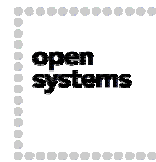


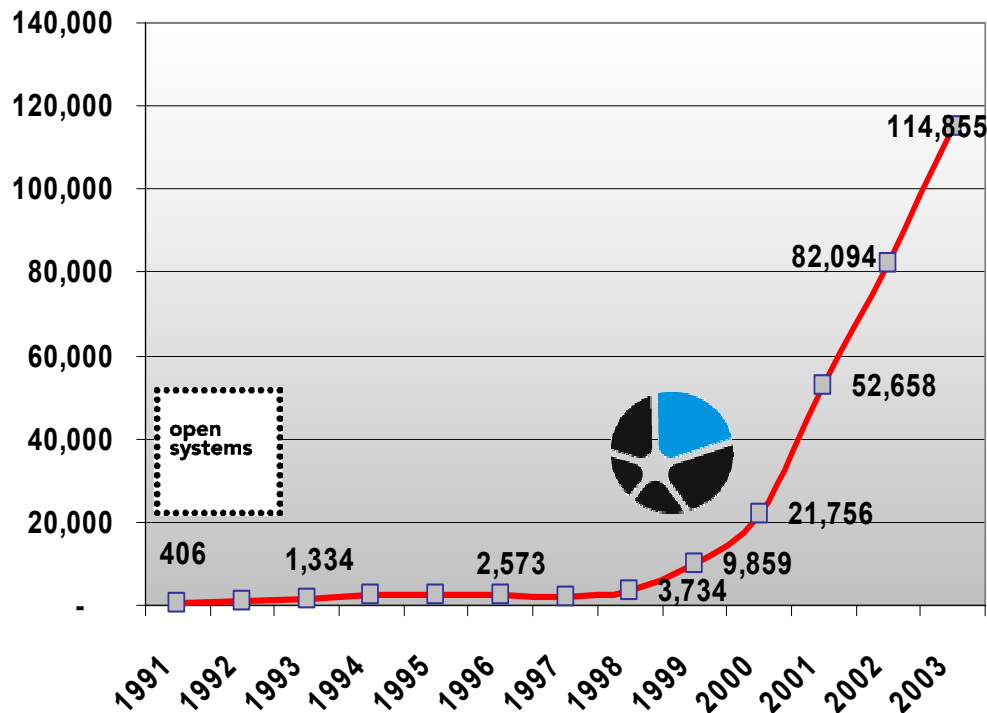


# **Luzerner Praxisforum Vertragsgestaltung beim Security-Outsourcing**

**Martin Bosshardt, CEO  
Open Systems AG**



## Number of reported incidents



Source: CERT®/CC [www.cert.org](http://www.cert.org)

**Gründung**  
1991 Basel

**Hauptsitz**  
Zürich

**Operations**  
in 27 Ländern  
250 Standorte

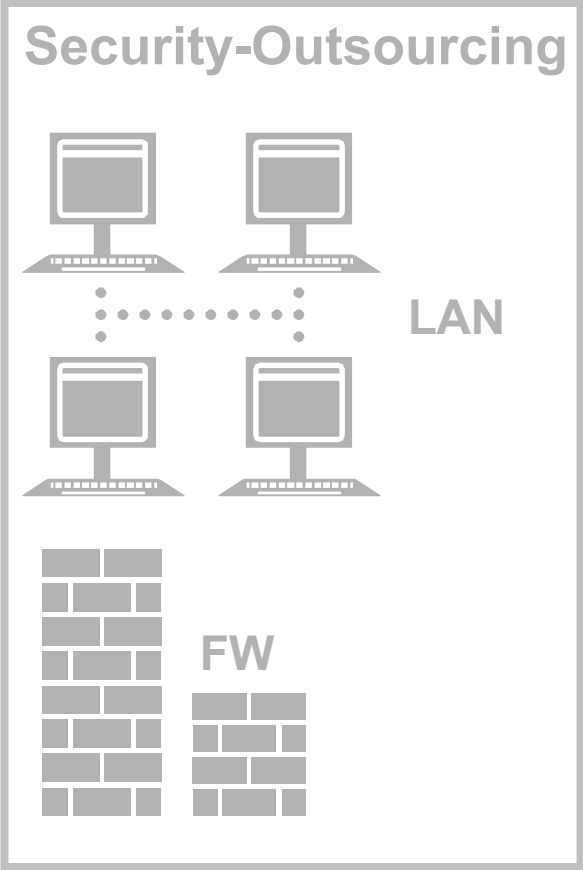
**Focus**  
IT Security  
EBK compliance  
Vendor independent  
Provider independent  
Global Operation  
Secure & available





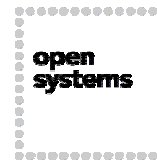
# Vetragsgestaltung

- Open Systems
- Services
- ▶ SLA
- Mission Control

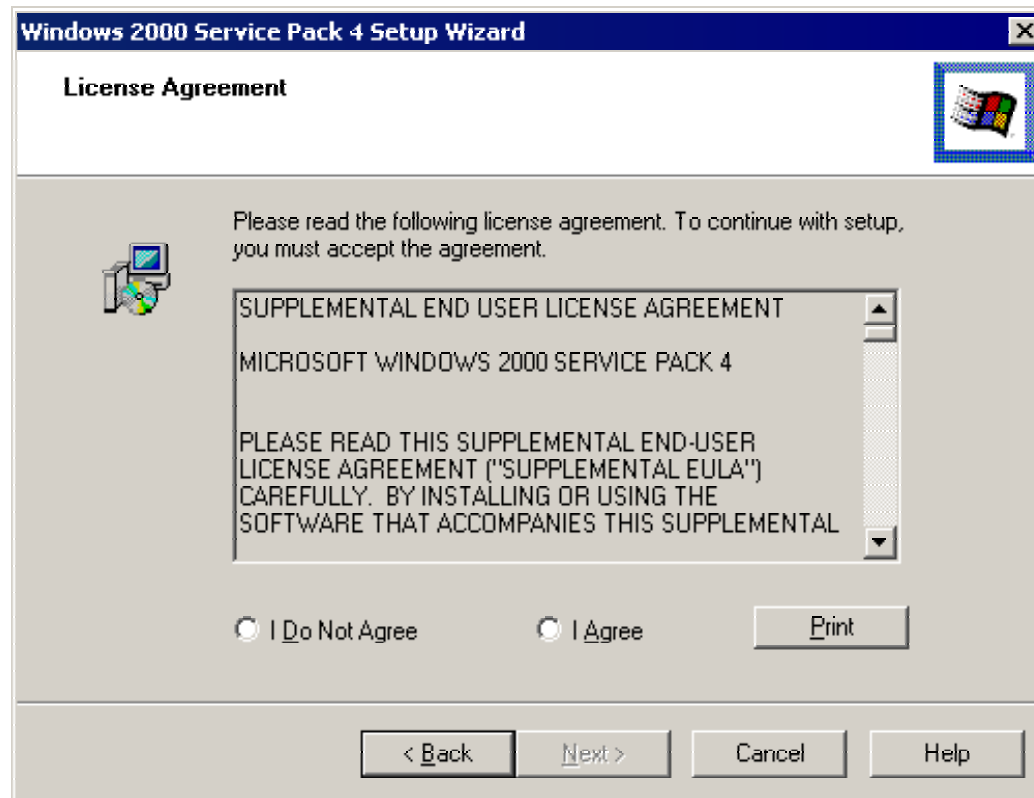




# Vetragsgestaltung Agree or Agree



- Open Systems
- Services
- SLA
- Mission Control





## Vetragsgestaltung

Open Systems

Services

▶ SLA

Mission Control

# Service Level Agreement

**Concept  
& Rollout**

**Turnkey**

**Operations**

**365x7x24**

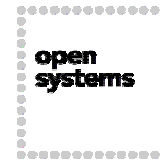
**Upgrade &  
Migration**

**„State of the art“**

# Vetragsgestaltung

- Open Systems
- Services
- ▶ SLA
- Mission Control

	<b>Service Level &amp; Leistungsumfang</b>	<b>Mitwirkungspflichten des Kunden</b>	<b>Haftung &amp; Pönalen</b>
<b>Concept &amp; Rollout</b>	Topology Security Policy Escalation Concept Integration Efforts Rollout Efforts	Existing Documents Project Management Existing Providers HW-Logistics On-Site support	Deadlines/Delays Switchover failure Product availability Product liability HW-Damages
<b>Operations</b>	Availability Reaction Time Disaster Recovery Change Management Audit Trail & Docu.	On Site Support Logistics Support Information Liability Processes Documentation	SLA breach Malfunction Human error Negligence Application failures
<b>Upgrade &amp; Migration</b>	Evaluation, Decission Right to resign Testing & Planning Project Management Integration & Rollout	Evaluation, Decission Right to resign Support Project Management Information Liability	SLA breach Switchover failures Application failures No more supported "State of the Art"



## Fazit

Open Systems

Services

SLA

Mission Control

Definieren Sie

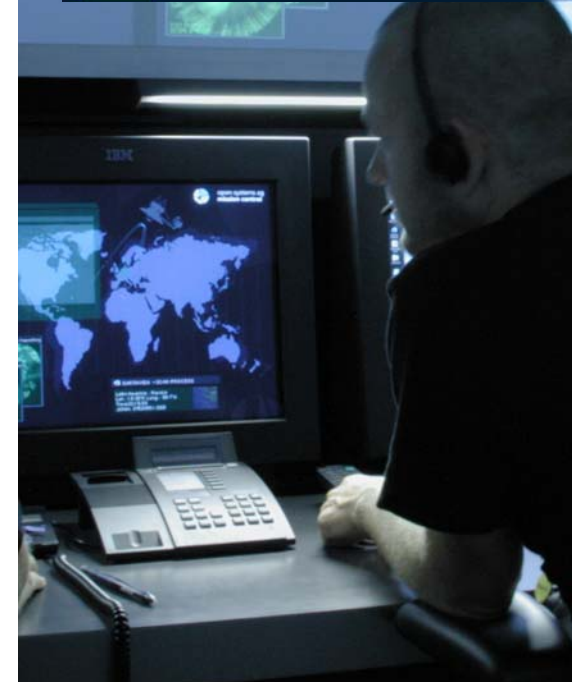
den **inhaltlichen Leistungsumfang**  
und die  
**Verantwortlichkeiten** über die **Zeitachse**

Behalten Sie

die **Kontrolle**  
die **Entscheidungsgewalt**

Seien Sie

**anspruchsvoll !**





## Contact

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