

2021 CSG SOC 1 Control Objectives

- Control Objective 1: Controls provide reasonable assurance that code of conduct and background check procedures are in place and completed.
- Control Objective 2: Controls provide reasonable assurance that logical access to the network and Windows operating system is restricted to authorized users.
- Control Objective 3: Controls provide reasonable assurance that logical access to the Mainframe operating system is restricted to authorized users.
- Control Objective 4: Controls provide reasonable assurance that logical access to the Linux operating systems is restricted to authorized users.
- Control Objective 5: Controls provide reasonable assurance that logical access to the applications is restricted to authorized users.
- Control Objective 6: Controls provide reasonable assurance that logical access to the databases is restricted to authorized users.
- Control Objective 7: Controls provide reasonable assurance that physical access to output processing facilities and data centers is restricted to authorized personnel.
- 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.
- Control Objective 9: Controls provide reasonable assurance that data is backed up according to schedule and is available for restoration in the event of processing errors or unexpected processing interruptions.
- Control Objective 10: Controls provide reasonable assurance that changes to application programs, infrastructure, 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.
- 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.
- Control Objective 12: Controls provide reasonable assurance that production incidents are recorded, analyzed, and resolved in a timely manner.
- Control Objective 13: Controls provide reasonable assurance that Ascendon billing transactions are initiated, recorded, and processed completely, accurately, and in a timely manner.
- Control Objective 14: Controls provide reasonable assurance that Ascendon billing transactions are reported completely and accurately.

- Control Objective 15: Controls provide reasonable assurance that Advanced Convergent Platform billing transactions are initiated and recorded completely, accurately, and in a timely manner.
- Control Objective 16: Controls provide reasonable assurance that Advanced Convergent Platform billing transactions are processed completely, accurately, and in a timely manner.
- Control Objective 17: Controls provide reasonable assurance that Advanced Convergent Platform billing transactions are reported completely and accurately.
- Control Objective 18: Controls provide reasonable assurance that CSG's Output Solutions Center ("OSC") print composition and document processing transactions are initiated, recorded, and processed completely, accurately, and in a timely manner.
- Control Objective 19: Controls provide reasonable assurance that Interactive Messaging collections and fraud inbound and outbound call transactions are initiated, recorded, and processed completely, accurately, and in a timely manner.
- Control Objective 20: Controls provide reasonable assurance that service bureau digital mediation transactions are initiated, recorded, and processed completely, accurately, and in a timely manner.
- Control Objective 21: Controls provide reasonable assurance that service bureau Digital Wholesale billing and settlement transactions are initiated, recorded, and processed completely, accurately, and in a timely manner.
- Control Objective 22: Controls provide reasonable assurance that managed services digital mediation and digital wholesale billing and settlement transactions are initiated, recorded, and processed completely, accurately, and in a timely manner.
- Control Objective 23: Controls provide reasonable assurance that payment transactions and funding are initiated, recorded, and processed completely and accurately.