# IT GLUE CUSTOMER RESPONSIBILITY MATRIX

Powered by ControlCase (C3PAO) and KASEYA

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# AGENDA

1. Access Control (AC)
2. Awareness and Training (AT)
3. Audit and Accountability (AU)
4. Configuration Management (CM)
5. Identification and Authentication (IA)
6. Incident Response (IR)
7. Maintenance (MA)
8. Media Protection (MP)
9. Personnel Security (PS)
10. Physical Protection (PE)
11. Risk Assessment (RA)
12. Security Assessment (CA)
13. System and Communications Protection (SC)
14. System and Information Integrity (SI)

# IT GLUE CUSTOMER RESPONSIBILITY MATRIX

| Assessment Objective | KASEYA Responsibility | CUSTOMER Responsibility | PRODUCT Links |
|---|---|---|---|
| AC.L2-3.1.1[a] | KASEYA is responsible for creating the CUSTOMER admin user account during the provisioning of the CUSTOMER environment and sending an email with a setup link to the CUSTOMER. This ensures the CUSTOMER has secure access to the PRODUCT. | CUSTOMER is responsible for completing the password reset process to establish a password for the CUSTOMER admin user account. Additionally, the CUSTOMER must manage the CUSTOMER admin user account and identify any additional authorized users. | Enable SSO Login with IT Glue |
| AC.L2-3.1.1[d] | KASEYA requires authentication through a username and password for the CUSTOMER admin user account, ensuring secure initial access to the system. Additionally, KASEYA offers a single sign-on PRODUCT to facilitate integration with the CUSTOMER's identity source. | CUSTOMER is responsible for using the admin account only for initial access and not for daily system management. CUSTOMER must also implement single sign-on via its own identity source, leveraging KASEYA's single sign-on PRODUCT to ensure secure and controlled user access. | Users and Global Access Roles |
| AC.L2-3.1.2[a] | KASEYA defines roles (Administrator, Manager, Editor, Creator, Read-Only, Lite), each with a distinct set of permissions, ensuring a structured approach to user access control within the system. Additional roles can be created at the discrition of the CUSTOMER. | CUSTOMER defines roles, each with a distinct set of permissions, ensuring a structured approach to user access control within the system. | Account settings for Managers |
| AC.L2-3.1.2[b] | KASEYA holds no responsibility in meeting this objective. | CUSTOMER is responsible for assigning user accounts to the appropriate roles (default roles or customer-defined roles) based on required permissions, ensuring that authorized users have access to the necessary transactions and functions within the system. | |
| AC.L2-3.1.5[a] | See KASEYA responsibility for AC.L2-3.1.1[a]. | See CUSTOMER responsibility for AC.L2-3.1.1[a]. | Enable SSO Login with IT Glue |
| AC.L2-3.1.5[b] | KASEYA holds no responsibility in meeting this objective. | See CUSTOMER responsibility for AC.L2-3.1.2[b]. | |

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| AC.L2-3.1.5[c] | KASEYA incorporates the following security functions within the PRODUCT:<br>- User Account Management – Supports the management of the CUSTOMER admin account and additional user accounts.<br>- Configuration Management – Enables PRODUCT configuration to implement single sign-on via the CUSTOMER's own identity source, leveraging KASEYA's single sign-on provider to ensure secure and controlled user access. | CUSTOMER holds no responsibility in achieving this objective. | Users and Global Access Roles |
| AC.L2-3.1.5[d] | KASEYA holds no responsibility in meeting this objective. | See CUSTOMER responsibility for AC.L2-3.1.2[b]. | |
| AC.L2-3.1.6[a] | KASEYA makes a distinction between privileged and nonsecurity functions through role-based design. Nonsecurity functions are implicitly those available to non-privileged roles and exclude account management and configuration management. | CUSTOMER holds no responsibility in achieving this objective. | Enable SSO Login with IT Glue |
| AC.L2-3.1.6[b] | KASEYA holds no responsibility in meeting this objective. | The CUSTOMER assigns users to roles appropriately, ensuring that individuals accessing nonsecurity functions do so using non-privileged accounts based on their responsibilities. | Enable SSO Login with IT Glue |
| AC.L2-3.1.7[a] | KASEYA defines privileged functions within the PRODUCT as those related to user account management and configuration management, including the ability to configure single sign-on integration. | While KASEYA defines what constitutes a privileged function, the CUSTOMER interprets these boundaries when assigning users to roles with or without access to account and configuration management. | Users and Global Access Roles |
| AC.L2-3.1.7[b] | KASEYA establishes that non-privileged users are those who do not have access to privileged functions within the PRODUCT. | CUSTOMER holds no responsibility in achieving this objective. | Users and Global Access Roles |

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| AC.L2-3.1.7[c] | KASEYA holds no responsibility in meeting this objective. | The CUSTOMER maintains role assignments to enforce access control, ensuring non-privileged users are not granted elevated privileges unless required. | |
| AC.L2-3.1.7[d] | KASEYA captures account management and configuration management activity in audit logs. Some audit data may not be directly visible to the CUSTOMER, but the logging mechanisms exist to support accountability and forensic analysis. | CUSTOMER holds no responsibility in achieving this objective. | Enable SSO Login with IT Glue |
| AC.L2-3.1.8[a] | KASEYA holds no responsibility in meeting this objective. | CUSTOMER is responsible for establishing measures to limit unsuccessful logon attempts. This includes implementing security controls, such as account lockout policies, multi-factor authentication, or other methods, to prevent unauthorized access and maintain system integrity. | |
| AC.L2-3.1.8[b] | KASEYA offers a single sign-on PRODUCT to facilitate integration with the CUSTOMER's identity source, enabling secure authentication mechanisms. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on PRODUCT to enforce secure and controlled access, including measures to limit unsuccessful logon attempts. | Enable SSO Login with IT Glue |
| AC.L2-3.1.11[a] | KASEYA enables functionality within the PRODUCT that supports session termination based on inactivity. While the KASEYA does not define the period itself, it provides the configurable mechanism through which the CUSTOMER can define and enforce session timeout conditions. | The CUSTOMER is responsible for defining the period of inactivity that should trigger session termination. This is done by configuring the setting via the PRODUCT's portal. | |
| AC.L2-3.1.11[b] | The KASEYA ensures the PRODUCT enforces the configured session termination logic. Once the CUSTOMER defines the condition (e.g., inactivity timeout), the PRODUCT is responsible for automatically terminating the session accordingly. | The CUSTOMER ensures the defined session termination settings are properly configured and active within the PRODUCT's portal to support enforcement of the condition. | |

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| AT.L2-3.2.2[a] | KASEYA holds no responsibility in meeting this objective. | CUSTOMER is responsible for defining information security-related duties, roles, and responsibilities associated with the management and use of the product. | |
| AT.L2-3.2.2[b] | KASEYA holds no responsibility in meeting this objective. | CUSTOMER is responsible for assigning designated personnel to fulfill the defined information security-related duties, roles, and responsibilities associated with the management and use of the product. | |
| AT.L2-3.2.2[c] | KASEYA provides user manuals and other PRODUCT literature to support the CUSTOMER in understanding and utilizing the PRODUCT effectively. | CUSTOMER is responsible for ensuring that personnel assigned to information security-related duties, roles, and responsibilities receive adequate training. This includes leveraging KASEYA's documentation and implementing additional training as needed to ensure personnel can effectively manage and secure the product. | IT Glue KB Home |
| AU.L2-3.3.1[a] | KASEYA defines and implements the audit logging framework within the PRODUCT, determining which event types are captured for monitoring, analysis, investigation, and reporting of unlawful or unauthorized system activity. The following event types are captured: User Activities. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.1[b] | KASEYA defines and implements the content structure of audit records within the PRODUCT to support monitoring, analysis, investigation, and reporting of unlawful or unauthorized system activity. Each audit record is configured to capture essential information. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.1[c] | See KASEYA responsibility for AU.L2-3.3.1[a] and AU.L2-3.3.1[b]. | CUSTOMER holds no responsibility in achieving this objective. | |

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| AU.L2-3.3.1[d] | See KASEYA responsibility for AU.L2-3.3.1[a] and AU.L2-3.3.1[b]. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.1[e] | KASEYA establishes and enforces retention requirements for the PRODUCT's audit records, ensuring that logs are maintained indefinetly to support monitoring, analysis, investigation, and reporting of unlawful or unauthorized system activity. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.1[f] | KASEYA configures the PRODUCT to retain audit records for the defined retention period, ensuring compliance with security and regulatory requirements. This retention policy supports monitoring, analysis, investigation, and reporting of unlawful or unauthorized system activity | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.2[a] | See KASEYA responsibility for AU.L2-3.3.1[b]. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.2[b] | See KASEYA responsibility for AU.L2-3.3.1[b]. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.3[a] | KASEYA establishes a structured process that mandates an annual review of logged events. | CUSTOMER holds no responsibility in achieving this objective. | |

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|---|---|---|---|
| AU.L2-3.3.3[b] | KASEYA conducts an annual assessment of the event types being logged within the PRODUCT. Findings from the review inform any necessary adjustments to enhance the PPRODUCT's logging capabilities. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.3[c] | Based on the annual review, KASEYA updates the audit log configuration where necessary. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.8[a] | KASEYA ensures that audit information within the PRODUCT's audit logs is safeguarded against unauthorized access, modification, or deletion, maintaining data integrity and compliance. | CUSTOMER ensures that authorized users can access audit information within the PRODUCT's audit logs, in compliance with AC.L2-3.1.2[b]. | Assigning user-based GlueConnect permissions |
| AU.L2-3.3.8[b] | See KASEYA responsbility for AU.L2-3.8.8[a]. | CUSTOMER holds no responsibility in achieving this objective. | Assigning user-based GlueConnect permissions |
| AU.L2-3.3.8[c] | See KASEYA responsbility for AU.L2-3.8.8[a]. | CUSTOMER holds no responsibility in achieving this objective. | Assigning user-based GlueConnect permissions |
| AU.L2-3.3.8[d] | KASEYA implements security controls to protect audit logging tools within the PRODUCT, preventing unauthorized access, modification, or removal to ensure continuous logging functionality. | CUSTOMER holds no responsibility in achieving this objective. | Assigning user-based GlueConnect permissions |

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| Assessment Objective | KASEYA Responsibility | CUSTOMER Responsibility | PRODUCT Links |
|---|---|---|---|
| AU.L2-3.3.3[b] | KASEYA conducts an annual assessment of the event types being logged within the PRODUCT. Findings from the review inform any necessary adjustments to enhance the PPRODUCT's logging capabilities. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.3[c] | Based on the annual review, KASEYA updates the audit log configuration where necessary. | CUSTOMER holds no responsibility in achieving this objective. | |
| AU.L2-3.3.8[a] | KASEYA ensures that audit information within the PRODUCT's audit logs is safeguarded against unauthorized access, modification, or deletion, maintaining data integrity and compliance. | CUSTOMER ensures that authorized users can access audit information within the PRODUCT's audit logs, in compliance with AC.L2-3.1.2[b]. | Assigning user-based GlueConnect permissions |
| AU.L2-3.3.8[b] | See KASEYA responsbility for AU.L2-3.8.8[a]. | CUSTOMER holds no responsibility in achieving this objective. | Assigning user-based GlueConnect permissions |
| AU.L2-3.3.8[c] | See KASEYA responsbility for AU.L2-3.8.8[a]. | CUSTOMER holds no responsibility in achieving this objective. | Assigning user-based GlueConnect permissions |
| AU.L2-3.3.8[d] | KASEYA implements security controls to protect audit logging tools within the PRODUCT, preventing unauthorized access, modification, or removal to ensure continuous logging functionality. | CUSTOMER holds no responsibility in achieving this objective. | Assigning user-based GlueConnect permissions |

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| Assessment Objective | KASEYA Responsibility | CUSTOMER Responsibility | PRODUCT Links |
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| IA.L2-3.5.2[a] | See KASEYA responsibility for AC.L2-3.1.1[d]. | See CUSTOMER responsibility for AC.L2-3.1.1[d]. | Users and Global Access Roles |
| IA.L2-3.5.3[a] | See KASEYA responsibility for AC.L2-3.1.1[a]. | See CUSTOMER responsibility for AC.L2-3.1.1[a]. | Users and Global Access Roles |
| IA.L2-3.5.3[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including implementing multifactor authentication for local access to privileged accounts. | Enable SSO Login with IT Glue |
| IA.L2-3.5.3[c] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including implementing multifactor authentication for network access to privileged accounts. | Enable SSO Login with IT Glue |
| IA.L2-3.5.3[d] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including implementing multifactor authentication for network access to non-privileged accounts. | Enable SSO Login with IT Glue |
| IA.L2-3.5.4[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including employing replay-resistant authentication mechanisms for network access to privileged and non-privileged accounts. | Enable SSO Login with IT Glue |

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|---|---|---|---|
| IA.L2-3.5.5[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including defining a period within which identifiers cannot be reused. | Enable SSO Login with IT Glue |
| IA.L2-3.5.5[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including preventing the reuse of identifiers within the defined period. | Enable SSO Login with IT Glue |
| IA.L2-3.5.6[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including defining a period of inactivity after which an identifier is disabled. | Enable SSO Login with IT Glue |
| IA.L2-3.5.6[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including disabling identifiers after the defined period of inactivity. | Enable SSO Login with IT Glue |
| IA.L2-3.5.7[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including defining password complexity requirements. | Enable SSO Login with IT Glue |
| IA.L2-3.5.7[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including defining password change of character requirements. | Enable SSO Login with IT Glue |

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| Assessment Objective | KASEYA Responsibility | CUSTOMER Responsibility | PRODUCT Links |
|---|---|---|---|
| IA.L2-3.5.7[c] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including enforcing minimum password complexity requirements as defined when new passwords are created. | Enable SSO Login with IT Glue |
| IA.L2-3.5.7[d] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including enforcing minimum password change of character requirements as defined when new passwords are created. | Enable SSO Login with IT Glue |
| IA.L2-3.5.8[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including specifying the number of generations during which a password cannot be reused. | Enable SSO Login with IT Glue |
| IA.L2-3.5.8[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including prohibiting the reuse of passwords during the specified number of generations. | Enable SSO Login with IT Glue |
| IA.L2-3.5.9[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for using the admin account only for initial access and not for daily system management. CUSTOMER must also implement single sign-on via its own identity source, leveraging KASEYA's single sign-on product to ensure secure and controlled user access, which includes requiring an immediate change to a permanent password when a temporary password is used for system logon. | Enable SSO Login with IT Glue |
| IA.L2-3.5.10[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including cryptographically protecting passwords in storage. | Enable SSO Login with IT Glue |

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|---|---|---|---|
| IA.L2-3.5.10[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including cryptographically protecting passwords in transit. | Enable SSO Login with IT Glue |
| IA.L2-3.5.11[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including obscuring feedback of authentication information. | Enable SSO Login with IT Glue |
| SC.L2-3.13.15[a] | KASEYA ensures that security measures are in place to protect the authenticity of communication sessions between the PRODUCT and any CUSTOMER admin. This includes implementing encryption, authentication protocols, and secure session management to prevent unauthorized access, tampering, or interception, in alignment with NIST SP 800-171 requirements. | CUSTOMER holds no responsibility in achieving this objective. | Security & Encryption |
| IA.L2-3.5.10[b] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including cryptographically protecting passwords in transit. | Enable SSO Login with IT Glue |
| IA.L2-3.5.11[a] | See KASEYA responsibility for AC.L2-3.1.8[b]. | CUSTOMER is responsible for implementing single sign-on through its own identity source, utilizing KASEYA's single sign-on product to enforce secure and controlled access, including obscuring feedback of authentication information. | Enable SSO Login with IT Glue |
| SC.L2-3.13.15[a] | KASEYA ensures that security measures are in place to protect the authenticity of communication sessions between the PRODUCT and any CUSTOMER admin. This includes implementing encryption, authentication protocols, and secure session management to prevent unauthorized access, tampering, or interception, in alignment with NIST SP 800-171 requirements. | CUSTOMER holds no responsibility in achieving this objective. | Security & Encryption |

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