



BUCKINGHAMSHIRE
NEW UNIVERSITY

EST. 1891



OUTSOURCING AND 3RD PARTY ACCESS POLICY

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Overview

- 1 Bucks New University uses outsourcing as a means of reducing costs, accessing specialist expertise, and providing greater focus on non-core functions. This process must be managed to ensure the proper benefits are received and risks remain within acceptable levels. Other occasions may arise where access is required to information systems, this policy will also apply in these situations which are typically:
 - Third parties (for example contractors/engineers/consultants) are involved in the design, development or operation of information IT systems for the University. There may be many reasons for this to happen, including writing and installing bespoke software, third party hardware/software maintenance or operation of systems, to full outsourcing of an IT facility
 - Access to the university information systems is granted from remote locations where computer and network facilities may not be under the control of the university.
 - Users who are not members of the University are given access to information or IT systems

Purpose

- 2 Outsourcing involves the use of third party service providers to perform activities on a continuing basis (including agreements for a limited period), that would normally be undertaken by Bucks New University. This policy manages the risks related to outsourcing.

Scope

- 3 This policy applies to all employees responsible for outsourcing Bucks New University IT Systems functions and activities, or anything that has an impact upon those functions and activities.

Policy

- 4 Employees shall ensure that outsourcing arrangements do not diminish Bucks New University's ability to meet our contractual and compliance obligations. Procedures shall be identified to ensure that the outsource provider employs the same standard of care in performing the services as would be employed by Bucks New University. Employees shall not engage in outsourcing activities that have a high likelihood of damaging Bucks New University's image and reputation.
- 5 Outsourcing risks that should be evaluated and analysed by the employer include:
 - Strategic Risk – the outsourcer may conduct business in a manner inconsistent with that of Bucks New University
 - Image Risk – unsatisfactory performance may impact Bucks New University's image and reputation

- Operational Risk – the server provider may experience a failure in business operations and be unable to meet its contractual service levels or performance obligations
 - Compliance Risk – Bucks New University may face compliance related risks related to privacy, security, and regulatory issues
 - Legal Risk – Bucks New University may be faced with fines or penalties
 - Termination Risk – the loss of in-house Employees with specific skill sets might make it more difficult to terminate an agreement with an outsourcer
- 6 Outsourcing to any third party service provider can create risks that must be managed, regardless of the location of the provider. Outsourcing to cross-border jurisdictions presents additional risks that must be managed:
- Issues related to distance and/or different time zones
 - Risks related to the actions of foreign governments
 - Relying on a foreign legal system for enforcement
- 7 When analyzing an outsourcing arrangement, the employee should consider:
- The ability of the service provider to comply with its obligations and meet the performance service levels required by the department
 - The compatibility of Bucks New University's Information Resources with those of the service provider
 - Excessive outsourcing arrangements with the service provider
 - Outsourcer Employees are subjected to background checks equivalent to those performed on Bucks New University's Employees
- 8 The outsourcing of any activity does not diminish our obligations and those of Management who have the ultimate responsibility for the outsourced activity. Outsourcing a business process or function shall not interfere with the ability of a department to effectively oversee and manage its activities.
- 9 Bucks New University is responsible for the actions of the outsourcer and the confidentiality of information collected, transmitted, stored, or processed by the third party service provider. Employees shall consider compliance, contractual, and legal requirements when qualifying, evaluating, and selecting an outsourcer. Employees shall comply with Bucks New University's Third Party Service Providers Policy.
- 10 Employees shall:
- Communicate material outsourcing risks to Management in a timely manner
 - Ensure procedures are in place to continuously monitor service provider performance to ensure services meet pre-established requirements
 - Ensure that outsourcing contingency plans are in place and tested at least annually
- 11 All third parties who are given access to the University's information systems, whether suppliers or otherwise, must agree to follow the University's Third Party Service Providers Policy
- 12 The University will assess the risk to its information and, where deemed appropriate because of the confidentiality, sensitivity or value of the information being disclosed or

made accessible, the University will require external suppliers of services to sign a confidentiality agreement to protect its information assets.

- 13 Any facilities management, outsourcing or similar company with which this University may do business must be able to demonstrate compliance with the Third Party Service Providers Policy and enter into binding service level agreements that specify the performance to be delivered and the remedies available in case of non-compliance.

Enforcement

- 14 Any Employees found to be in breach of this policy may be subject to the University disciplinary action.

Distribution

- 15 This policy is to be distributed to all employees.