Technical Account Management

Name	NTT Ltd. Service Description – Technical Account Management
Owner	NTT Ltd.
Status	APPROVED
Classification	UNCLASSIFIED-EXTERNAL
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Contents

1 Overview

Technical Account Management (TAM) is a security management function of NTT Ltd. Global Services that provides technical and risk based oversight for a Managed Security Services (MSS) Client.

Technical Account Managers are named individuals charged with ensuring the services are aligned to focus on the technical security requirements of the Client.

TAM delivers reliable security management support, guidance and governance to the Client to:

- Ensure relevance of the technical security solutions to the Client.

- Represent Client security management requirements to NTT Ltd. and ensure NTT Ltd. services are understood by the Client.

- Ensure timely management of technical and security escalation both to and from the Client.

- Engage and manage Client focused Continual Service Improvement initiatives for security services.

- Provide security status governance and guidance for the Client relative to the Client security posture, risk management strategy and security services delivered by NTT Ltd..

To achieve these objectives, it is vital that NTT Ltd. implements effective security management and governance that underpins all NTT Ltd. activities, ensuring:

- Alignment of the services against Client requirements is met at a security and technical level.

- That impact of change and implications of issues is understood within the operations teams and within the Client teams.

- Any changes to the security service are planned, risk-assessed, managed, and communicated to the appropriate parties.

- That the evolving risk landscape is communicated and mapped against NTT Ltd. services delivered to the Client using industry accepted frameworks.

- Focus is always on Client security posture and risk.

Service delivery functions **not** included in this document include:

- Client Service Management - Standard

- Client Service Management - Enhanced

2 Business Benefits

2.1 A security partnership

The TAM is committed to developing a long-term relationship with a deep understanding of the Client's business and risks. The TAM is able to explain how MSS detections work, provide supporting data and assist during an incident. The TAM will as such become a natural extension of the Client's security team with the Client benefiting from strong internal and external stakeholder management at a senior level.

2.2 Business intelligence

The TAM works as part of the Client team to understand the Client organization, bringing a depth of knowledge and ensuring the evolving needs of the Client's business are met, and that the value of the services provided is maximized.

2.3 Governance and Compliance

The TAM shall assist organizations to fulfil governance and compliance through an ongoing engagement and implementation of security activity reporting practices.

2.4 Continuous Improvement

TAM Clients benefit from regular review meetings, a key component of which is identifying areas where the service can be improved, e.g. to continuously align with the Clients changing environment. These are then tracked to conclusion by the TAM, reducing the risk of potential security issues and ensuring the service as a whole runs smoothly.

3 Technical Account Management

The Technical Account Management service is a Security Management function supporting Managed Security Services (MSS) Clients and is delivered by a designated resource. The TAM is a subject matter expert in cyber security with a strong operational focus to ensure value realization of the managed services.

The role of TAM is typically recommended when the complexity and diversity of the Client environment creates unique challenges for operations staff – from planning, analytics, best practices, risk mitigation techniques or trusted advisor and advocate.

The TAM supports Clients as part of a long-term relationship. This enables the TAM to develop a deep understanding of the Client's business objectives, which include strategic initiatives, risk profiles by industry or sector and maturity. This knowledge and level of technical engagement ensures Clients benefit from an optimized service attuned to the organizations business imperatives.

The TAM is also the escalation point for security incidents whereby intimate knowledge and proximity to the Client provides further context to aid in diagnosis and remedial activities.

TAM business value to a Client account:

Monthly security reports Recommendations Technical service reviews	**Reporting**

Support transition teams Liase with SOC Work with internal stakeholders	**Service Adoption**

Optimise the service Best practices Innovation	**Continual Service Improvement**

Align with business objectives Trusted Advisor Fast track problem resolution contextualise the services	**Accelerate Time to Value**

3.1 Deliverables

Working with the Client Service Manager (CSM) where provided, the TAM will spend a significant portion of their time communicating with the Client, Partners and other members of the support team across cyber security matters and recommendations.

The TAM is involved or leads the following:

Activities	Description
Planning	Support the Service Transition Team in on-boarding activities for the Client.
	Work with the Client Service Manager.
	Management of the overall Client security services lifecycle, planning for and conducting regular security review meetings.
	Work with internal and external teams to establish clear and specific agreements on the scope, timeline, and deviations to standard services.
	Security and technical related communication to Client and other stakeholders as part of the services
	Support the Client and operational teams in development of use-cases for relevant services.
Continual Service Improvement	Proactively seek to understand Client needs and identify solutions to non-standard tasks/queries, while developing risk mitigation strategies to ensure contracted OLA/SLA are attained.
	Comprehend and translate to the Client the functionality and operation of new NTT Ltd. service capabilities to maximize value
	Ongoing commitment to improved Risk Posture, influencing and advising, primarily in support of the MSS Service scope.
	Advice around security tactics, architecture and service outcomes (vulnerabilities, use-cases, threats, risks, posture) related to the MSS services.
Communications	Communicate technical information to technical and non-technical Client personnel.
	Create and analyze security reports from varied sources for presentation to internal and external audiences with differing levels of technical experience.
	Present reports and incidents to the Client during operational meetings and commenting on advanced/detailed questions on the incidents and threats reported during the service period.
	Provide regular review and reporting around key performance metrics, providing formal or informal presentations to senior management and other stakeholders.
	Attendance in service reviews.
Reporting	Weekly meetings (remote / telephone unless in proximity).
	Monthly reporting on overall security service delivery (technical).
	Annual in person technical account review and workshop.
Security Management	Maintain relevance of the services in relation to the Client's business.
	Maintain control of on-going security actions and issues ensuring timely resolution.
	Present relevant security updates during operational meetings.
	Represent the Client towards internal NTT Ltd. stakeholders and other partners.
	Management of complex escalations relating to the Service.
	Working from a combination of the SOC and Client site (If regionally available).
	Respond to critical Client security incidents and support requests (where security service quality/Client satisfaction is affected).
	Oversee the Change Management functions ensuring actions taken by the SOC are aligned with Client Change Management policies and changes are reviewed for risk.

3.1.1 Deliverable Summary

Service Deliverables	TAM
Delivery Model	On-site and remote
Monthly Service Review Meeting	Client preference / scope
Monthly Security Report	Curated report, technical in nature. Includes baseline review, changes and recommendations
Quarterly Service Review Meeting	In attendance (subject to CSM-E subscription)
Weekly Meeting	Telephone or in person (proximity)

3.1.2 Monthly Security Report

The TAM monthly report is technical in nature and includes the following information:

- Executive overview of overall Security posture.

- Service Management Summary (incidents and changes).

- Assessment based on detailed analysis conducted on anomalies detected during the reporting period.

- Risks and mitigations that may be considered by the Client (based on industry experiences).

- Gaps and prioritized recommendations for improvement.

4 Terminologies and Definitions

Terminologies and Definitions for Managed Security Services are presented in the 'NTT Ltd. - Terminology and Shared Services Reference' document that accompanies this Service Description.

5 Operational Level Agreement

Operating Level Agreements (OLAs) for Managed Security Services are presented in the 'Operating Level Agreements – Managed Security Services' document that accompanies this Service Description.

6 Changes in Service

6.1 Regulatory Change Requirements

If regulatory changes (e.g., changes by a regulatory agency, legislative body, or court of competent jurisdiction) require NTT Ltd. to modify the Services described herein, NTT Ltd. will modify the Services and this Service Description accordingly without diminishing the features, functionality or performance. In the event a modification in response to regulatory changes results in a diminishment of features, functionality or performance, Client agrees in good faith to work with NTT Ltd. to amend this Service Description accordingly and execute any additional agreement which may be reasonable requested by NTT Ltd. to document such amendment.

6.2 Method of Service Delivery

NTT Ltd. reserves the right to make changes to the service, provided these changes do not have a material adverse impact on functionality or performance.

7 Controlling Terms

In the event of any conflict between the terms of this Service Description and the terms of the Client agreements, the terms of this Service Description shall control.

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