


ERIN LELEUX & SAMANTHA TORREZ-HIDALGO

Partners in Continuity: How Third Parties Impact Your BCP



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Erin Leleux

Tandem Software Specialist
Tandem



Samantha Torrez-Hidalgo

Boost Information Security & Compliance
Consultant
CoNetrix Security



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SESSION AGENDA

- 1** The Ups and Downs of Vendor Relationships
- 2** Strong BIA
- 3** Vendor Oversight
- 4** Vendor Outages
- 5** Tandem







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The Ups and Downs of Vendor Relationships



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WHAT WE LOVE ABOUT OUR VENDORS

			
Kind	Supportive	Communication	Problem-Free



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“According to experts, it is a sign of the times – a combination of society’s **increased reliance on digital services**, the consolidation of critical cloud infrastructure between just a few companies and the proclivity of people to complain about tech mishaps online.”

[CNN Business Tech Article](#)



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Detect



Respond



Recover



8

From Dumpster Fires to a Game Plan: What A Strong BIA Looks Like



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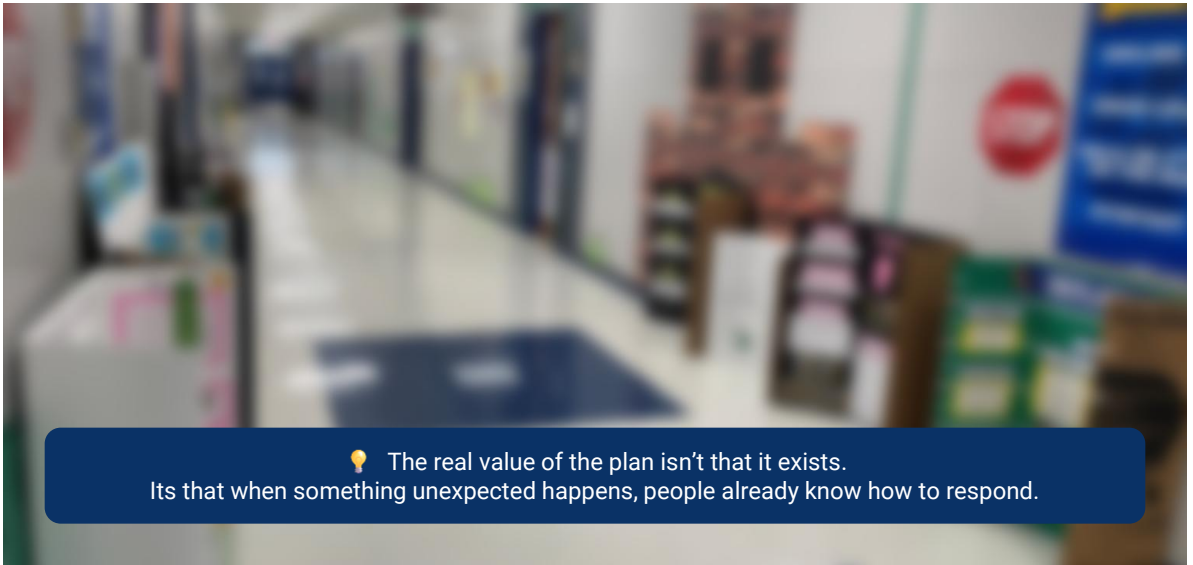
FROM DUMPSTER FIRES TO A GAME PLAN

- ▶ What does this actually impact for us?
- ▶ Which systems stopped working?
- ▶ Which teams are affected?
- ▶ How quickly do we need to recover?



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WHEN THE PLANS GOT TESTED



💡 The real value of the plan isn't that it exists. Its that when something unexpected happens, people already know how to respond.



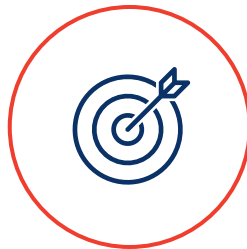
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Detect



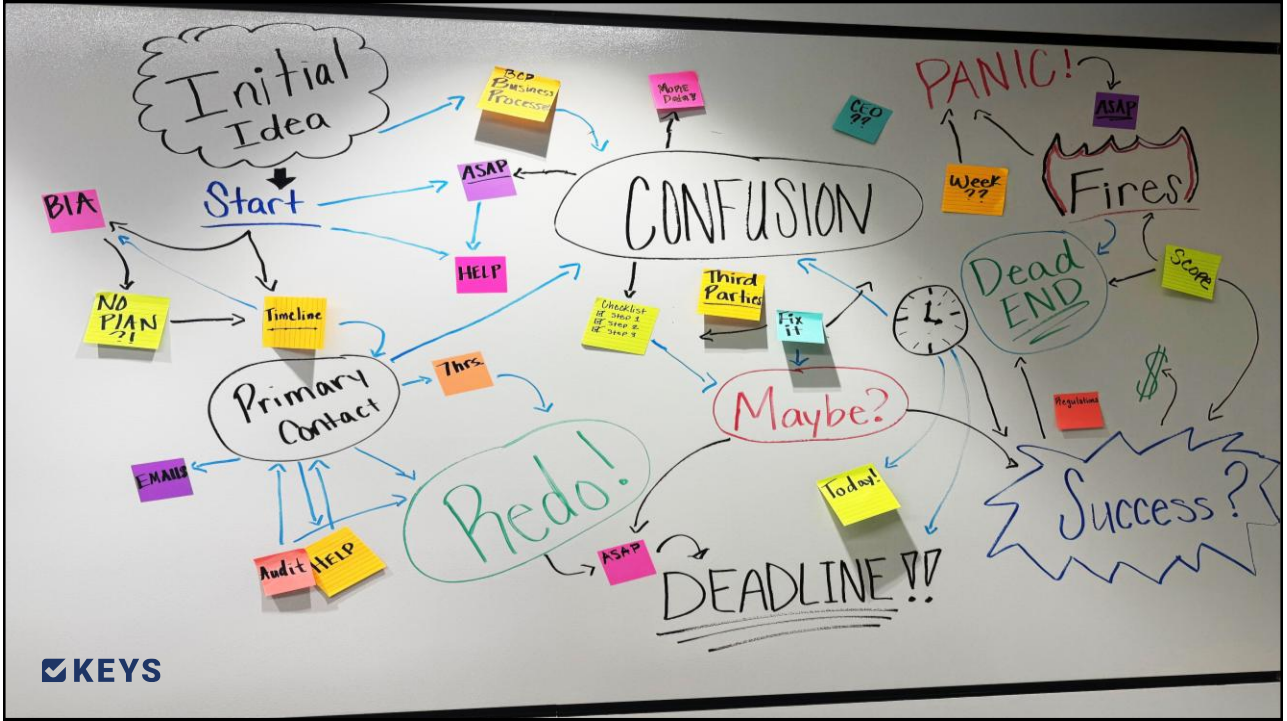
Respond



Recover

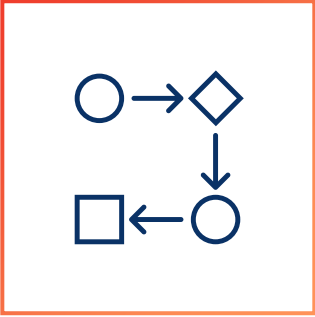


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YOUR PROCESS HAS FRIENDS (LOTS OF THEM)



Define the Business Outcome



Map Dependencies




Think Like the Customer

➔ Continuity isn't measured by vendor uptime. It's measured by customer experience.

KEYS

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IMPACT: THE PART WHERE REALITY SHOWS UP




Customer Experience Ripple Effects Time Changes Everything

🕒 Recovery timelines align expectations with what your vendors can realistically deliver.

KEYS

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KEYS 💡 ASAP is just a wish. And a wish is not a strategy.

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ASAP IS NOT A STRATEGY



Impact Drives
Urgency



Vendor Reality vs.
Expectation



Alignment Over
Perfection

 It's about matching the fire extinguisher to the size of the fire, not just hoping it goes out on its own. 



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KEY TAKEAWAY

The goal isn't fewer surprises;
it's fewer *panicked* surprises.




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THE REALITY CHECK



A recovery plan is only as strong as the vendors behind it.



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Vendor Oversight: Because “Probably Fine” Isn’t Fine



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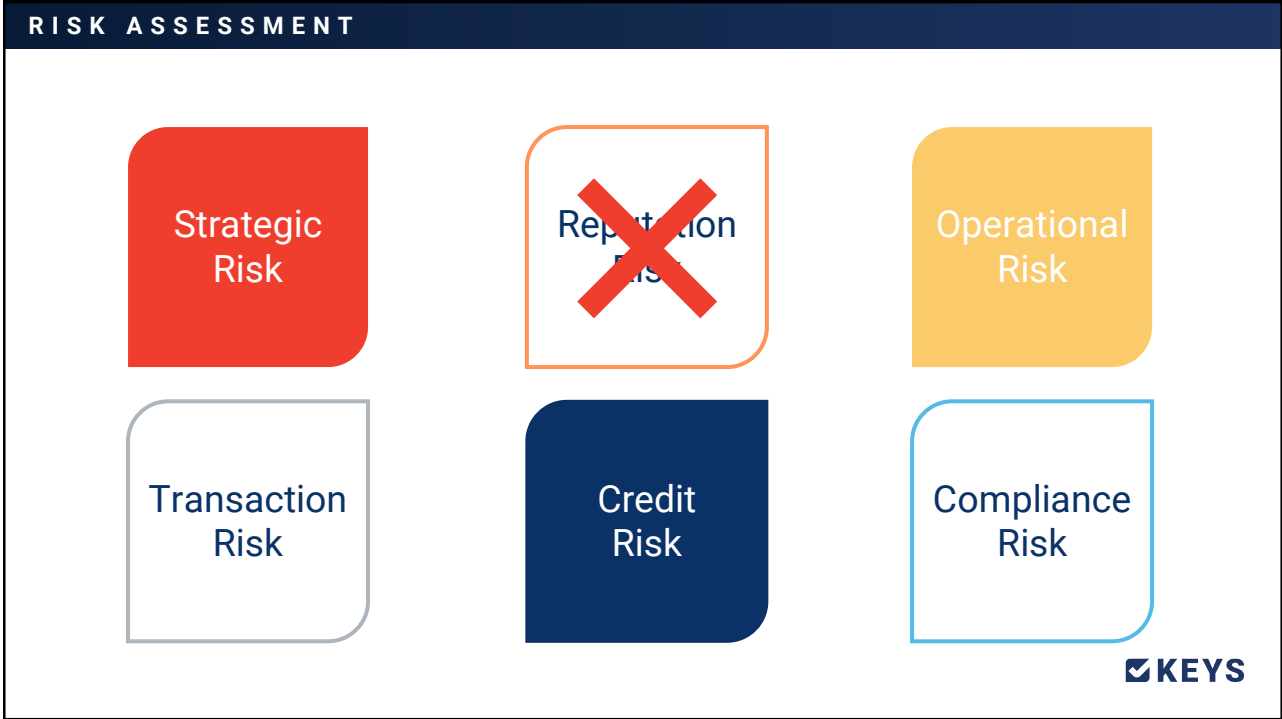


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Do we need a vendor?

["What is Vendor Management?"](#)

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DUE DILIGENCE

If / Then Method

Review Documents

Track Subcontractors



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CONTRACT NEGOTIATION

Service Continuation

Operational Resilience

Service Transfer




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Are the vendor's service level agreements (SLAs) sufficient for the services contracted to your organization?

What cyber resilience controls does the vendor have?

Is the organization involved with the vendor's BCP testing?




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SERVICE LEVEL AGREEMENTS

Covered Services **Performance Metrics** **Compensation Agreements** **Point of Contact**

✦ It's about more than compliance – it's about your security and continuity. ✦



Service Level Agreements KBA

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It's important that we help our customers understand that we're not just reviewing documents to check it off the to-do list. We need to know what to do with the information we found during the review, and how we need to adjust that vendor relationship if necessary.

**KEYS**

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IT'S ABOUT MORE THAN COMPLIANCE

- 1 What did you learn?
- 2 Does the relationship need to change?
- 3 Does significance or risk need to be updated?
- 4 Should the vendor be reviewed more frequently?
- 5 Does this relationship still serve our best interest?

KEYS

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CRITICAL SERVICE	NON-CRITICAL SERVICE
 <p data-bbox="287 684 611 721">Consistent Contact</p>	 <p data-bbox="871 684 1194 721">As-Needed Contact</p>




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DISCUSSION TOPIC

00:03:00

How often do you check in on your critical and non-critical vendors?



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TERMINATION CONTINGENCY PLAN

Upon termination of the vendor's service, or if the service became indefinitely unavailable, what would the organization do to continue offering this service?

Will there be any downtime during the transition?

Will the vendor's access to organization systems or facilities need to be modified or restricted following termination?



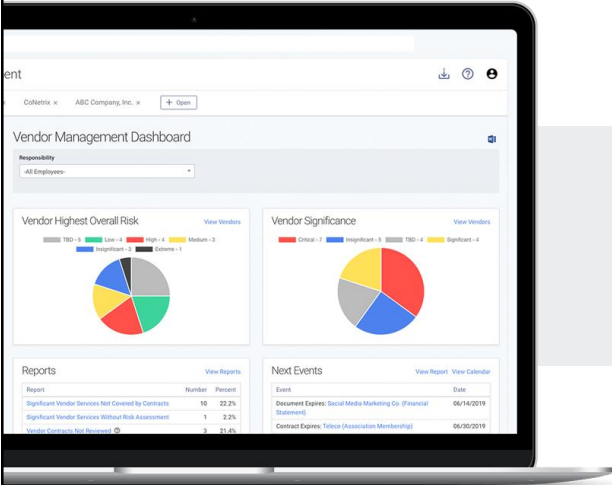
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KEY TAKEAWAY

Thorough and consistent due diligence ensures a vendor's resilience and responsibilities during a crisis.



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Tandem Vendor Management Software

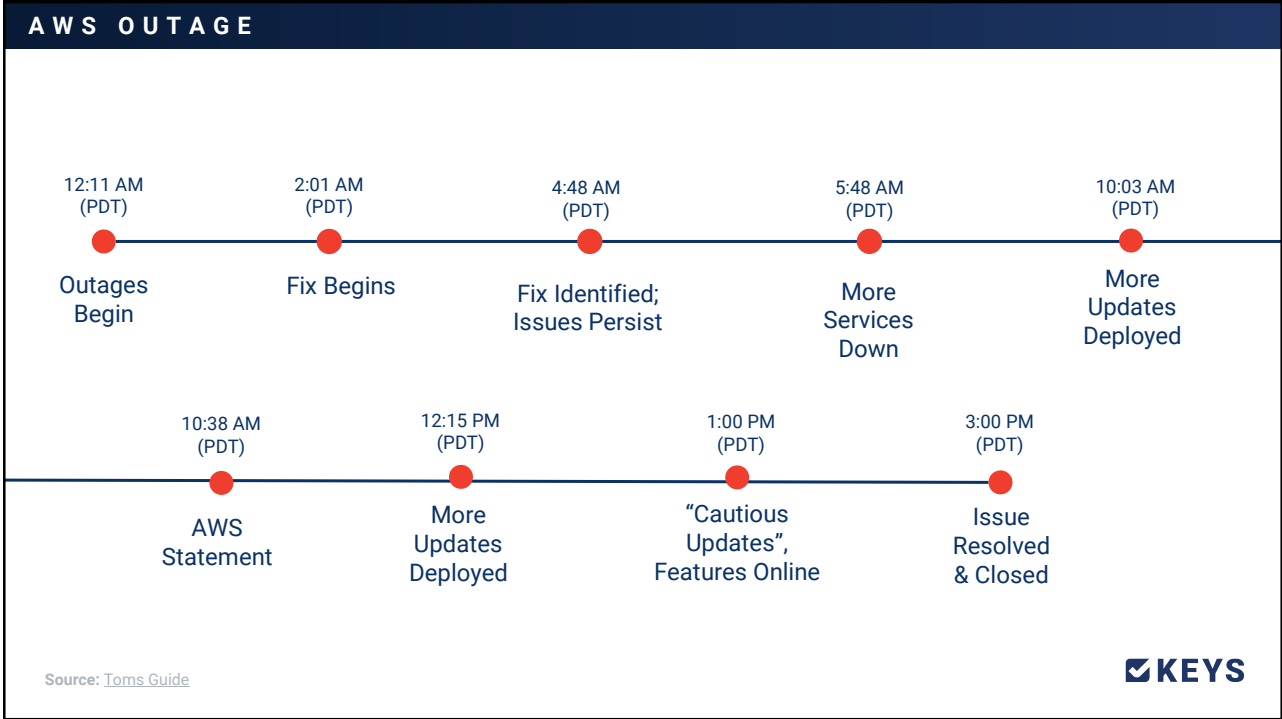


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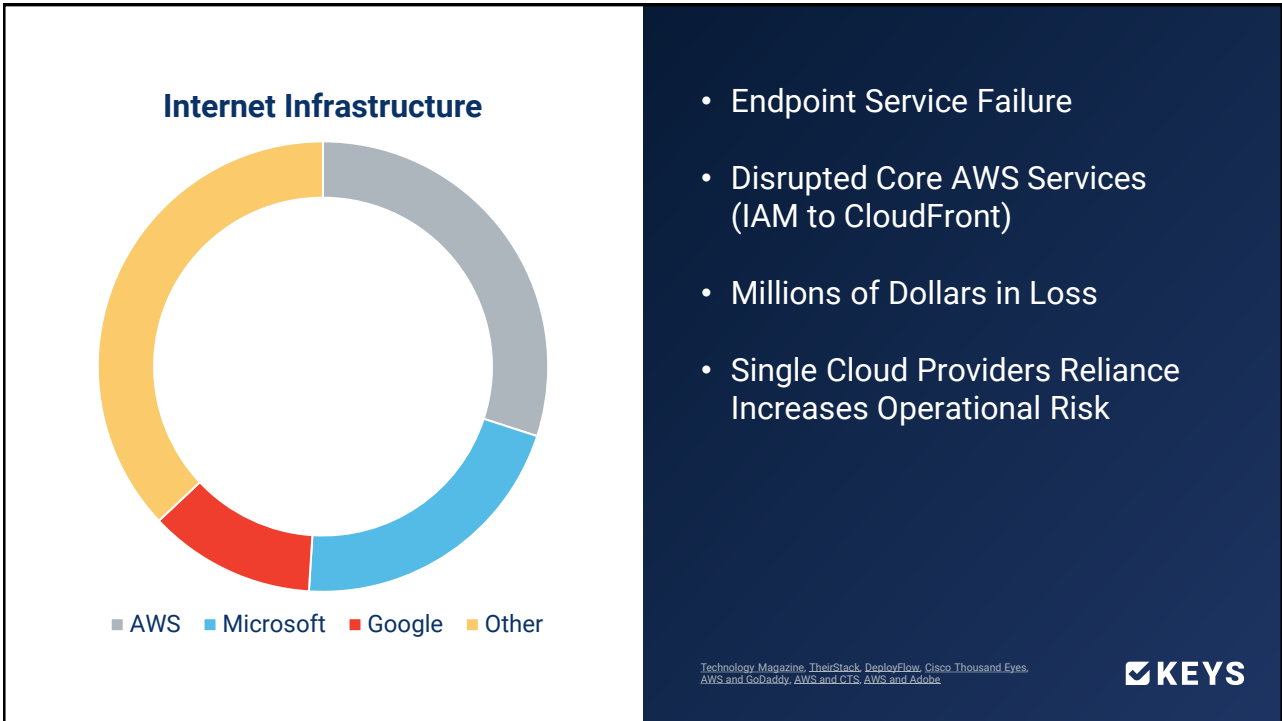
Vendor Outages



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**“The [AWS outage] underscored one key lesson:
when a critical region like AWS US-EAST-1
sneezes, the entire internet catches a cold.”**



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**Somehow...
Landlines Entered the Chat Again.**



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DISCUSSION TOPIC

Were you affected by the AWS, Verizon, or any other recent outage?
How has your organization responded when a critical vendor experienced an outage?

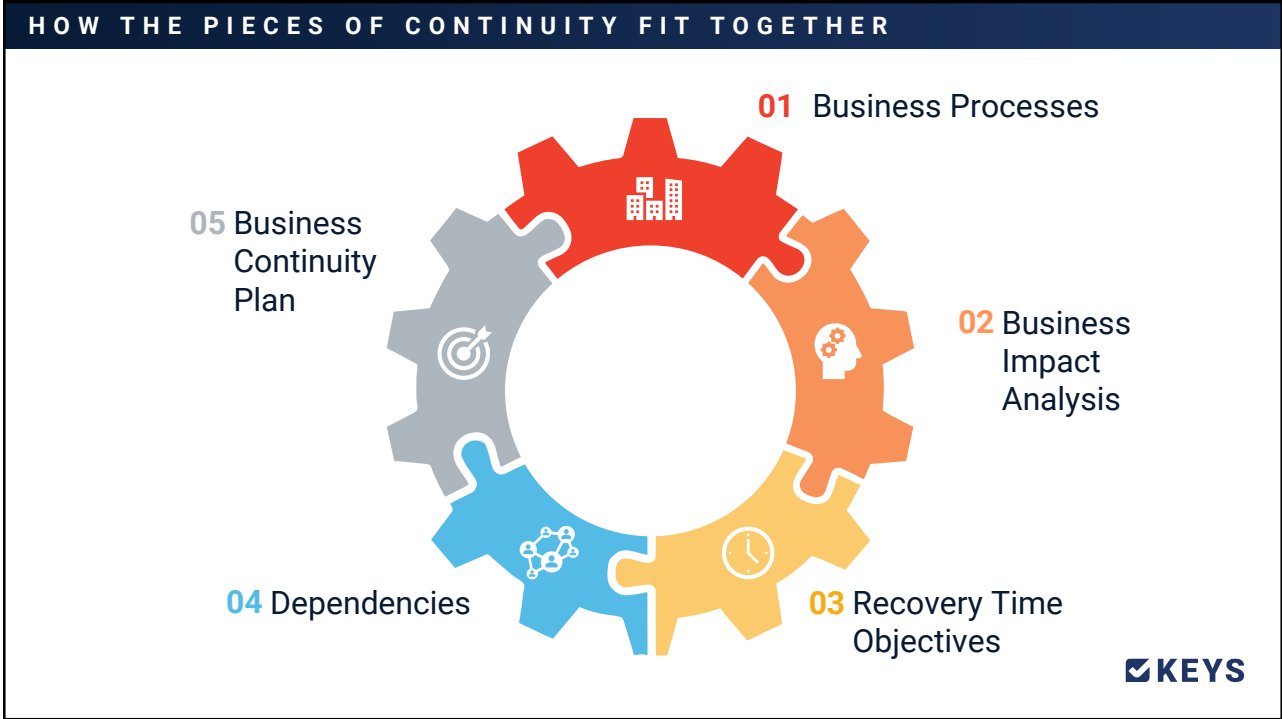


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How It All Fits Together



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ty Plan

Employee Alerts

Dashboard

Business Process Criticality [View Report](#)

Legend: Important - 7, Critical - 7, Urgent - 7, Nonessential - 6, Normal - 3, TBD - 1

System/Equipment Criticality [View Report](#)

Legend: Important - 6, Critical - 3, Urgent - 2, Nonessential - 2

Upcoming Business Continuity Tests [View Tests](#)

Test	Scheduled Date
Disruptive Malware Cyber Attack	06/03/2019
Fire Drill (Critical Locations)	04/01/2019
DDoS Attack	10/29/2019
Showdown Test	02/12/2020
Alarm System	03/28/2020
Email Server Outage	07/04/2020

Reports Overview [View Reports](#)

Report	Number	Percent
Employees Missing Contact Information	35	71.4%
Locations Without Emergency Locations Set	12	76.0%
Locations Without Fire Extinguishers	7	43.8%
Past Due BCP Tests	0	0.0%
Systems/Equipment Without Recovery Plan	12	80.0%
Vendors Missing Contact Information	5	25.0%

Tandem Business Continuity Plan Software



 KEYS

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**Fill out the
survey to get
your sticker!**



 KEYS

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Thank You!

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