Metropolitan Government's Information Security Agreement FAQ

WHAT IS THE PURPOSE?

The purpose of this Metropolitan Government's (Metro) *Information Security Agreement* (ISA) is to help maintain the security of Metro's information and information technology assets and services when external parties (vendors, providers, etc.) have access to or help provide those assets and services by identifying contractual requirements between Metro and an entity who desires to do one or more of the following:

- Provide software or hardware to Metro;
- Connect to the Metro network;
- Provide services over a network (i.e., cloud-bases services, etc.);and/or
- Access or store Metro department or agency data.

WHAT IS THE ISA?

The ISA includes:

- *Metro Information Security Agreement (ISA) Questionnaire*- set of questions used to help identify what information security provisions, which are identified as "exhibits" should be included in the contract
- *Metro Information Security Agreement (ISA) Exhibit Selection Matrix* – identifies what exhibits should be included based on the responses to the questionnaire
- *Metro Information Security Agreement Exhibits* – contractual language that has already been reviewed by Metro ITS and reviewed and approved by Metro Legal which outlines information security provisions

HOW IS IT USED?

The vendor should complete the *Information Security Agreement Questionnaire* or the Metro contact can complete it with the aid of the vendor. Then use the responses provided by the vendor and the Metro *ISA Exhibit Selection Matrix* to identify what exhibits should be included in the contract.

The exhibits have already been reviewed by Metro ITS and approved by Metro Legal. Changes to the exhibits are allowed if reviewed and approved by Metro Legal and the Director of ITS.

WHEN SHOULD IT BE USED?

This questionnaire should be used during procurement/negotiation and should become part of the contract with a new vendor. This questionnaire should also be used when renewing any existing contracts.

FURTHER QUESTIONS?

Please contact the Technical Support Service Center at 615-862-HELP or ✉ metroitshelpdesk@nashville.gov.