

## 2018 CSG SOC 1 Control Objectives

**Control Objective 1:** Controls provide reasonable assurance that code of conduct and background check procedures are in place. (Organization and Administration)

**Control Objective 2:** Controls provide reasonable assurance that logical access to the network and Windows operating system is restricted to authorized and approved users. (Logical Access – Programs, Data, Computer Resources; Network/Windows Domain Security)

**Control Objective 3:** Controls provide reasonable assurance that logical access to the mainframe operating system is restricted to authorized and approved users. (Mainframe Operating System Security)

**Control Objective 4:** Controls provide reasonable assurance that logical access to the Unix and Linux operating systems is restricted to authorized users. (Unix and Linux Operating System Security)

**Control Objective 5:** Controls provide reasonable assurance that logical access to the applications is restricted to authorized and approved users. (Application Security)

**Control Objective 6:** Controls provide reasonable assurance that logical access to the databases is restricted to authorized and approved users. (Database Security)

**Control Objective 7:** Controls provide reasonable assurance that physical access to facilities, sensitive areas, and data centers is restricted to authorized and appropriate personnel. (Physical Security)

**Control Objective 8:** Controls provide reasonable assurance that job schedules are authorized and executed in a complete, accurate, and timely manner, and job scheduling deviations, problems, and errors are identified, tracked, recorded, and resolved in a complete, accurate, and timely manner. (Computer Operations – Scheduling)

**Control Objective 9:** Controls provide reasonable assurance that application and data is backed up according to schedule and is available for restoration in the event of processing errors or unexpected processing interruptions. (Computer Operations – Backup Processing)

**Control Objective 10:** Controls provide reasonable assurance that changes to application programs and related data management systems are authorized, tested, documented, approved, and implemented to result in the complete, accurate, and timely processing and reporting of transactions and balances. (Change Management)

**Control Objective 11:** Controls provide reasonable assurance that the development of application programs and related data management systems are authorized, tested, documented, approved, and implemented to result in the complete, accurate, and timely processing and reporting of transactions and balances. (Engineering and Release Management)

**Control Objective 12:** Controls provide reasonable assurance that production incidents are recorded, analyzed, and resolved in a timely manner. (Incident Management)

**Control Objective 13:** Controls provide reasonable assurance that Ascendon Internet TV billing transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, and Processing of Ascendon Internet TV (ITV) Billing Transactions)

**Control Objective 14:** Controls provide reasonable assurance that Ascendon Internet TV billing transactions are reported completely and accurately. (Reporting of Ascendon Internet TV (ITV) Billing Transactions)

**Control Objective 15:** Controls provide reasonable assurance that Ascendon Digital Business Support Solutions billing transactions are initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, and Processing of Ascendon Digital Business Support Solutions (DBSS) Billing Transactions)

**Control Objective 16:** Controls provide reasonable assurance that Cable and Satellite Care billing data is initiated and recorded completely, accurately, and in a timely manner. (Initiation and Recording of Cable & Satellite Care Billing Data)

**Control Objective 17:** Controls provide reasonable assurance that Cable and Satellite Care billing data is processed completely, accurately, and in a timely manner. (Processing of Cable & Satellite Care Billing Data)

**Control Objective 18:** Controls provide reasonable assurance that Cable and Satellite Care billing data is reported completely and accurately. (Reporting of Cable and Satellite Care Billing Data)

**Control Objective 19:** Controls provide reasonable assurance that CSG's Output Solutions Center ("OSC") print composition and statement processing data is initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of OSC Print Composition and Statement Processing)

**Control Objective 20:** Controls provide reasonable assurance that Interactive Messaging collections and fraud inbound and outbound call data is initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of Interactive Messaging Collection, and Fraud Services Data)

**Control Objective 21:** Controls provide reasonable assurance that service bureau total service mediation data is initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of Service Bureau Total Service Mediation Data)

**Control Objective 22:** Controls provide reasonable assurance that service bureau partner management, billing and settlement data is initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of Service Bureau Partner Management, Billing, and Settlement Data)

**Control Objective 23:** Controls provide reasonable assurance that managed services total mediation, partner management, billing and settlement data is initiated, recorded, and processed completely, accurately, and in a timely manner. (Initiation, Recording, Processing of Managed Services Partner Management, Billing, and Settlement Data)