DATA PRIVACY AGREEMENT

QUESTAR III

and

Follett School Solutions, Inc.

This Data Privacy Agreement ("DPA") is by and between the Rensselaer, Columbia and Greene Counties Board of Cooperative Educational Services, ("QUESTAR III"), an Educational Agency, and Follett School Solutions, Inc. ("Contractor"), collectively, the "Parties".

ARTICLE I: DEFINITIONS

As used in this DPA, the following terms shall have the following meanings:

1. **Breach:** The unauthorized acquisition, access, use, or disclosure of Personally Identifiable Information in a manner not permitted by State and federal laws, rules and regulations, or in a manner which compromises its security or privacy, or by or to a person not authorized to acquire, access, use, or receive it, or a Breach of Contractor's security that leads to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personally Identifiable Information.
2. **Commercial or Marketing Purpose:** means the sale, use or disclosure of Personally Identifiable Information for purposes of receiving remuneration, whether directly or indirectly; the sale, use or disclosure of Personally Identifiable Information for advertising purposes; or the sale, use or disclosure of Personally Identifiable Information to develop, improve or market products or services to students.
3. **Disclose**: To permit access to, or the release, transfer, or other communication of personally identifiable information by any means, including oral, written or electronic, whether intended or unintended.
4. **Education Record:** An education record as defined in the Family Educational Rights and Privacy Act and its implementing regulations, 20 U.S.C. 1232g and 34 C.F.R. Part 99, respectively.
5. **Educational Agency**: As defined in Education Law 2-d, a school district, board of cooperative educational services, school, charter school, or the New York State Education Department.
6. **Eligible Student:** A student who is eighteen years of age or older.
7. **Encrypt or Encryption**: As defined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security Rule at 45 CFR 164.304, means the use of an algorithmic process to transform Personally Identifiable Information into an unusable, unreadable, or indecipherable form in which there is a low probability of assigning meaning without use of a confidential process or key.

8. **NIST Cybersecurity Framework**: The U.S. Department of Commerce National Institute for Standards and Technology Framework for Improving Critical Infrastructure Cybersecurity Version 1.1.
9. **Parent:** A parent, legal guardian or person in parental relation to the Student.
10. **Personally Identifiable Information (PII):** Means personally identifiable information as defined in section 99.3 of Title 34 of the Code of Federal Regulations implementing the Family Educational Rights and Privacy Act, 20 U.S.C 1232g , and Teacher or Principal APPR Data, as defined below.
11. **Release:** Shall have the same meaning as Disclose.
12. **School:** Any public elementary or secondary school including a charter school, universal pre-kindergarten program authorized pursuant to Education Law § 3602-e, an approved provider of preschool special education, any other publicly funded pre-kindergarten program, a school serving children in a special act school district as defined in Education Law § 4001, an approved private school for the education of students with disabilities, a State-supported school subject to the provisions of Article 85 of the Education Law, or a State-operated school subject to the provisions of Articles 87 or 88 of the Education Law.
13. **Student:** Any person attending or seeking to enroll in an Educational Agency.
14. **Student Data:** Personally identifiable information as defined in section 99.3 of Title 34 of the Code of Federal Regulations implementing the Family Educational Rights and Privacy Act, 20 U.S.C 1232g.
15. **Subcontractor:** Contractor's non-employee agents, consultants and/or subcontractors engaged in the provision of services pursuant to the Service Agreement.
16. **Teacher or Principal APPR Data**: Personally Identifiable Information from the records of an Educational Agency relating to the annual professional performance reviews of classroom teachers or principals that is confidential and not subject to release under the provisions of Education Law §§ 3012-c and 3012-d.

ARTICLE II: PRIVACY AND SECURITY OF PII

- **Compliance with Law.**

  In order for Contractor to provide certain services ("Services") to QUESTAR III pursuant to a contract dated July 1, 2020 ("Service Agreement"); Contractor may receive PII regulated by several New York and federal laws and regulations, among them, the Family Educational Rights and Privacy Act ("FERPA") at 12 U.S.C. 1232g (34 CFR Part 99); Children's Online Privacy Protection Act ("COPPA") at 15 U.S.C. 6501-6502 (16 CFR Part 312); Protection of Pupil Rights Amendment ("PPRA") at 20 U.S.C. 1232h (34 CFR Part 98); the Individuals with Disabilities Education Act ("IDEA") at 20 U.S.C. 1400 et seq. (34 CFR Part 300); New York Education Law Section 2-d; and the Commissioner of Education's Regulations at 8 NYCRR Part 121. The Parties enter this DPA to address the requirements of New

York law. Contractor agrees to maintain the confidentiality and security of PII in accordance with applicable New York, federal and local laws, rules and regulations.

- **Authorized Use.**
  Contractor has no property or licensing rights or claims of ownership to PII, and Contractor must not use PII for any purpose other than to provide the Services set forth in the Service Agreement. Neither the Services provided nor the manner in which such Services are provided shall violate New York law.

- **Data Security and Privacy Plan.**
  Contractor shall adopt and maintain administrative, technical and physical safeguards, measures and controls to manage privacy and security risks and protect PII in a manner that complies with New York State, federal and local laws and regulations and QUESTAR III's policies. Education Law Section 2-d requires that Contractor provide QUESTAR III with a Data Privacy and Security Plan that outlines such safeguards, measures and controls including how the Contractor will implement all applicable state, federal and local data security and privacy requirements. Contractor's Data Security and Privacy Plan is attached to this DPA as Exhibit C.

- **QUESTAR III's Data Security and Privacy Policy**
  State law and regulation requires QUESTAR III to adopt a data security and privacy policy that complies with Part 121 of the Regulations of the Commissioner of Education and aligns with the NIST Cyber Security Framework. Contractor shall comply with QUESTAR III's data security and privacy policy and other applicable policies.

- **Right of Review and Audit.**
  Upon request by QUESTAR III, Contractor shall provide QUESTAR III with copies of its policies and related procedures that pertain to the protection of PII. It may be made available in a form that does not violate Contractor's own information security policies, confidentiality obligations, and applicable laws. In addition, Contractor may be required to undergo an audit of its privacy and security safeguards, measures and controls as it pertains to alignment with the requirements of New York State laws and regulations, QUESTAR III's policies applicable to Contractor, and alignment with the NIST Cybersecurity Framework performed by an independent third party at Contractor's expense, and provide the audit report to QUESTAR III. Contractor may provide QUESTAR III with a recent industry standard independent audit report on Contractor's privacy and security practices as an alternative to undergoing an audit.

- **Contractor's Employees and Subcontractors.**

(a) Contractor shall only disclose PII to Contractor's employees and subcontractors who need to know the PII in order to provide the Services and the disclosure of PII shall be limited to the extent necessary to provide such Services. Contractor shall ensure that all such employees and subcontractors comply with the terms of this DPA.

(b) Contractor must ensure that each subcontractor performing functions pursuant to the Service Agreement where the subcontractor will receive or have access to PII is contractually bound by a written agreement that includes confidentiality and data security obligations equivalent to, consistent with, and no less protective than, those found in this DPA.

(c) Contractor shall examine the data security and privacy measures of its subcontractors prior to utilizing the subcontractor. If at any point a subcontractor fails to materially comply with the requirements of this DPA, Contractor shall: notify QUESTAR III and remove such subcontractor's access to PII; and, as applicable, retrieve all PII received or stored by such subcontractor and/or ensure that PII has been securely deleted and destroyed in accordance with this DPA. In the event there is an incident in which the subcontractor compromises PII, Contractor shall follow the Data Breach reporting requirements set forth herein.

(d) Contractor shall take full responsibility for the acts and omissions of its employees and subcontractors.

(e) Contractor must not disclose PII to any other party unless such disclosure is required by statute, court order or subpoena, and the Contractor makes a reasonable effort to notify QUESTAR III of the court order or subpoena in advance of compliance but in any case, provides notice to QUESTAR III no later than the time the PII is disclosed, unless such disclosure to QUESTAR III is expressly prohibited by the statute, court order or subpoena.

- **Training.**

  Contactor shall ensure that all its employees and Subcontractors who have access to PII have received or will receive training on the federal and state laws governing confidentiality of such data prior to receiving access.

- **Termination**

  The obligations of this DPA shall continue and shall not terminate for as long as the Contractor or its sub-contractors retain PII or retain access to PII.

- **Data Return and Destruction of Data.**

(a) Protecting PII from unauthorized access and disclosure is of the utmost importance to QUESTAR III, and Contractor agrees that it is prohibited from retaining PII or continued access to PII or any copy, summary or extract of PII, on any storage medium (including, without limitation, in secure data centers and/or cloud-based facilities) whatsoever beyond the period of providing Services to QUESTAR III, unless such retention is either expressly authorized for a prescribed period by the Service Agreement or other written agreement between the Parties, or expressly requested by QUESTAR III for purposes of facilitating the transfer of PII to QUESTAR III or expressly required by law. As applicable, upon expiration or termination of the Service Agreement, Contractor shall transfer PII, in a format agreed to by the Parties to QUESTAR III.

(b) If applicable, once the transfer of PII has been accomplished in accordance with QUESTAR III's written election to do so, Contractor agrees to return or destroy all PII when the purpose that necessitated its receipt by Contractor has been completed. Thereafter, with regard to all PII (including without limitation, all hard copies, archived copies, electronic versions, electronic imaging of hard copies) as well as any and all PII maintained on behalf of Contractor in a secure data center and/or cloud-based facilities that remain in the possession of Contractor or its Subcontractors, Contractor shall ensure that PII is securely deleted and/or destroyed in a manner that does not allow it to be retrieved or retrievable, read or reconstructed. Hard copy media must be shredded or destroyed such that PII cannot be read or otherwise reconstructed, and electronic media must be cleared, purged, or destroyed such that the PII cannot be retrieved. Only the destruction of paper PII, and not redaction, will satisfy the requirements for data destruction. Redaction is specifically excluded as a means of data destruction.

(c) Contractor shall provide QUESTAR III with a written certification of the secure deletion and/or destruction of PII held by the Contractor or Subcontractors.

(d) To the extent that Contractor and/or its subcontractors continue to be in possession of any de-identified data (i.e., data that has had all direct and indirect identifiers removed), they agree not to attempt to re-identify de-identified data and not to transfer de-identified data to any party.

- **Commercial or Marketing Use Prohibition.**
  Contractor agrees that it will not sell PII or use or disclose PII for a Commercial or Marketing Purpose.

- **Encryption.**

Contractor shall use industry standard security measures including encryption protocols that comply with New York law and regulations to preserve and protect PII. Contractor must encrypt PII at rest and in transit in accordance with applicable New York laws and regulations.

- **Breach.**

(a) Contractor shall promptly notify QUESTAR III of any Breach of PII without unreasonable delay no later than seven (7) business days after discovery of the Breach. Notifications required pursuant to this section must be in writing, given by personal delivery, e-mail transmission (if contact information is provided for the specific mode of delivery), or by registered or certified, and must to the extent available, include a description of the Breach which includes the date of the incident and the date of discovery; the types of PII affected and the number of records affected; a description of Contractor's investigation; and the contact information for representatives who can assist QUESTAR III. Notifications required by this section must be sent to QUESTAR III's District Superintendent or other head administrator with a copy to the Data Protection Office. Violations of the requirement to notify QUESTAR III shall be subject to a civil penalty pursuant to Education Law Section 2-d. The Breach of certain PII protected by Education Law Section 2-d may subject the Contractor to additional penalties.

(b) Notifications required under this paragraph must be provided to QUESTAR III at the following address:

Rafael A, Olazagasti III

School Attorney

Questar III

16 Empire State BLVD

Castleton NY 12033

Rafael.olazagasti@questar.org

Cooperation with Investigations.

Contractor agrees that it will cooperate with QUESTAR III and law enforcement, where necessary, in any investigations into a Breach. Any costs incidental to the required cooperation or participation of the Contractor or its' Authorized Users, as related to such investigations, will be the sole responsibility of the Contractor if such Breach is attributable to Contractor or its Subcontractors.

- **Notification to Individuals.**
  Where a Breach of PII occurs that is attributable to Contractor, Contractor shall pay for or promptly reimburse QUESTAR III for the full cost of QUESTAR III's notification to Parents, Eligible Students, teachers, and/or principals, in accordance with Education Law Section 2-d and 8 NYCRR Part 121.

- **Termination**.
  The confidentiality and data security obligations of the Contractor under this DPA shall survive any termination of this DPA but shall terminate upon Contractor's certifying that it has destroyed all PII.

ARTICLE III: PARENT AND ELIGIBLE STUDENT PROVISIONS

1. **Parent and Eligible Student Access**.
   Education Law Section 2-d and FERPA provide Parents and Eligible Students the right to inspect and review their child's or the Eligible Student's Student Data stored or maintained by QUESTAR III. To the extent Student Data is held by Contractor pursuant to the Service Agreement, Contractor shall respond within thirty (30) calendar days to QUESTAR III's requests for access to Student Data so QUESTAR III can facilitate such review by a Parent or Eligible Student, and facilitate corrections, as necessary. If a Parent or Eligible Student contacts Contractor directly to review any of the Student Data held by Contractor pursuant to the Service Agreement, Contractor shall promptly notify QUESTAR III and refer the Parent or Eligible Student to QUESTAR III.

2. **Bill of Rights for Data Privacy and Security**.
   As required by Education Law Section 2-d, the Parents Bill of Rights for Data Privacy and Security and the supplemental information for the Service Agreement are included as Exhibit A and Exhibit B, respectively, and incorporated into this DPA. Contractor shall complete and sign Exhibit B and append it to this DPA. Pursuant to Education Law Section 2-d, QUESTAR III is required to post the completed Exhibit B on its website.

ARTICLE IV: MISCELLANEOUS

1. **Priority of Agreements and Precedence.**

   In the event of a conflict between and among the terms and conditions of this DPA, including all Exhibits attached hereto and incorporated herein and the Service Agreement, the terms and conditions of this DPA shall govern and prevail, shall survive the termination of the Service Agreement in the manner set forth herein, and shall supersede all prior communications, representations, or agreements, oral or written, by the Parties relating thereto.

2. **Execution.**

This DPA may be executed in one or more counterparts, all of which shall be considered one and the same document, as if all parties had executed a single original document, and may be executed utilizing an electronic signature and/ or electronic transmittal, and each signature thereto shall be and constitute an original signature, as if all parties had executed a single original document.

EDUCATIONAL AGENCY	**CONTRACTOR**
BY: ***[Signature]*** CHadjiwann	BY:
[Printed Name]	Timothy Rogers
[Title]	VP, Software Development
Date: 12/7/2020	Date: 10-23-2020 17:18:47 GMT

EXHIBIT A - Education Law §2-d Bill of Rights for Data Privacy and Security

Parents (including legal guardians or persons in parental relationships) and Eligible Students (students 18 years and older) can expect the following:

1. A student's personally identifiable information (PII) cannot be sold or released for any Commercial or Marketing purpose. PII, as defined by Education Law § 2-d and the Family Educational Rights and Privacy Act ("FERPA"), includes direct identifiers such as a student's name or identification number, parent's name, or address; and indirect identifiers such as a student's date of birth, which when linked to or combined with other information can be used to distinguish or trace a student's identity. Please see FERPA's regulations at 34 CFR 99.3 for a more complete definition.

2. The right to inspect and review the complete contents of the student's education record stored or maintained by an educational agency. This right may not apply to Parents of an Eligible Student.

3. State and federal laws such as Education Law § 2-d; the Commissioner of Education's Regulations at 8 NYCRR Part 121, FERPA at 12 U.S.C. 1232g (34 CFR Part 99); Children's Online Privacy Protection Act ("COPPA") at 15 U.S.C. 6501-6502 (16 CFR Part 312); Protection of Pupil Rights Amendment ("PPRA") at 20 U.S.C. 1232h (34 CFR Part 98); and the Individuals with Disabilities Education Act ("IDEA") at 20 U.S.C. 1400 et seq. (34 CFR Part 300); protect the confidentiality of a student's identifiable information.

4. Safeguards associated with industry standards and best practices including, but not limited to, encryption, firewalls and password protection must be in place when student PII is stored or transferred.

5. A complete list of all student data elements collected by NYSED is available at www.nysed.gov/data-privacy-security/student-data-inventory and by writing to: Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, NY 12234.

6. The right to have complaints about possible breaches and unauthorized disclosures of PII addressed. (i) Complaints should be submitted to QUESTAR III at: (ii) Complaints may also be submitted to the NYS Education Department at www.nysed.gov/data-privacy-security/report-improper-disclosure, by mail to: Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, NY 12234; by email to privacy@nysed.gov; or by telephone at 518-474-0937.

7. To be notified in accordance with applicable laws and regulations if a breach or unauthorized release of PII occurs.

8. Educational agency workers that handle PII will receive training on applicable state and federal laws, policies, and safeguards associated with industry standards and best practices that protect PII.

9. Educational agency contracts with vendors that receive PII will address statutory and regulatory data privacy and security requirements.

CONTRACTOR	
[Signature]	
[Printed Name]	Timothy Rogers
[Title]	VP, Software Development
Date:	10-23-2020 17:19:06 GMT

EXHIBIT B

BILL OF RIGHTS FOR DATA PRIVACY AND SECURITY - SUPPLEMENTAL INFORMATION FOR CONTRACTS THAT UTILIZE PERSONALLY IDENTIFIABLE INFORMATION

Pursuant to Education Law § 2-d and Section 121.3 of the Commissioner's Regulations, the Educational Agency (QUESTAR III) is required to post information to its website about its contracts with third-party contractors that will receive Personally Identifiable Information (PII).

Name of Contractor	**Follett School Solutions, Inc.**
Description of the purpose(s) for which Contractor will receive/access PII	**Follett Destiny**
Type of PII that Contractor will receive/access	Check all that apply: ☒ Student PII ☐ APPR Data
Contract Term	Contract Start Date ___12/19/2017_________________ Contract End Date _____annual renewal_______________
Subcontractor Written Agreement Requirement	Contractor will not utilize subcontractors without a written contract that requires the subcontractors to adhere to, at a minimum, materially similar data protection obligations imposed on the contractor by state and federal laws and regulations, and the Contract. (check applicable option) ☐ Contractor will not utilize subcontractors. ☒ Contractor will utilize subcontractors.
Data Transition and Secure Destruction	Upon expiration or termination of the Contract, Contractor shall: • Securely transfer data to QUESTAR III, or a successor contractor at QUESTAR III's option and written discretion, in a format agreed to by the parties. • Securely delete and destroy data.
Challenges to Data Accuracy	Parents, teachers or principals who seek to challenge the accuracy of PII will do so by contacting QUESTAR III. If a correction to data is deemed necessary, QUESTAR III will notify Contractor. Contractor agrees to

	facilitate such corrections within 21 days of receiving QUESTAR III's written request.
Secure Storage and Data Security	Please describe where PII will be stored and the protections taken to ensure PII will be protected: (check all that apply) ☒ Using a cloud or infrastructure owned and hosted by a third party. ☒ Using Contractor owned and hosted solution ☐ Other: Please describe how data security and privacy risks will be mitigated in a manner that does not compromise the security of the data: Follett utilizes third party certified data centers: Azure cloud https://azure.microsoft.com/en-us/overview/trusted-cloud/compliance/ Contractor hosted solution is in Evoque: https://www.datacenters.com/evoque-solutions-chicago-ch1-lisle
Encryption	Data will be encrypted while in motion and at rest.

CONTRACTOR	
[Signature]	
[Printed Name]	Timothy Rogers
[Title]	VP, Software Development
Date:	10-23-2020 17:19:26 GMT

EXHIBIT C - CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

The Educational Agency (QUESTAR III) is required to ensure that all contracts with a third-party contractor include a Data Security and Privacy Plan, pursuant to Education Law § 2-d and Section 121.6 of the Commissioner's Regulations. For every contract, the Contractor must complete the following or provide a plan that materially addresses its requirements, including alignment with the NIST Cybersecurity Framework, which is the standard for educational agency data privacy and security policies in New York state. **While this plan is not required to be posted to QUESTAR III's website, contractors should nevertheless ensure that they do not include information that could compromise the security of their data and data systems.**

1	Outline how you will implement applicable data security and privacy contract requirements over the life of the Contract.	All data is securely transmitted over the HTTPS protocol. This includes page content, images, fonts, and user data. All data is then stored into an encrypted data store on the local machine, inside a directory that only that user (and root) has access to. The encryption key to unlock the data is generated locally at the time of the data store creation and stored in the system user's encrypted local store (ELS). Only a combination of our application and that user has access to the encryption key in the ELS. Each book's data is contained in its own secure data store, separate from the main encrypted data store, with its own encryption key stored in the ELS. When the book is removed by the user via Follett Digital reader, its data store is deleted from the local file system, which includes all content, imagery, and fonts
2	Specify the administrative, operational and technical safeguards and practices that you have in place to protect PII.	Destiny has multiple levels of data security Session-level authentication—All data access within Destiny is routed through a layer that checks authentication credentials and permissions on each request. User Interface security—The Destiny interface presents different options

		based on the permissions associated with the users. The Destiny application does store within its own internal database student/staff demographic data and information regarding the usage of district/school resources (Checkouts, Holds, Fines, Reviews, etc....) by students and staff. Access to this data is restricted to district staff based on configured permissions and access levels. Customers can have Destiny installed locally within the district's technical environment or hosted by Follett. The data for Destiny is managed/stored in a Microsoft SQL Server database. Follett supports encryption of the data at rest under SQL Server in an optional configuration. The database is protected through Microsoft SQL Server security.
3	Address the training received by your employees and any subcontractors engaged in the provision of services under the Contract on the federal and state laws that govern the confidentiality of PII.	Follett provides security training annually to its employees, recorded in their training dashboard, and intermittent touch points throughout the year. In addition, staff has Ethics training which includes data confidentially handling. Follett utilizes the KnowBe4, https://www.knowbe4.com/, platform training.
4	Outline contracting processes that ensure that your employees and any subcontractors are bound by written agreement to the requirements of the Contract, at a minimum.	Any employee working on this contract is bound to the terms of the written agreement. See #3 above.
5	Specify how you will manage any data security and privacy incidents that implicate PII and describe any specific plans you have in place to identify breaches and/or unauthorized disclosures, and to meet your obligations to report incidents to QUESTAR III.	Follett monitors key indicators of compromise (IOC's) utilizing our security services platforms which have continuous monitoring. Follett conducts periodic compliance checks. QUESTAR III will be notified per our Incident Response plan communications protocol if there is a confirmed data breach. Communications to all affected parties including customers, educational partners, will be initiated 48 hours of a

		confirmed data breach unless otherwise directed from a governing agency. In addition, QUESTAR III, can notify Follett of a cyber security incident 24/7 on-call coverage is provided to receive notification of suspected security events or incidents. Anyone who suspects an event or incident has occurred should immediately contact the Follett Incident Call Center at (800) 900-8398, Option 2, or email cybersecurity@follett.com.
6	Describe how data will be transitioned to QUESTAR III when no longer needed by you to meet your contractual obligations, if applicable.	The data will be returned in a format that can be easily read and imported into commonly used Productivity tools, not limited to Microsoft Applications. The data will be readable and organized.
7	Describe your secure destruction practices and how certification will be provided to QUESTAR III.	At a minimum, wiping drives by securely deleting and destroying the data using industry standard procedures. Certification will be provided to QUESTAR III.
8	Outline how your data security and privacy program/practices align with QUESTAR III's applicable policies.	Follett is aligned with the NIST Cyber Framework controls which are required by QUESTAR III.
9	Outline how your data security and privacy program/practices materially align with the NIST CSF v1.1 using the Framework chart below.	PLEASE USE TEMPLATE BELOW. See Follett Data Protection Plan TOC.

EXHIBIT C.1 – NIST CSF TABLE

The table below will aid the review of a Contractor's Data Privacy and Security Plan. Contractors should complete the Contractor Response sections in the table below to describe how their policies and practices align with each category in the Data Privacy and Security Plan template. To complete these 23 sections, a Contractor may: (i) Demonstrate alignment using the National Cybersecurity Review (NCSR) Maturity Scale of 1-7 ; (ii) Use a narrative to explain alignment (may reference its applicable policies); and/or (iii) Explain why a certain category may not apply to the transaction contemplated. Further informational references for each category can be found on the NIST website at https://www.nist.gov/cyberframework/new-framework. Please use additional pages if needed.

Function	Category	Contractor Response	
IDENTIFY (ID)	**Asset Management (ID.AM):** The data, personnel, devices, systems, and facilities that enable the organization to achieve business purposes are identified and managed consistent with their relative importance to organizational objectives and the organization's risk strategy.	Follett has the following NIST controls in place, maturity level 7.	
		ID.AM-1: Physical devices and systems within the organization are inventoried	· **NIST SP 800-53 Rev. 4** CM-8, PM-5
		ID.AM-2: Software platforms and applications within the organization are inventoried	· **NIST SP 800-53 Rev. 4** CM-8, PM-5
		ID.AM-3: Organizational communication and data flows are mapped	· **NIST SP 800-53 Rev. 4** AC-4, CA-3, CA-9, PL-8
		ID.AM-4: External information systems are catalogued	· **NIST SP 800-53 Rev. 4** AC-20, SA-9
		ID.AM-5: Resources (e.g., hardware, devices, data, time, personnel, and software) are prioritized based on their classification, criticality, and business value	· **NIST SP 800-53 Rev. 4** CP-2, RA-2, SA-14, SC-6
		ID.AM-6: Cybersecurity roles and responsibilities for the entire workforce and third-party stakeholders (e.g., suppliers, customers, partners) are established	· **NIST SP 800-53 Rev. 4** CP-2, PS-7, PM-11
	Business Environment (ID.BE): The organization's mission, objectives, stakeholders, and activities are understood and prioritized; this information is used to inform cybersecurity roles, responsibilities, and risk management decisions.	Follett has the following NIST controls in place, maturity level 7.	
		ID.BE-1: The organization's role in the supply chain is identified and communicated	· **NIST SP 800-53 Rev. 4** CP-2, SA-12
		ID.BE-2: The organization's place in critical infrastructure and its industry sector is identified and communicated	· **NIST SP 800-53 Rev. 4** PM-8
		ID.BE-3: Priorities for organizational mission, objectives, and activities are established and communicated	· **NIST SP 800-53 Rev. 4** PM-11, SA-14
		ID.BE-4: Dependencies and critical functions for delivery of critical services are established	· **NIST SP 800-53 Rev. 4** CP-8, PE-9, PE-11, PM-8, SA-14
		ID.BE-5: Resilience requirements to support delivery of critical services are established for all operating states (e.g. under duress/attack, during recovery, normal operations)	· **NIST SP 800-53 Rev. 4** CP-2, CP-11, SA-13, SA-14

Function	Category	Contractor Response	
	Governance (ID.GV): The policies, procedures, and processes to manage and monitor the organization's regulatory, legal, risk, environmental, and operational requirements are understood and inform the management of cybersecurity risk.	Follett has the following NIST controls in place, maturity level 7.	
		ID.GV-1: Organizational cybersecurity policy is established and communicated	· **NIST SP 800-53 Rev. 4** -1 controls from all security control families
		ID.GV-2: Cybersecurity roles and responsibilities are coordinated and aligned with internal roles and external partners	· **NIST SP 800-53 Rev. 4** PS-7, PM-1, PM-2
		ID.GV-3: Legal and regulatory requirements regarding cybersecurity, including privacy and civil liberties obligations, are understood and managed	· **NIST SP 800-53 Rev. 4** -1 controls from all security control families
		ID.GV-4: Governance and risk management processes address cybersecurity risks	· **NIST SP 800-53 Rev. 4** SA-2, PM-3, PM-7, PM-9, PM-10, PM-11
	Risk Assessment (ID.RA): The organization understands the cybersecurity risk to organizational operations (including mission, functions, image, or reputation), organizational assets, and individuals.	Follett has the following NIST controls in place, maturity level 7.	
		ID.RA-1: Asset vulnerabilities are identified and documented	· **NIST SP 800-53 Rev. 4** CA-2, CA-7, CA-8, RA-3, RA-5, SA-5, SA-11, SI-2, SI-4, SI-5
		ID.RA-2: Cyber threat intelligence is received from information sharing forums and sources	· **NIST SP 800-53 Rev. 4** SI-5, PM-15, PM-16
		ID.RA-3: Threats, both internal and external, are identified and documented	· **NIST SP 800-53 Rev. 4** RA-3, SI-5, PM-12, PM-16
		ID.RA-4: Potential business impacts and likelihoods are identified	· **NIST SP 800-53 Rev. 4** RA-2, RA-3, SA-14, PM-9, PM-11
		ID.RA-5: Threats, vulnerabilities, likelihoods, and impacts are used to determine risk	· **NIST SP 800-53 Rev. 4** RA-2, RA-3, PM-16
		ID.RA-6: Risk responses are identified and prioritized	· **NIST SP 800-53 Rev. 4** PM-4, PM-9
	Risk Management Strategy (ID.RM): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support operational risk decisions.	Follett has the following NIST controls in place, maturity level 7.	
		ID.RM-1: Risk management processes are established, managed, and agreed to by organizational stakeholders	· **NIST SP 800-53 Rev. 4** PM-9
		ID.RM-2: Organizational risk tolerance is determined and clearly expressed	· **NIST SP 800-53 Rev. 4** PM-9
		ID.RM-3: The organization's	· **NIST SP 800-53 Rev. 4** SA-

Function	Category	Contractor Response	
		determination of risk tolerance is informed by its role in critical infrastructure and sector specific risk analysis	14, PM-8, PM-9, PM-11
	Supply Chain Risk Management (ID.SC): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support risk decisions associated with managing supply chain risk. The organization has established and implemented the processes to identify, assess and manage supply chain risks.	Follett has the following NIST controls in place, maturity level 7.	
		ID.SC-1: Cyber supply chain risk management processes are identified, established, assessed, managed, and agreed to by organizational stakeholders	· **NIST SP 800-53 Rev. 4** SA-9, SA-12, PM-9
		ID.SC-2: Suppliers and third party partners of information systems, components, and services are identified, prioritized, and assessed using a cyber supply chain risk assessment process	· **NIST SP 800-53 Rev. 4** RA-2, RA-3, SA-12, SA-14, SA-15, PM-9
		ID.SC-3: Contracts with suppliers and third-party partners are used to implement appropriate measures designed to meet the objectives of an organization's cybersecurity program and Cyber Supply Chain Risk Management Plan.	· **NIST SP 800-53 Rev. 4** SA-9, SA-11, SA-12, PM-9
		ID.SC-4: Suppliers and third-party partners are routinely assessed using audits, test results, or other forms of evaluations to confirm they are meeting their contractual obligations.	· **NIST SP 800-53 Rev. 4** AU-2, AU-6, AU-12, AU-16, PS-7, SA-9, SA-12
		ID.SC-5: Response and recovery planning and testing are conducted with suppliers and third-party providers	· **NIST SP 800-53 Rev. 4** CP-2, CP-4, IR-3, IR-4, IR-6, IR-8, IR-9
PROTECT (PR)	**Identity Management, Authentication and Access Control (PR.AC):** Access to physical and logical assets and associated facilities is limited to authorized users, processes, and devices, and is managed consistent with the assessed risk of unauthorized access to authorized activities and transactions.	Follett has the following NIST controls in place, maturity level 7.	
		PR.AC-1: Identities and credentials are issued, managed, verified, revoked, and audited for authorized devices, users and processes	· **NIST SP 800-53 Rev. 4** AC-1, AC-2, IA-1, IA-2, IA-3, IA-4, IA-5, IA-6, IA-7, IA-8, IA-9, IA-10, IA-11
		PR.AC-2: Physical access to assets is managed and protected	· **NIST SP 800-53 Rev. 4** PE-2, PE-3, PE-4, PE-5, PE-6, PE-8
		PR.AC-3: Remote access is managed	· **NIST SP 800-53 Rev. 4** AC-1, AC-17, AC-19, AC-20, SC-15

Function	Category	Contractor Response	
		PR.AC-4: Access permissions and authorizations are managed, incorporating the principles of least privilege and separation of duties	· **NIST SP 800-53 Rev. 4** AC-1, AC-2, AC-3, AC-5, AC-6, AC-14, AC-16, AC-24
		PR.AC-5: Network integrity is protected (e.g., network segregation, network segmentation)	· **NIST SP 800-53 Rev. 4** AC-4, AC-10, SC-7
		PR.AC-6: Identities are proofed and bound to credentials and asserted in interactions	· **NIST SP 800-53 Rev. 4** AC-1, AC-2, AC-3, AC-16, AC-19, AC-24, IA-1, IA-2, IA-4, IA-5, IA-8, PE-2, PS-3
		PR.AC-7: Users, devices, and other assets are authenticated (e.g., single-factor, multi-factor) commensurate with the risk of the transaction (e.g., individuals' security and privacy risks and other organizational risks)	· **NIST SP 800-53 Rev. 4** AC-7, AC-8, AC-9, AC-11, AC-12, AC-14, IA-1, IA-2, IA-3, IA-4, IA-5, IA-8, IA-9, IA-10, IA-11
	Awareness and Training (PR.AT): The organization's personnel and partners are provided cybersecurity awareness education and are trained to perform their cybersecurity-related duties and responsibilities consistent with related policies, procedures, and agreements.	Follett has the following NIST controls in place, maturity level 7.	
		PR.AT-1: All users are informed and trained	· **NIST SP 800-53 Rev. 4** AT-2, PM-13
		PR.AT-2: Privileged users understand their roles and responsibilities	· **NIST SP 800-53 Rev. 4** AT-3, PM-13
		PR.AT-3: Third-party stakeholders (e.g., suppliers, customers, partners) understand their roles and responsibilities	· **NIST SP 800-53 Rev. 4** PS-7, SA-9, SA-16
		PR.AT-4: Senior executives understand their roles and responsibilities	· **NIST SP 800-53 Rev. 4** AT-3, PM-13

Function	Category	Contractor Response	
		PR.AT-5: Physical and cybersecurity personnel understand their roles and responsibilities	· **NIST SP 800-53 Rev. 4** AT-3, IR-2, PM-13

Function	Category	Contractor Response	
	Data Security (PR.DS): Information and records (data) are managed consistent with the organization's risk strategy to protect the confidentiality, integrity, and availability of information.	Follett has the following NIST controls in place, maturity level 7.	
		PR.DS-1: Data-at-rest is protected	· **NIST SP 800-53 Rev. 4** MP-8, SC-12, SC-28
		PR.DS-2: Data-in-transit is protected	· **NIST SP 800-53 Rev. 4** SC-8, SC-11, SC-12
		PR.DS-3: Assets are formally managed throughout removal, transfers, and disposition	· **NIST SP 800-53 Rev. 4** CM-8, MP-6, PE-16
		PR.DS-4: Adequate capacity to ensure availability is maintained	· **NIST SP 800-53 Rev. 4** AU-4, CP-2, SC-5
		PR.DS-5: Protections against data leaks are implemented	· **NIST SP 800-53 Rev. 4** AC-4, AC-5, AC-6, PE-19, PS-3, PS-6, SC-7, SC-8, SC-13, SC-31, SI-4
		PR.DS-6: Integrity checking mechanisms are used to verify software, firmware, and information integrity	· **NIST SP 800-53 Rev. 4** SC-16, SI-7
		PR.DS-7: The development and testing environment(s) are separate from the production environment	· **NIST SP 800-53 Rev. 4** CM-2

<table>
<tr><th>Function</th><th>Category</th><th>Contractor Response</th></tr>
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<table>
<tr><td><b>PR.DS-8:</b> Integrity checking mechanisms are used to verify hardware integrity</td><td>· <b>NIST SP 800-53 Rev. 4</b> SA-10, SI-7</td></tr>
</table>
</td></tr>
<tr><td></td><td><b>Information Protection Processes and Procedures (PR.IP):</b> Security policies (that address purpose, scope, roles, responsibilities, management commitment, and coordination among organizational entities), processes, and procedures are maintained and used to manage protection of information systems and assets.</td><td>
Follett has the following NIST controls in place, maturity level 7.
<table>
<tr><td><b>PR.IP-1:</b> A baseline configuration of information technology/industrial control systems is created and maintained incorporating security principles (e.g. concept of least functionality)</td><td>· <b>NIST SP 800-53 Rev. 4</b> CM-2, CM-3, CM-4, CM-5, CM-6, CM-7, CM-9, SA-10</td></tr>
<tr><td><b>PR.IP-2:</b> A System Development Life Cycle to manage systems is implemented</td><td>· <b>NIST SP 800-53 Rev. 4</b> PL-8, SA-3, SA-4, SA-8, SA-10, SA-11, SA-12, SA-15, SA-17, SI-12, SI-13, SI-14, SI-16, SI-17</td></tr>
<tr><td><b>PR.IP-3:</b> Configuration change control processes are in place</td><td>· <b>NIST SP 800-53 Rev. 4</b> CM-3, CM-4, SA-10</td></tr>
<tr><td><b>PR.IP-4:</b> Backups of information are conducted, maintained, and tested</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-4, CP-6, CP-9</td></tr>
<tr><td><b>PR.IP-5:</b> Policy and regulations regarding the physical operating environment for organizational assets are met</td><td>· <b>NIST SP 800-53 Rev. 4</b> PE-10, PE-12, PE-13, PE-14, PE-15, PE-18</td></tr>
<tr><td><b>PR.IP-6:</b> Data is destroyed according to policy</td><td>· <b>NIST SP 800-53 Rev. 4</b> MP-6</td></tr>
<tr><td><b>PR.IP-7:</b> Protection processes are improved</td><td>· <b>NIST SP 800-53 Rev. 4</b> CA-2, CA-7, CP-2, IR-8, PL-2, PM-6</td></tr>
<tr><td><b>PR.IP-8:</b> Effectiveness of protection technologies is shared</td><td>· <b>NIST SP 800-53 Rev. 4</b> AC-21, CA-7, SI-4</td></tr>
<tr><td><b>PR.IP-9:</b> Response</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-2, CP-7, CP-</td></tr>
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Function	Category	Contractor Response	
		plans (Incident Response and Business Continuity) and recovery plans (Incident Recovery and Disaster Recovery) are in place and managed	12, CP-13, IR-7, IR-8, IR-9, PE-17
		PR.IP-10: Response and recovery plans are tested	· **NIST SP 800-53 Rev. 4** CP-4, IR-3, PM-14
		PR.IP-11: Cybersecurity is included in human resources practices (e.g., deprovisioning, personnel screening)	· **NIST SP 800-53 Rev. 4** PS-1, PS-2, PS-3, PS-4, PS-5, PS-6, PS-7, PS-8, SA-21
		PR.IP-12: A vulnerability management plan is developed and implemented	· **NIST SP 800-53 Rev. 4** RA-3, RA-5, SI-2
	Maintenance (PR.MA): Maintenance and repairs of industrial control and information system components are performed consistent with policies and procedures.	Follett has the following NIST controls in place, maturity level 7.	
		PR.MA-1: Maintenance and repair of organizational assets are performed and logged, with approved and controlled tools	· **NIST SP 800-53 Rev. 4** MA-2, MA-3, MA-5, MA-6
		PR.MA-2: Remote maintenance of organizational assets is approved, logged, and performed in a manner that prevents unauthorized access	· **NIST SP 800-53 Rev. 4** MA-4
	Protective Technology (PR.PT): Technical security solutions are managed to ensure the security and resilience of systems and assets, consistent with related policies, procedures, and agreements.	Follett has the following NIST controls in place, maturity level 7.	
		PR.PT-1: Audit/log records are determined, documented, implemented, and reviewed in accordance with policy	· **NIST SP 800-53 Rev. 4** AU Family
		PR.PT-2:	· **NIST SP 800-53 Rev. 4** MP-2, MP-3, MP-

Function	Category	Contractor Response	
		Removable media is protected and its use restricted according to policy	4, MP-5, MP-7, MP-8
		PR.PT-3: The principle of least functionality is incorporated by configuring systems to provide only essential capabilities	· **NIST SP 800-53 Rev. 4** AC-3, CM-7
		PR.PT-4: Communications and control networks are protected	· **NIST SP 800-53 Rev. 4** AC-4, AC-17, AC-18, CP-8, SC-7, SC-19, SC-20, SC-21, SC-22, SC-23, SC-24, SC-25, SC-29, SC-32, SC-36, SC-37, SC-38, SC-39, SC-40, SC-41, SC-43
		PR.PT-5: Mechanisms (e.g., failsafe, load balancing, hot swap) are implemented to achieve resilience requirements in normal and adverse situations	· **NIST SP 800-53 Rev. 4** CP-7, CP-8, CP-11, CP-13, PL-8, SA-14, SC-6
DETECT (DE)	**Anomalies and Events (DE.AE):** Anomalous activity is detected and the potential impact of events is understood.	Follett has the following NIST controls in place, maturity level 7.	
		DE.AE-1: A baseline of network operations and expected data flows for users and systems is established and managed	· **NIST SP 800-53 Rev. 4** AC-4, CA-3, CM-2, SI-4
		DE.AE-2: Detected events are analyzed to understand attack targets and methods	· **NIST SP 800-53 Rev. 4** AU-6, CA-7, IR-4, SI-4
		DE.AE-3: Event data are collected and correlated from multiple sources and sensors	· **NIST SP 800-53 Rev. 4** AU-6, CA-7, IR-4, IR-5, IR-8, SI-4
		DE.AE-4: Impact of events is determined	· **NIST SP 800-53 Rev. 4** CP-2, IR-4, RA-3, SI-4
		DE.AE-5: Incident alert thresholds are established	· **NIST SP 800-53 Rev. 4** IR-4, IR-5, IR-8
	Security Continuous Monitoring (DE.CM): The information system and assets are monitored to identify cybersecurity events	Follett has the following NIST controls in place, maturity level 7.	
		DE.CM-1: The network is	· **NIST SP 800-53 Rev. 4** AC-2, AU-12,

Function	Category	Contractor Response	
	and verify the effectiveness of protective measures.	**DE.CM-2:** The physical environment is monitored to detect potential cybersecurity events	· **NIST SP 800-53 Rev. 4** CA-7, PE-3, PE-6, PE-20
		DE.CM-3: Personnel activity is monitored to detect potential cybersecurity events	· **NIST SP 800-53 Rev. 4** AC-2, AU-12, AU-13, CA-7, CM-10, CM-11
		DE.CM-4: Malicious code is detected	· **NIST SP 800-53 Rev. 4** SI-3, SI-8
		DE.CM-5: Unauthorized mobile code is detected	· **NIST SP 800-53 Rev. 4** SC-18, SI-4, SC-44
		DE.CM-6: External service provider activity is monitored to detect potential cybersecurity events	· **NIST SP 800-53 Rev. 4** CA-7, PS-7, SA-4, SA-9, SI-4
		DE.CM-7: Monitoring for unauthorized personnel, connections, devices, and software is performed	· **NIST SP 800-53 Rev. 4** AU-12, CA-7, CM-3, CM-8, PE-3, PE-6, PE-20, SI-4
		DE.CM-8: Vulnerability scans are performed	· **NIST SP 800-53 Rev. 4** RA-5
	Detection Processes (DE.DP): Detection processes and procedures are maintained and tested to ensure awareness of anomalous events.	Follett has the following NIST controls in place, maturity level 7.	
		DE.DP-1: Roles and responsibilities for detection are well defined to ensure accountability	· **NIST SP 800-53 Rev. 4** CA-2, CA-7, PM-14
		DE.DP-2: Detection activities comply with all applicable requirements	· **NIST SP 800-53 Rev. 4** AC-25, CA-2, CA-7, SA-18, SI-4, PM-14
		DE.DP-3: Detection processes are tested	· **NIST SP 800-53 Rev. 4** CA-2, CA-7, PE-3, SI-3, SI-4, PM-14
		DE.DP-4: Event detection information is communicated	· **NIST SP 800-53 Rev. 4** AU-6, CA-2, CA-7, RA-5, SI-4
		DE.DP-5: Detection processes are continuously	· **NIST SP 800-53 Rev. 4**, CA-2, CA-7, PL-2, RA-5, SI-4, PM-14

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<tr><th>Function</th><th>Category</th><th>Contractor Response</th></tr>
<tr><td rowspan="3">RESPOND (RS)</td><td><b>Response Planning (RS.RP):</b> Response processes and procedures are executed and maintained, to ensure response to detected cybersecurity incidents.</td><td>Follett has the following NIST controls in place, maturity level 7.
<table>
<tr><td><b>RS.RP-1:</b> Response plan is executed during or after an incident</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-2, CP-10, IR-4, IR-8</td></tr>
</table></td></tr>
<tr><td><b>Communications (RS.CO):</b> Response activities are coordinated with internal and external stakeholders (e.g. external support from law enforcement agencies).</td><td>Follett has the following NIST controls in place, maturity level 7.
<table>
<tr><td><b>RS.CO-1:</b> Personnel know their roles and order of operations when a response is needed</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-2, CP-3, IR-3, IR-8</td></tr>
<tr><td><b>RS.CO-2:</b> Incidents are reported consistent with established criteria</td><td>· <b>NIST SP 800-53 Rev. 4</b> AU-6, IR-6, IR-8</td></tr>
<tr><td><b>RS.CO-3:</b> Information is shared consistent with response plans</td><td>· <b>NIST SP 800-53 Rev. 4</b> CA-2, CA-7, CP-2, IR-4, IR-8, PE-6, RA-5, SI-4</td></tr>
<tr><td><b>RS.CO-4:</b> Coordination with stakeholders occurs consistent with response plans</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-2, IR-4, IR-8</td></tr>
<tr><td><b>RS.CO-5:</b> Voluntary information sharing occurs with external stakeholders to achieve broader cybersecurity situational awareness</td><td>· <b>NIST SP 800-53 Rev. 4</b> SI-5, PM-15</td></tr>
</table></td></tr>
<tr><td><b>Analysis (RS.AN):</b> Analysis is conducted to ensure effective response and support recovery activities.</td><td>Follett has the following NIST controls in place, maturity level 7.
<table>
<tr><td><b>RS.AN-1:</b> Notifications from detection systems are investigated</td><td>· <b>NIST SP 800-53 Rev. 4</b> AU-6, CA-7, IR-4, IR-5, PE-6, SI-4</td></tr>
<tr><td><b>RS.AN-2:</b> The impact of the incident is understood</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-2, IR-4</td></tr>
<tr><td><b>RS.AN-3:</b> Forensics are performed</td><td>· <b>NIST SP 800-53 Rev. 4</b> AU-7, IR-4</td></tr>
<tr><td><b>RS.AN-4:</b> Incidents are categorized consistent with response plans</td><td>· <b>NIST SP 800-53 Rev. 4</b> CP-2, IR-4, IR-5, IR-8</td></tr>
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Function	Category	Contractor Response
		RS.AN-5: Processes are established to receive, analyze and respond to vulnerabilities disclosed to the organization from internal and external sources (e.g. internal testing, security bulletins, or security researchers) — · **NIST SP 800-53 Rev. 4** SI-5, PM-15
	Mitigation (RS.MI): Activities are performed to prevent expansion of an event, mitigate its effects, and resolve the incident.	Follett has the following NIST controls in place, maturity level 7. **RS.MI-1:** Incidents are contained — · **NIST SP 800-53 Rev. 4** IR-4 **RS.MI-2:** Incidents are mitigated — · **NIST SP 800-53 Rev. 4** IR-4 **RS.MI-3:** Newly identified vulnerabilities are mitigated or documented as accepted risks — · **NIST SP 800-53 Rev. 4** CA-7, RA-3, RA-5
	Improvements (RS.IM): Organizational response activities are improved by incorporating lessons learned from current and previous detection/response activities.	Follett has the following NIST controls in place, maturity level 7. **RS.IM-1:** Response plans incorporate lessons learned — · **NIST SP 800-53 Rev. 4** CP-2, IR-4, IR-8 **RS.IM-2:** Response strategies are updated — · **NIST SP 800-53 Rev. 4** CP-2, IR-4, IR-8
RECOVER (RC)	**Recovery Planning (RC.RP):** Recovery processes and procedures are executed and maintained to ensure restoration of systems or assets affected by cybersecurity incidents.	Follett has the following NIST controls in place, maturity level 7. **RC.RP-1:** Recovery plan is executed during or after a cybersecurity incident — · **NIST SP 800-53 Rev. 4** CP-10, IR-4, IR-8
	Improvements (RC.IM): Recovery planning and processes are improved by incorporating lessons learned into future activities.	Follett has the following NIST controls in place, maturity level 7. **RC.IM-1:** Recovery plans incorporate lessons learned — · **NIST SP 800-53 Rev. 4** CP-2, IR-4, IR-8 **RC.IM-2:** Recovery strategies are updated — · **NIST SP 800-53 Rev. 4** CP-2, IR-4, IR-8

Function	Category	Contractor Response
🟩	**Communications (RC.CO):** Restoration activities are coordinated with internal and external parties (e.g. coordinating centers, Internet Service Providers, owners of attacking systems, victims, other CSIRTs, and vendors).	Follett has the following NIST controls in place, maturity level 7. **RC.CO-3:** Recovery activities are communicated to internal and external stakeholders as well as executive and management teams · **NIST SP 800-53 Rev. 4** CP-2, IR-4