

# Australian Managed Network Services Provider Assessment

**Subject:** Australian Managed Network Services Provider (Anonymised)

## SUMMARY

Medium-risk supplier with bounded offshore dependencies. Approval can proceed under defined controls with domestic oversight maintained.

## ASSESSMENT OUTCOME

Risk level: Medium

Risk score: 46/100

Confidence: 82

## KEY RISKS

- External software dependency in a Five Eyes partner jurisdiction
- Controlled offshore support escalation pathway
- Exposure to government communications infrastructure
- Need for domestic oversight continuity

**Decision: Approve with Conditions**

## REQUIRED CONTROLS

- Offshore escalation is disabled by default.
- Explicit approval is required for any offshore support activation.
- Domestic oversight is retained for all privileged actions.
- Software updates for the external dependency are reviewed through an Australian-controlled verification path.
- No standing offshore privileged access.
- No expansion of support scope without reassessment.
- No use in higher-classified environments without further review.

## MANDATORY MITIGATIONS

- Require immutable logging of privileged and support actions.
- Insert contractual notice requirements for dependency or subcontractor changes.
- Require periodic review of software dependency and escalation pathway controls.

## ENFORCEMENT REQUIREMENTS

- Require notice of any subcontractor, support-path, or ownership change within 5 business days.
- Bind the supplier to maintain Australian control over privileged governance and approval workflows.
- Keep offshore escalation disabled by default in production environments.
- Require logged approval workflow before any offshore escalation activation.

- Retain immutable logging for all privileged, support, and escalation actions.
- Route updates for the external dependency through an Australian-controlled verification path.
- Restrict deployment to OFFICIAL environments unless reassessed.
- Prohibit scope expansion or persistent offshore support enablement without reassessment.
- Preserve support records, approval records, and assessment artifacts for audit.
- Retain evidence of dependency reviews and escalation-control testing.

#### MONITORING

- Review due: 17 April 2027.
- Change in subcontractor or software dependency
- Change in support escalation pathway
- New foreign legal exposure affecting a supporting vendor
- Change in classification or operational use

#### FINAL PROCUREMENT POSITION

**Approve with Conditions under current controls. Reassess before any expansion of offshore support, change in dependency profile, or use in higher-classified environments.**

Classification: OFFICIAL

Reference: AO-CASE-002

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