Recommendation 1
For Private Sector

Define clear service level agreements for CSOs with cybersecurity commitments.
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Private-sector technology services providers, such as telecommunications network operators and software developers, constitute one of the key cybersecurity support for incident handling for CSOs.

In view of this critical role, we recommend that the private sector stakeholders should define clear Service Level Agreements (SLAs) with commitments to specific cybersecurity targets, and to include cybersecurity support in negotiated service and support contracts for CSOs.

SLAs are important to elevate the bargaining power of CSOs and guarantee private sector compliance with CSOs’ cybersecurity goals – for example, compliance with data protection requirements when dealing with CSOs’ data.
Recommendation 2
For Private Sector

Provide context-sensitive and informed solutions to CSOs.
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Ideally, private service providers should forge long-term partnerships with the CSOs to ensure contextually informed support that is both reliable and consistent. In this manner, private companies could help CSOs prioritise investment productively, and reduce the time and cost required for seeking external technical assistance.

Technical assistance from private companies needs to consider CSOs’ specific context. This requires private companies to understand CSOs’ goals and profile, operating context, cybersecurity threat landscape and risk exposure, and IT capabilities. We also recommend that private sector service providers should track and mitigate threats specific to their client CSOs, notify CSOs about vulnerabilities and risks, and perform regular updates and patch management.