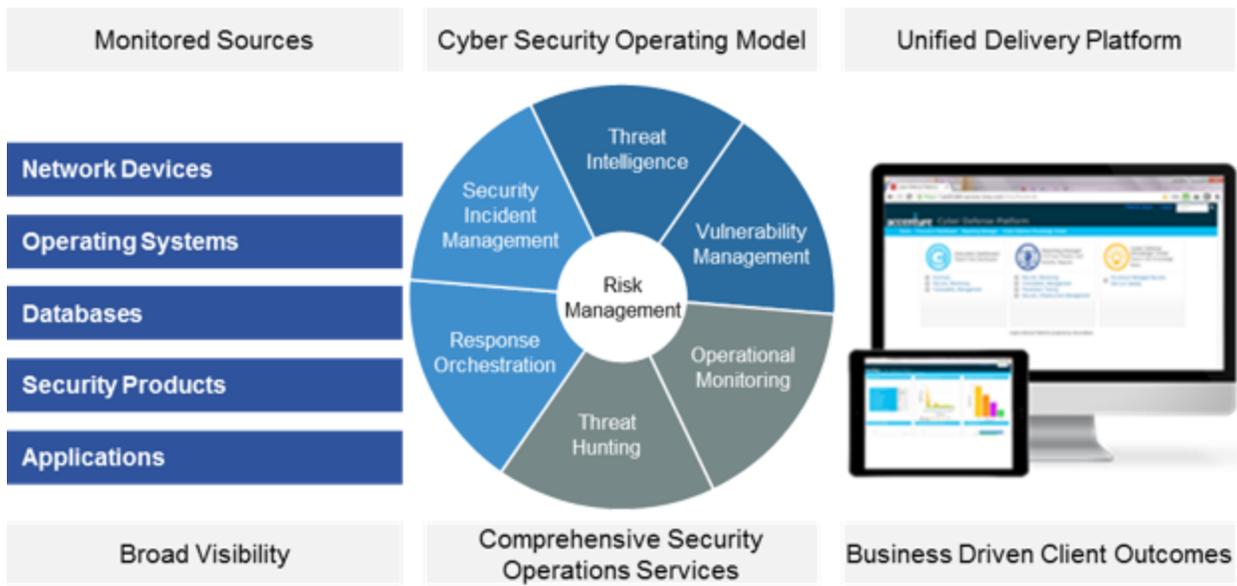


Figure 1: Accenture provides vigorous Managed Cyber Defense services

Attackers follow a repeatable methodology to target and attack enterprise digital assets. Accenture’s security monitoring and response service focuses on disrupting the attack process early, before damage occurs. Accenture’s Detect and Response methodology, depicted in Table 1, mirrors the standard approach used by threat actors.

Accenture’s Detect and Response Methodology			
Reconnaissance Monitoring	Infiltration Attempt Monitoring	Threat Presence Identification	
<ul style="list-style-type: none"> • Inbound and outbound scans and sweeps • Internet chatter related to key assets 	<ul style="list-style-type: none"> • Critical connection blocks and failed login attempts • Vulnerability exploitation attempts • Backdoor connection/login attempts 	<ul style="list-style-type: none"> • Outbound/inbound access to/from known threats • Virus outbreak detection, malicious code propagation, botnet activity, and infected machine isolation • Privileged user account activity monitoring • Group policy configuration change monitoring • Unauthorized system configuration changes 	<ul style="list-style-type: none"> • Critical event detection from monitoring systems, including: <ul style="list-style-type: none"> – Critical alert notifications – System shutdowns – System configuration changes – Critical command execution – Attribution of attackers using threat intelligence

Table 1: Accenture’s detect and respond methodology targets a comprehensive approach

Accenture’s Managed Security Operations (MSO) capability functions as a unique differentiator and provides a well-defined approach to coordinate incident response through resolution. Accenture works with a service catalog of 32 industrialized services that is tailored to each client’s unique needs. Accenture’s experience in providing long-term operational support for security implementations - whether Accenture provided the implementation services or not - has substantially informed its delivery methodologies. Figure 4 highlights Accenture’s key MSO service delivery capabilities.

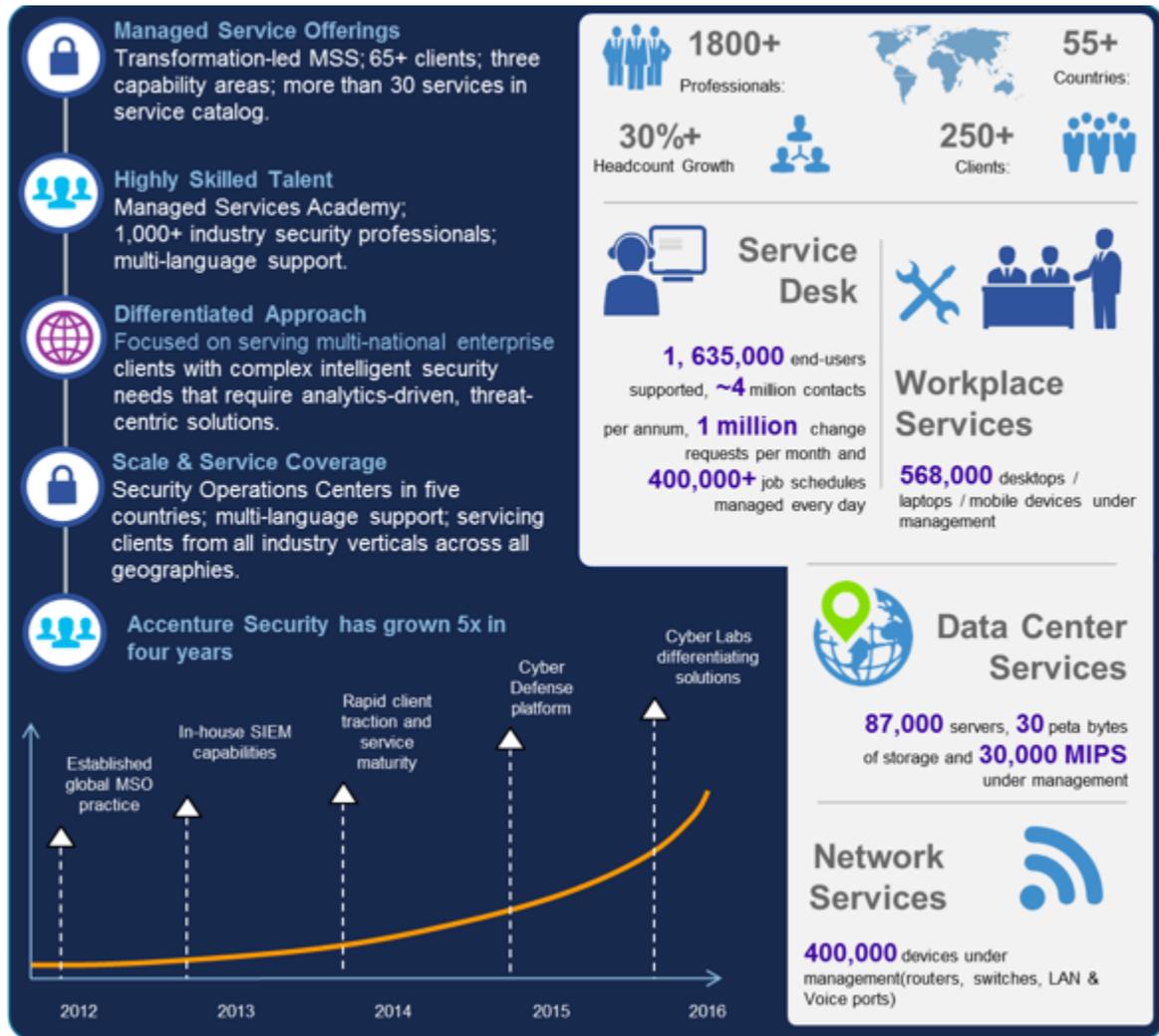


Figure 4: Accenture provides a vigorous Managed Security Operations capability

Accenture provides end-to-end security services for our clients, which includes security strategy, security systems implementation, and managed security operations. This ability to deliver in all phases for our clients enables our team to deliver mature security services for VITA with the right skilled resources in a managed service model.



Figure 5: Accenture Managed Security Service Offerings

Our managed security operations offer flexibility on what services are delivered for VITA, and we will tailor our approach to line up with your team’s skill sets and responsibilities.