CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

CYBER QUALITY SERVICE MANAGEMENT OFFICE (CYBER QSMO) – SHARED SERVICES LEADERSHIP COALITION BRIEFING

FEBRUARY 11, 2021

Cyber QSMO – Shared Services Leadership Coalition Briefing Agenda

1. Marketplace Overview
2. Marketplace Update
3. Designated Service Update
   - Security Operations Services
   - Vulnerability Disclosure Platform
   - Protective DNS Resolver Service

Cyber QSMO – Shared Services Leadership Coalition Briefing
1. Marketplace Overview

Executive Summary

- CISA's Cyber Quality Service Management Office (Cyber QSMO) seeks to operate a best-in-class online government marketplace for high-quality, cost-effective cybersecurity services to better secure federal networks and mitigate cyber risks
- The Cyber QSMO's objectives are to:
  - Reduce cyber vulnerabilities across the federal enterprise;
  - Standardize and automate cybersecurity support processes and data;
  - Reduce cyber mission support operations and maintenance costs; and
  - Create a positive customer experience for our federal civilian customers

Marketplace Benefits

- The Marketplace centralizes, standardizes, and offers cybersecurity services and products for the federal civilian enterprise
- By offering CISA-onboarded and validated cybersecurity services, the Marketplace reduces purchasing agencies' burden of having to conduct their own research in order to vet and acquire affordable cyber services that comply with federal requirements and standards.

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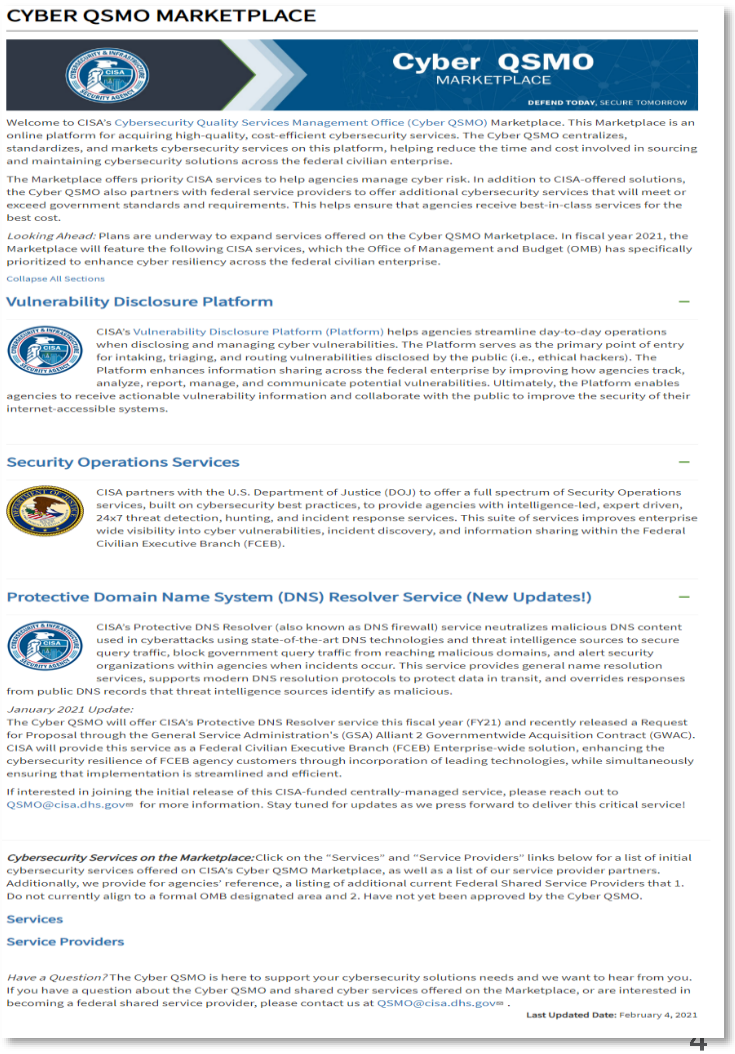
2. Marketplace Update

Update

- The Cyber QSMO launched its initial Marketplace in Q1FY21
- The Cyber QSMO Marketplace includes over 70 cybersecurity services from federal providers including the:
  - U.S. Department of Transportation (DOT)
  - U.S. Department of Health and Human Services (HHS)
  - U.S. Department of Justice (DOJ)
  - Cybersecurity and Infrastructure Security Agency (CISA)

Looking Forward

- Plans are underway to offer additional CISA cybersecurity services, as well as services from other federal providers including the General Services Administration (GSA)
- The Cyber QSMO plans to offer the following OMB-designated services to the Marketplace later this fiscal year: **Vulnerability Disclosure Platform** and **Protective Domain Name System (DNS) Resolver Service.**



CYBER QSMO MARKETPLACE

Welcome to CISA's Cybersecurity Quality Services Management Office (Cyber QSMO) Marketplace. This Marketplace is an online platform for acquiring high-quality, cost-efficient cybersecurity services. The Cyber QSMO centralizes, standardizes, and markets cybersecurity services on this platform, helping reduce the time and cost involved in sourcing and maintaining cybersecurity solutions across the federal civilian enterprise.

The Marketplace offers priority CISA services to help agencies manage cyber risk. In addition to CISA-offered solutions, the Cyber QSMO also partners with federal service providers to offer additional cybersecurity services that will meet or exceed government standards and requirements. This helps ensure that agencies receive best-in-class services for the best cost.

Looking Ahead: Plans are underway to expand services offered on the Cyber QSMO Marketplace. In fiscal year 2021, the Marketplace will feature the following CISA services, which the Office of Management and Budget (OMB) has specifically prioritized to enhance cyber resiliency across the federal civilian enterprise.

Collapse All Sections

Vulnerability Disclosure Platform –

CISA's Vulnerability Disclosure Platform (Platform) helps agencies streamline day-to-day operations when disclosing and managing cyber vulnerabilities. The Platform serves as the primary point of entry for intaking, triaging, and routing vulnerabilities disclosed by the public (i.e., ethical hackers). The Platform enhances information sharing across the federal enterprise by improving how agencies track, analyze, report, manage, and communicate potential vulnerabilities. Ultimately, the Platform enables agencies to receive actionable vulnerability information and collaborate with the public to improve the security of their internet-accessible systems.

Security Operations Services –

CISA partners with the U.S. Department of Justice (DOJ) to offer a full spectrum of Security Operations services, built on cybersecurity best practices, to provide agencies with intelligence-led, expert driven, 24x7 threat detection, hunting, and incident response services. This suite of services improves enterprise wide visibility into cyber vulnerabilities, incident discovery, and information sharing within the Federal Civilian Executive Branch (FCEB).

Protective Domain Name System (DNS) Resolver Service (New Updates!) –

CISA's Protective DNS Resolver (also known as DNS firewall) service neutralizes malicious DNS content used in cyberattacks using state-of-the-art DNS technologies and threat intelligence sources to secure query traffic, block government query traffic from reaching malicious domains, and alert security organizations within agencies when incidents occur. This service provides general name resolution services, supports modern DNS resolution protocols to protect data in transit, and overrides responses from public DNS records that threat intelligence sources identify as malicious.

January 2021 Update:
The Cyber QSMO will offer CISA's Protective DNS Resolver service this fiscal year (FY21) and recently released a Request for Proposal through the General Service Administration's (GSA) Alliant 2 Governmentwide Acquisition Contract (GWAC). CISA will provide this service as a Federal Civilian Executive Branch (FCEB) Enterprise-wide solution, enhancing the cybersecurity resilience of FCEB agency customers through incorporation of leading technologies, while simultaneously ensuring that implementation is streamlined and efficient.

If interested in joining the initial release of this CISA-funded centrally-managed service, please reach out to QSMO@cisa.dhs.gov for more information. Stay tuned for updates as we press forward to deliver this critical service!

Cybersecurity Services on the Marketplace: Click on the "Services" and "Service Providers" links below for a list of initial cybersecurity services offered on CISA's Cyber QSMO Marketplace, as well as a list of our service provider partners. Additionally, we provide for agencies' reference, a listing of additional current Federal Shared Service Providers that 1. Do not currently align to a formal OMB designated area and 2. Have not yet been approved by the Cyber QSMO.

Services

Service Providers

Have a Question? The Cyber QSMO is here to support your cybersecurity solutions needs and we want to hear from you. If you have a question about the Cyber QSMO and shared cyber services offered on the Marketplace, or are interested in becoming a federal shared service provider, please contact us at QSMO@cisa.dhs.gov .

Last Updated Date: February 4, 2021

www.cisa.gov/cyber-qsmo-marketplace

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3. Designated Service Update: Security Operations Services

CISA has partnered with the U.S. Department of Justice (DOJ) to offer a full spectrum of Security Operations services. Through DOJ's Justice Information Technology (IT) Service Offerings, the Cyber QSMO Marketplace offers a full range of comprehensive cybersecurity services that shield enterprises against threats while strengthening their cyber defense.

Functionality: This suite of services delivers 24x7 threat monitoring, detection and incident response, threat intelligence, and cybersecurity investigations to customers via the Justice Security Operations Center (JSOC). Service areas include, but are not limited to:

- Vulnerability Asset Management
- Cyber Hunt
- Awareness and Training
- Security Continuous Monitoring
- Threat Intelligence
- Governance Support

Benefits: Security Operations services provide benefits to agencies across the Federal Civilian Executive Branch (FCEB), including:

- Improved enterprise-wide visibility into cyber vulnerabilities
- Enhanced information sharing
- Protection of Unclassified through Top Secret information
- Access to large-scale security operations services for smaller agencies
- Rapid service integration and reduced onboarding time

Looking Forward: The DOJ's Security Operations services are now available here on the Cyber QSMO Marketplace, together with 23 additional DOJ cyber services that are currently undergoing CISA QSMO validation.

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3. Designated Service Update: Vulnerability Disclosure Platform

CISA's Vulnerability Disclosure Platform (Platform) will help agencies streamline day-to-day operations when disclosing and managing cyber vulnerabilities. The Platform serves as the primary point of entry for intaking, triaging, and routing vulnerabilities disclosed by the public (i.e., ethical hackers).

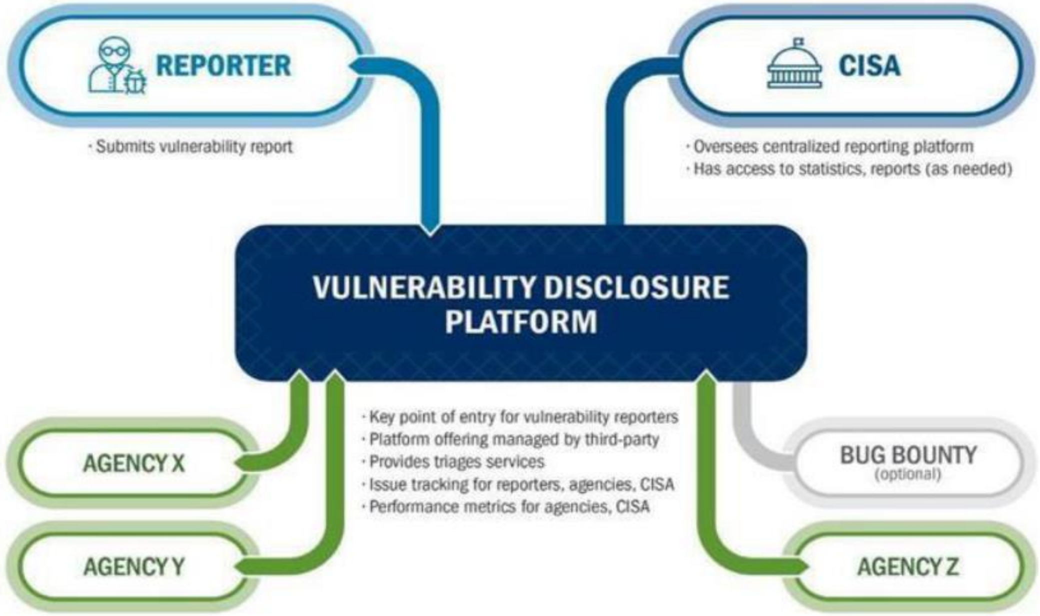
Functionality: The Platform will intake, triage, and help communicate vulnerabilities disclosed by the public to the proper agency. This service will:

- Screen and validate reports
- Track, group and categorize reported vulnerabilities
- Allow agencies to create and manage role-based accounts for their organization or suborganizations
- Offer an application programming interface (API) to take various actions on vulnerability reports and pull metrics

Benefits: CISA's Platform supports good faith security research and **improves security and coordinated disclosure** across the federal civilian enterprise. Benefits include:

- Increased information sharing across the federal enterprise
- Reduced agency burden in managing vulnerability reporting
- Compliance with federal requirements, including CISA's Binding Operational Directive (BOD) 20-01

CISA's Vulnerability Disclosure Platform



REPORTER
- Submits vulnerability report

CISA
- Oversees centralized reporting platform
- Has access to statistics, reports (as needed)

VULNERABILITY DISCLOSURE PLATFORM
- Key point of entry for vulnerability reporters
- Platform offering managed by third-party
- Provides triages services
- Issue tracking for reporters, agencies, CISA
- Performance metrics for agencies, CISA

AGENCY X

AGENCY Y

BUG BOUNTY (optional)

AGENCY Z

Looking Forward: With the protest resolved, plans are underway to obtain an ATO and deploy the service in June 2021 to an initial set of participating agencies. Over 20 customers have enrolled in the initial service deployment.

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3. Designated Service Update: Protective DNS Resolver Service

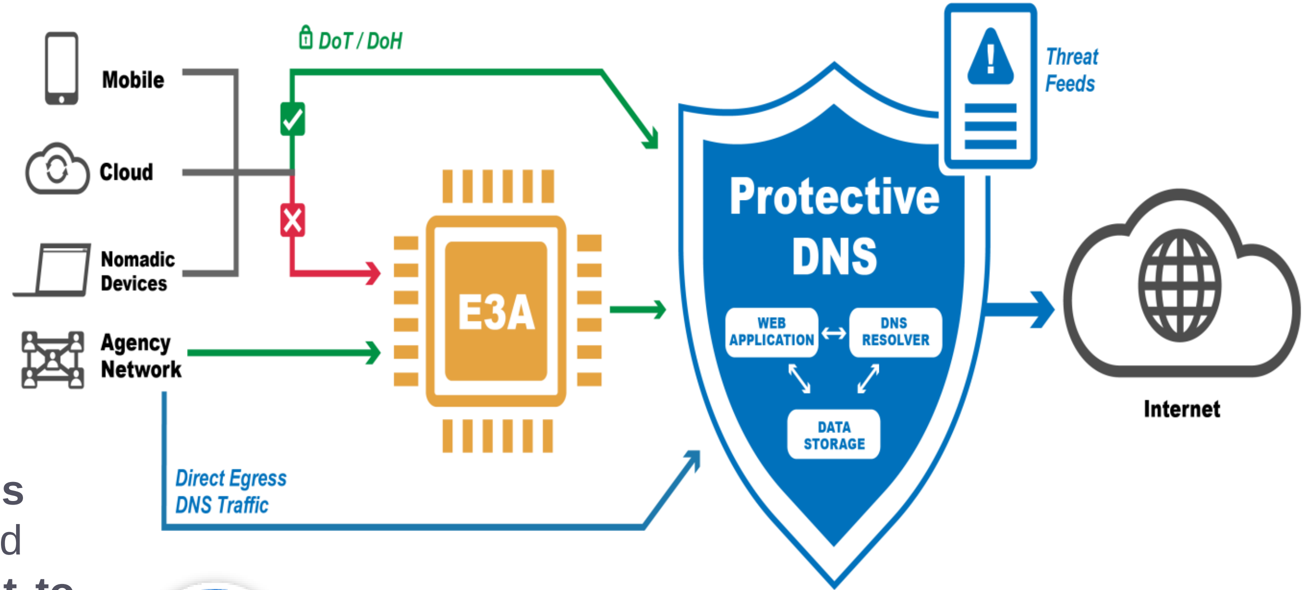
CISA's Protective DNS Resolver service employs state-of-the-art DNS technologies and commercial threat intelligence to neutralize malicious DNS content.

Functionality: This service offers a broad range functionality, including:

- Real-time alerts
- Web-app based threat reports
- Enhanced threat intelligence through multiple threat sources
- Alignment with zero-trust architecture

Benefits: CISA's Protective DNS service **enhances incident detection and response capabilities** and creates an enterprise network that is **more resilient to cyber attacks**, helping to better protect federal networks and information. This service also promotes:

- Seamless integration with existing agency protections
- Increased visibility and accessibility to the DNS threat landscape
- More comprehensive device coverage
- Scalability
- Compliance with legal requirements
- Protection against maladvertising



Looking Forward: CISA released a Request for Proposal through GSA's Alliant 2 Government-wide Acquisition Contract (GWAC) last week,and plans to award the contract in early Q2 for CY21.

The Cyber QSMO is planning to offer CISA's Protective DNS service to federal civilian agencies and departments. The Cyber QSMO will be engaging agencies to enroll and participate in our initial service deployment in coming months.

James Sheire, Cyber QSMO Branch Chief
James.Sheire@cisa.dhs.gov

Rachel Kelly, Cyber QSMO Deputy Branch Chief
Rachel.Kelly@cisa.dhs.gov

Cristina Perez, Cyber QSMO Customer Experience and Communications Lead
Cristina.Perez@cisa.dhs.gov