TECHNOLOGY & CONTINUITY

Cloud, email & supplier security

Assess third-party services and configure cloud collaboration around clear ownership, access and information flows.

DOCUMENT	PREPARED	STATUS
MSP-17	1 October 2026	Draft for adoption

Scope & application

Managed cloud tenants, business email, SaaS, hosting and suppliers with client data or administrative access. Supplier selection and commercial commitments require client authority.

Who does what

NovaSoft engagement lead

Scopes the work, assigns authorised personnel and maintains implementation and exception records.

Client service and risk owners

Approve access, business decisions, priorities, notices and residual risks; provide accurate scope and timely lifecycle requests.

Users and suppliers

Follow the approved arrangements, report issues and perform responsibilities assigned in the service schedule.

Draft for adoption. Confirm applicable requirements, implementation, owners and approval in the written client service schedule before operational use. Effective date is assigned on adoption.

THE POLICY IN PRACTICE

Control requirements.

01 Assess before connection

Record the business purpose, information processed, hosting locations, access rights, incident support, export options and relevant contract terms. Review material subcontracting and integration dependencies.

02 Keep ownership clear

Identify the client tenant owner, domain owner and delegated provider roles. Use accountable administration and separate client environments; avoid creating ownership that prevents an authorised exit.

03 Configure collaboration

Agree external sharing, guest access, forwarding, consent to connected apps and privileged roles. Review risky mailbox or application changes and revoke obsolete integrations.

04 Protect business email

Configure agreed sender-domain authentication, account protection and mail-flow safeguards. Verify payment-detail changes through a known channel; authentication does not make every message trustworthy.

05 Understand availability and retention

Record supplier support, storage/retention settings and restoration capabilities. Do not assume a cloud subscription includes the backup coverage or recovery objectives the client requires.

06 Review and exit

Reassess material provider or data-use changes. Maintain a record of active suppliers and approved access; test export and revocation arrangements during a planned transition.

FROM POLICY TO DELIVERY

Operate. Record. Review.

01 Assess the supplier and obtain purchasing/access approval.

02 Document ownership, configuration and data flows.

03 Introduce the service and verify agreed protection settings.

04 Review changes, renewals and a workable exit path.

Agree with the client

- Approved providers and processing locations
- Tenant, domain and integration ownership
- Sharing, email and retention settings
- Supplier changes and exit requirements

Evidence to retain

- Supplier assessment and service register
- Tenant/access and configuration records
- Renewal, export and revocation records

Exceptions & review

Record the requirement, reason, affected scope, risk owner, compensating measures and expiry or review date. Seek approval before deviating, or use documented emergency authority and arrange prompt review. Exceptions cannot waive applicable legal duties.

Review trigger: Before a new supplier or integration, at renewal and after material provider or data-flow changes.

Proposed owner: NovaSoft engagement lead with the client service/risk owner. Review at least annually, and earlier when the trigger above applies. Version changes require an approval and client-impact record.

References & related information

ASD/ACSC - Managed service provider guidance

OAIC - Australian Privacy Principles guidelines

NovaSoft public policy library and application notes