

# Committee Meeting

CompTIA.

**SherpaTech**  
INSURANCE SPECIALISTS FOR TECH & IT

gadens



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## Tim and Andrew

**We are dedicated to understanding and mitigating risks, making SherpaTech Insurance your ideal partner.**

Tim, a growth and technology expert, brings a successful track record from multinational entertainment and family business scale-ups. As the driving force behind SherpaTech Insurance, he uses technology for efficiency and risk reduction, focusing on specialised coverage for the tech and IT industry.

Andrew, our seasoned Managing Director, has over three decades of experience in financial services and tech roles at PwC, IBM, and Gartner. Since 2015, he's been crucial in simplifying risk for tech & IT companies at Sherpa Insurance and SherpaTech.

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## Dudley Kneller



Dudley is a partner and the head of Gadens' Intellectual Property and Technology Group.

Dudley is a highly experienced lawyer with international and domestic experience advising on commercial, regulatory and technology matters with specialisations in cyber risk, privacy and strategic sourcing and supply projects. Dudley has particular expertise advising MSPs and MSSPs on their contracting, risk, cyber and M&A activities.

Since 2020, Dudley has been recognised by Best Lawyers in in the area of Information Technology Law and since 2023 in the areas of Commercial Law and Privacy and Data Security Law.

Dudley has been recognised as a recommended lawyer in the Doyle's Guide listing of Leading Technology, Media and Telecommunications Lawyers in Victoria (2015 to 2022) and named Recommended Lawyer in Data Privacy & Protection in Who's Who Legal 2022, 2023 and 2024 Global and Aust & NZ Guides.

Dudley is the 2022 Lexology client award winner for Data in Australia.



## So, why are we here?

We want to help MSP's and MSSP's have the correct risk protections in place.

It can be confusing for what defines a MSSP

The evolving landscape requires you to amend these protections as you grown

Why do we want to help you ?



## How do we define a MSP or MSSP

A managed service provider (MSP) delivers broad IT operations and infrastructure management services, whereas a managed security service provider (MSSP) focuses exclusively on cybersecurity services normally operating out of a security operations center (SOC).

While both MSPs and MSSPs are third-party providers, the primary difference between the two is the scope of their offerings. MSPs can provide security as one of their services, but MSSPs focus solely on providing cybersecurity services. As a result, MSSPs typically provide comprehensive security offerings, whereas MSPs generally provide IT services within additional baseline security services.

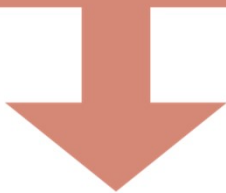




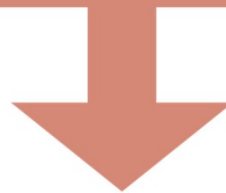
## When is Legal & Insurance required ?

The Foundations of Legal and Insurance protection need to be in place before they are required.

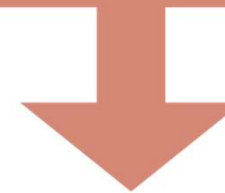
The MSP's customer  
suffers a breach



MSP Suffers a  
Breach



A Professional  
Indemnity claim is  
made





MSP doesn't contract Security (VAR or own) offerings with their customer

**Situation 1:** MSP customer contracted for general IT support. Security not called out in the Scope of work. MSP's website highlights security and it's importance.

The MSP's customer  
suffers a breach

- Who's responsible for customer data
- Insurance considerations
  - MSP
  - Customer

Key Protections

- Clear Communications
- Accurate scope
- Contracts and MSAs that reflect the works
- Insurance that matches activities
  - The correct cover levels





The MSP offers MSSP services through a 3<sup>rd</sup> party (VAR) + Solutions

**Situation 2:** MSP's customer contracted for MSP and Security Services offered by a 3<sup>rd</sup> Party Vendor.

The MSP's customer  
suffers a breach

- Does the Customer hold cyber insurance?
- Impact on MSP's professional indemnity
- Who manages the incident response?

Key Protections

- Contractual
- Clear expectations for all parties prior
- Table Tops that all parties are across
- Insurance and Legal alignment



Customer has selected the MSP offering that excludes security services.

**Situation 3:** MSP's customer excluded MSSP services. MSP's Managed Services Agreement (MSA) is in place. MSP feels the offering is venerable.

The MSP's customer  
suffers a breach

- Does the Customer hold cyber insurance?
- Impact on MSP's professional indemnity
- Who manages the incident response?

Key Protections

- Clear scope inclusions and exclusions
- Regular customer communication on risk vulnerabilities
- Adequate insurance – customer and MSP



## **CompTIA Member Offer**

Quick call or  
coffee

no charge

Detailed proposal  
and some quick  
wins

no charge

Engagement  
With ongoing  
access to best  
practice terms  
and conditions



## Helping CompTIA Members with Insurance Health Checks



Discovery  
Meeting



Health  
Check



Results  
Presentation