

Frequently Asked Questions

Managed Security Services

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General Questions

What is Managed Security Services?

Managed Security Services (MSS) is an offering within DIR's Shared Service program, providing a cost-effective solution to state, local, municipal, and higher-education cybersecurity needs. The MSS offering is made up of three Service Components, each of which contains multiple services that you can choose to meet your IT security needs:

- Security Monitoring and Device Management
- Incident Response
- Risk and Compliance

For additional general information on Managed Security Services, see the MSS One-Pager (coming soon) or, for current DIR customers, the [Managed Security Services page](#) on the DCS Services Portal.

Which Services are included in each MSS Service Component?

Certain Managed Security Services are included within the scope of the DCS infrastructure services contract and therefore cannot be procured separately for devices residing in a Consolidated Data Center (CDC) or covered by the DCS public cloud offering.

For additional information on all available services, and to determine which services you may be eligible to receive, see the [MSS Service Matrix](#) or, if you are a current DIR Customer, the [Managed Security Services](#) page on the DCS Services Portal.

Where will Managed Security Services be delivered?

Standard Managed Security Services are provided from AT&T facilities. Services may also be provided onsite at your location if needed.

Will Managed Security Services staff resources be required to complete background checks?

Yes. The Managed Security Services provider (AT&T) is responsible for providing criminal history background checks on all resources.

Do I need to go through a competitive procurement when I purchase Managed Security Services from DIR?

No. DIR selected AT&T as the MSS provider after a competitive procurement process, following Texas competitive procurement requirements.

Frequently Asked Questions

Who is responsible for contract, billing, SLA, operational, and other oversight functions?

DIR provides contract management and oversight functions. DIR's Multi-sourcing Services Integrator (MSI) oversees overall processes, SLA, billing, and other operational functions.

For an overview of the Shared Services structure, see the image below.

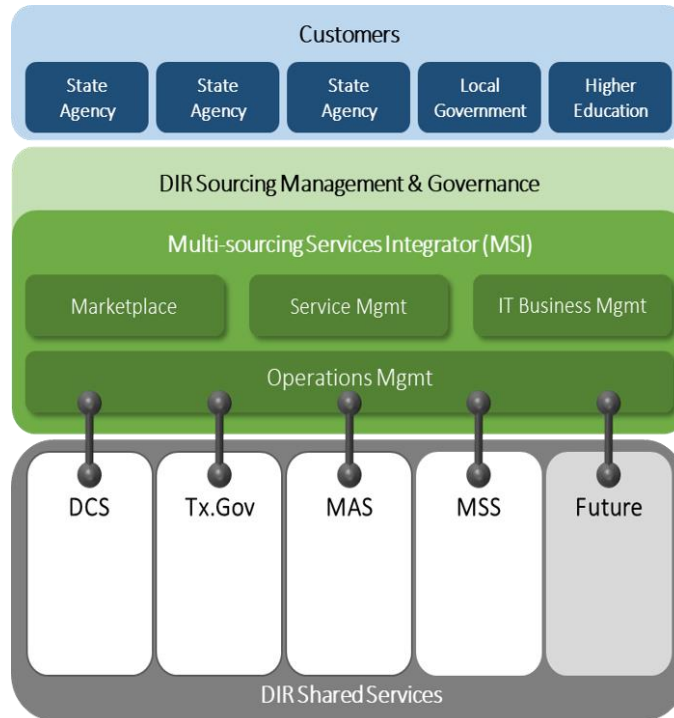


Figure 1: DIR Shared Services Overview

Why do I need to sign an Interagency Contract (IAC) or Interlocal Contract (ILC) with DIR before I can submit a request for Managed Security Services?

The MSS contract establishes a contractual relationship between the Service Provider and DIR as part of DIR's Shared Services program. By nature of the contract, there is no direct contractual relationship with the customer and the Service Provider. Therefore, an IAC/ILC is needed between the customer and DIR to authorize the customer to participate in MSS services. The IAC/ILC describes the rights and responsibilities of the parties relating to specific implementation, operation, maintenance, use, payment, and other associated issues by and between the customer and DIR.

The ILC is pursuant to the provisions of the Interlocal Cooperation Act, Chapter 791 Texas Government Code, and the IAC is pursuant to the provisions of the Interagency Cooperation Act, Chapter 771, Texas Government Code.

Frequently Asked Questions

Is the use of Managed Security Services mandated if I want to become a DIR customer?

No. Managed Security Services are optional for DIR eligible customers.

Do agency Full Time Employee (FTE) restrictions apply to MSS Services?

FTE restrictions apply to the rate card Resource Units (RUs) if the rate card is used as a full-time resource for six (6) months or longer. However, FTE restrictions do not apply to service-based RUs.

If I am a current NSOC customer, will any of my services be changing under this contract?

The only service that will be changing is Security Information and Event Management (SIEM). These will be charged to customers at the rate in the MSS contract. See the [Cost Estimating Tool](#) (CET) on the DCS Portal for additional pricing information.

Penetration Tests and Vulnerability Scans

What is included in Penetration Testing?

Penetration Tests include an automated vulnerability scan, a Web Application Vulnerability Scan (WAVS), and manual testing for vulnerabilities and exploits. You will receive a report with the testing methodology, automated Web Application Vulnerability Scan (WAVS) and vulnerability scanning results, and a list of the vulnerabilities found during manual testing along with remediation recommendations.

In addition, you will receive a remediation survey which is due back 60 days after delivery. Controlled Penetration Tests (CPTs) include Remediation Verification scans if the Remediation Survey is returned within sixty (60) days of the CPT service delivery. If the Remediation Survey is not returned within the 60-day service window, a new Request for Service (RFS) will need to be submitted for a Remediation Verification scan. The new RFS would be completed at the your expense.

Will DIR continue to pay for Penetration Testing and/or Assessments?

DIR will continue to perform 48-50 penetration tests and up to 40-50 assessments annually (one per eligible customer per year). These DIR funded services are provided on a first come, first serve basis to eligible agencies and institutions of higher education.

DIR-paid penetrations tests will be limited to ten (10) URLs during the WAVS portion of the penetration test. For customer paid penetration tests, each URL over the count of ten would be subject to additional charges.

To determine if you are an eligible DIR customer, view the [Eligibility Overview](#) page on the DIR website.

How do subscriptions for Web Application Vulnerability Scans (WAVS) and Vulnerability Scans work?

MSS customers can purchase a 12-month subscription for WAVS or Vulnerability Scans. If you have a subscription, you can initiate scans yourself (or request AT&T to initiate scans). An unlimited number of scans is available as part of your subscription. Services are billed monthly and are based on the scope of the scan performed. WAVS pricing is per application (per URL), and Vulnerability Scan pricing is based on each live IP scanned.

One-time scans are also available if desired.

Frequently Asked Questions

What is included in a Mobile/Web Application Penetration Test? Does it meet House Bill 8 Requirements, and will DIR pay for these?

Mobile and Web Application Penetration Testing includes a combination of manual and automated testing specifically for web and mobile applications.

DIR has limited funding for Mobile/Web Application Penetration Tests, so services are provided on a first come, first serve basis to eligible DIR customers.

This service does meet [House Bill 8](#) requirements.

MSS for Data Center Services Customers

Are DCS Customers mandated to procure Managed Security Services?

No. Managed Security Services are optional for Data Center Services (DCS) customers.

Are Managed Security Services part of Data Center Services?

Yes, although Managed Security Services do not include infrastructure services and are not mandated for any agency. Like Managed Application Services (MAS), Managed Security Services is a new service offering in DIR's Shared Services program with operational and business management oversight by DIR's Multi-sourcing Services Integrator (MSI). TGC 2054 subchapter L and TGC 2059 provides authorization for DIR to provide these shared services. Although Managed Security Services are optional and separate from DCS Infrastructure services, the financial management services process is handled through the DCS Legislative Appropriations Request (LAR) for state agencies.

Can DCS customers purchase Managed Security Services?

The Data Center Services (DCS) program provides enterprise security services as part of the overall services you receive within the Consolidated Data Centers (CDCs) and/or DCS Public Cloud environment. Managed Security Services are not available for systems or devices located within the CDCs and/or DCS Public Cloud, or for any in-scope DCS program device.

To determine whether a device is within scope of the DCS Program or is eligible to receive MSS services, reference your device listing in the DCS Program's Configuration Management Database (CMDB) on the DCS Portal, or contact your DIR Enterprise Relationship Manager. You can also review the [MSS Service Matrix](#) for help determining which services are available for you.

How do DCS customers order Managed Security Services?

You can initiate a Request for Solution (RFS) through the DCS Portal's Service Catalog. For available MSS services, see the [MSS Service Matrix](#).

The MSS provider (AT&T) will then respond with a solution proposal and cost estimate for your evaluation and approval. You'll then begin receiving your selected MSS service after your formal approval of the solution and cost. You will receive MSS services from AT&T, but you will be billed for the service on the Shared Services monthly invoice.

Frequently Asked Questions

MSS and Other DIR Contracts

Are Managed Security Services available through other DIR contracts?

DIR also offers security services through the Cooperative Contracts Program. The Cooperative Contracts are established by DIR and are designed for customers to contract directly with the Service Provider.

What is the difference between MSS under the Shared Services Program and security services through Cooperative Contracts?

Managed Security Services is an option for customers who want to completely outsource their security services or only certain parts of security services that make sense based on each customer's need. DIR provides an ITIL services integration layer (the MSI) for standard service delivery and financial chargeback, as well as other centralized management functions. DIR holds this competitively procured contract and performs vendor management oversight. MSS through the Cooperative Contracts program requires the customer to scope, procure, implement, and manage their own services and vendor(s) to meet their requirements.

Pricing and Ordering

How can I determine approximate pricing for Managed Security Services?

If you are a DCS customer, you can approximate Managed Security Services costs by using the [Cost Estimating Tool](#) (CET) on the DCS Portal.

If you are not a Data Center Services (DCS) customer, can contact the DIR Shared Services Program at dirsharedservices@dir.texas.gov.

Can the MSS provider assist with large projects (such as over \$1 Million)?

The threshold requirements put in place by Senate Bill 20 do not apply to DIR Shared Services contracts offered through the Shared Services. There is no financial cap for MSS projects purchased through this contract.

Can operating budget funds be used to pay for Managed Security Services?

Budget personnel, in consultation with the Appropriation Control Officer (ACO) at the Comptroller's Office and/or your Legislative Budget Board (LBB) analyst, can provide a definitive answer.

The Texas Legislature has historically appropriated budget authority for Data Center Services (DCS) as a capital budget. As Managed Security Services are offered through the DCS Program, DCS customers may choose to transfer budget from an operating account to their DCS capital budget. However, you should consult with your ACO or LBB analyst on the best approach for your organization.

Do Managed Security Services qualify for e-rate reimbursement?

To determine if Managed Security Services qualify for e-rate funding for your organization, view the [USAC Eligible Services](#) document.

For any Managed Security Services that qualify for e-rate funding, use the DIR Service Provider Identification Number (SPIN): **143005581** when filling out forms to request reimbursement for this service.

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You can find more information about the e-rate program on [E-Rate Funding](#) page on the DIR website.

How do I order Managed Security Services?

If you are currently a Data Center Services (DCS) customer, refer to the question “How do DCS customers order Managed Security Services” under the heading [MSS for Data Center Services Customers](#).

If you are not currently a customer with DIR, you can submit a request through DIR by emailing dirsharedservices@dir.texas.gov.

Am I Eligible for MSS?

How do I know if I am eligible to receive Managed Security Services through DIR’s Shared Services program?

Public entities within the state of Texas including Texas state agencies, county, local government offices, or public education entities are all potentially eligible to receive MSS services. Any eligible customer will be required to have an Interagency Contract (IAC) or Interlocal Contract (ILC) in place with DIR before MSS services (or any other service) can be provided.

For more information eligibility and legal citations, see the [Eligibility Overview](#) page on DIR’s website.

Additional Information

Where can I find additional information on Managed Security Services not covered here?

For DCS customers, see the [MSS Service Offerings Portal page](#) on the DCS Portal. You can also contact your DIR Enterprise Relationship Manager.

For non-DCS or non-DIR customers, contact DIR at dirsharedservices@dir.texas.gov.