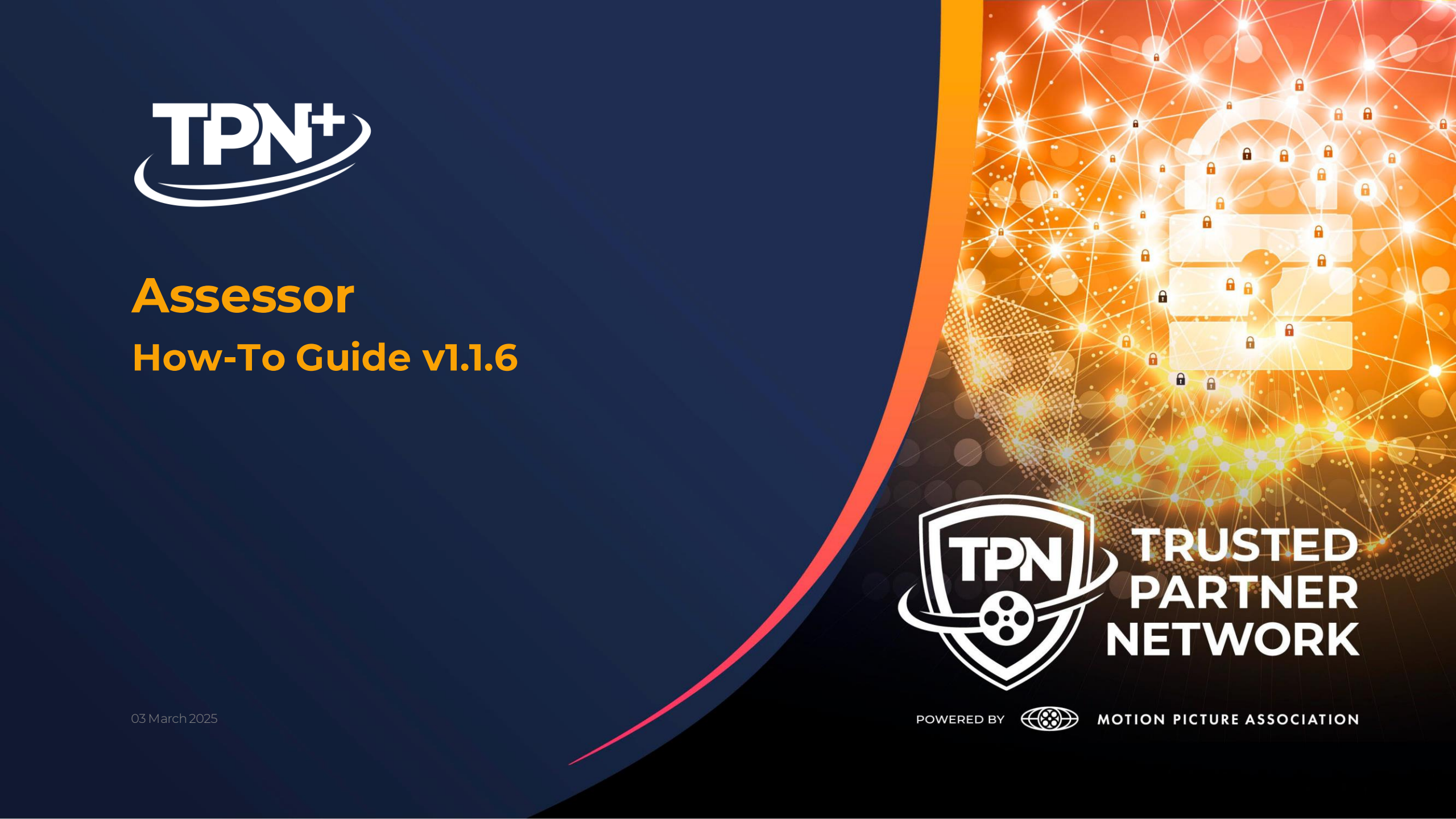
Assessor

How-To Guide v1.1.6



03 March 2025

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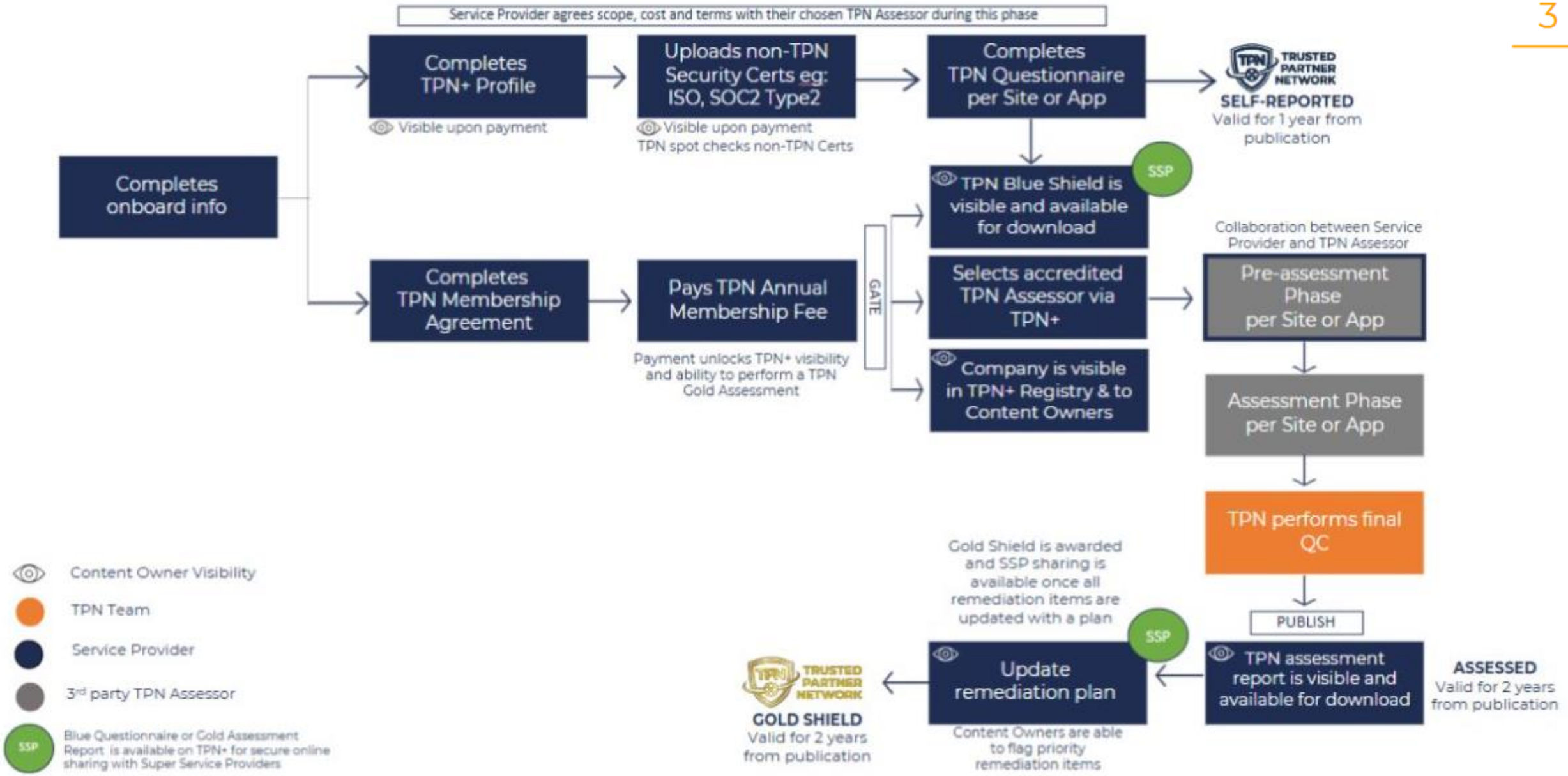
TPN+ Platform Process



Assessor: TPN+ Process Overview

ACCEPTANCE OF ASSESSMENT:
- Triggers **15 business day SLA**
- Confirm correct **scope and assessment type** has been selected
- Site or App Scoping **baseline and questionnaire answers** become available

Onboarding

Following accreditation, onboarding and agreement signature, you will receive an email to join the TPN+ platform

1

First Login / 2FA

Login using Microsoft Authenticator 2FA

2

Profile

Your Profile page will show Assessment requests that you can accept or reject.

Your profile is searchable by individual name only, not Company

3

Accept: Assessment moves to Pre-Assessment

Reject: Assessment is removed from profile and Service Provider is notified

4

Pre-Assessment

Collaborate with Service Provider to review TPN Best Practice Questionnaire, associated evidence and non-TPN Certificates

Service Providers **can update** answers in this phase

5

Perform + Submit Assessment

Report findings against Best Practice Questionnaire and submit when complete

Service Providers **can no longer** update answers in this phase

6

TPN Assessment QC

TPN to review submitted assessment and work with Assessor to address any issues

7

Assessment Complete

TPN marks the Assessment as complete, report is published, and assessment is no longer available via Assessor Profile

User System Recommendations

System Recommendations for Best User Experience

Internet Connection:

- Ensure a stable internet connection.
- High speed internet required.

Web Browser:

- Use a modern web browser.
- Keep the browser regularly updated to the latest version.
- Mobile and Tablet devices are not supported at this time.

Hardware Specifications:

- CPU: Dual-core with a clock speed of 2.5 GHz or higher.
- RAM: Minimum of 4 GB.

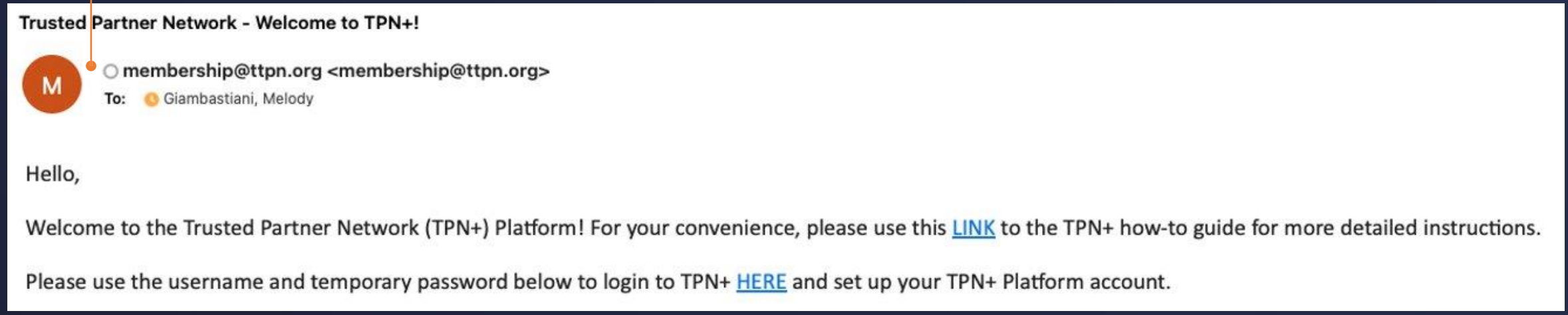
System Maintenance:

- Keep the system and browser up-to-date.
- Regular updates enhance overall performance and security of the browsing experience.

Assessor: Account Sign Up & Creation

Initial Set up/Log in

As a TPN accredited Assessor, an email will be sent to you from membership@ttpn.org with a temporary password.



Trusted Partner Network - Welcome to TPN+!

M

membership@ttpn.org <membership@ttpn.org>

To: Giambastiani, Melody

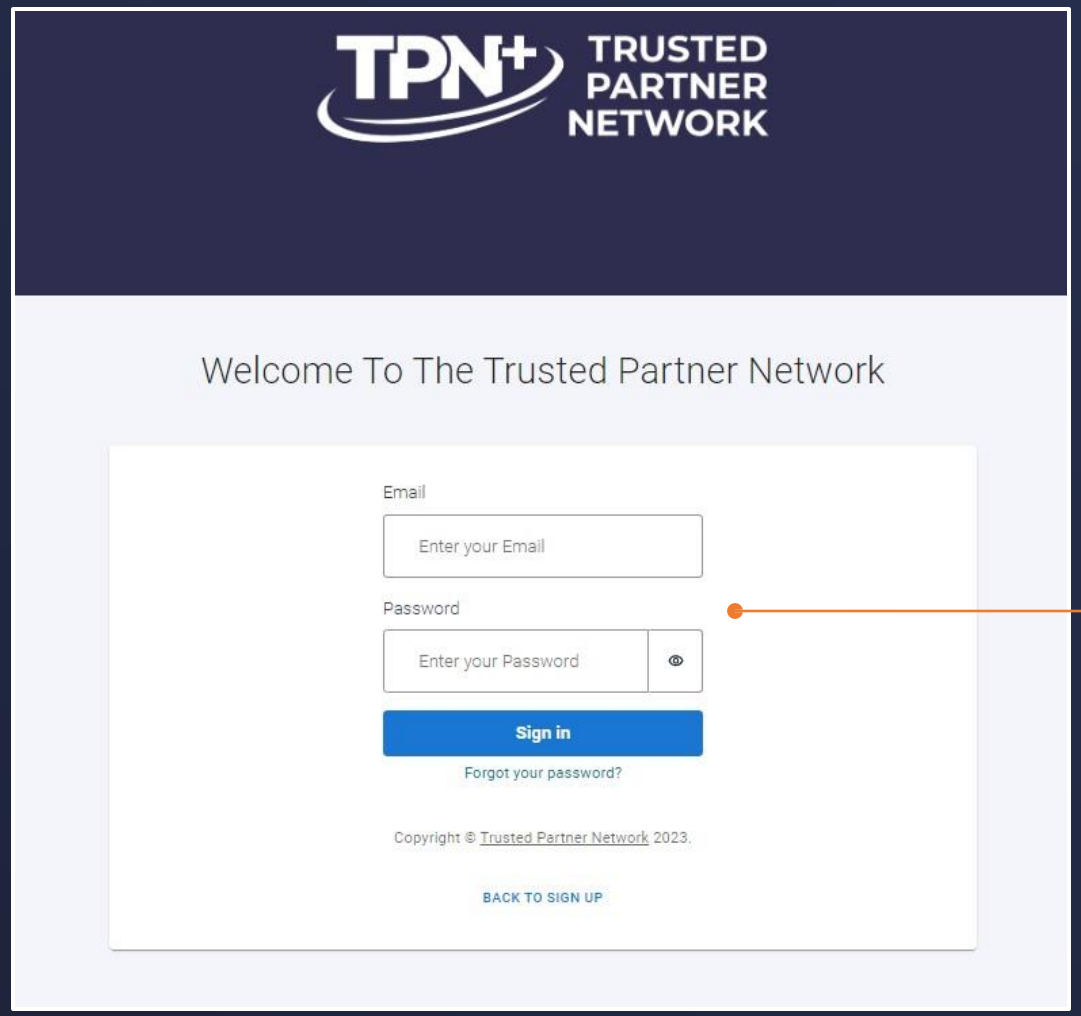
Hello,

Welcome to the Trusted Partner Network (TPN+) Platform! For your convenience, please use this LINK to the TPN+ how-to guide for more detailed instructions.

Please use the username and temporary password below to login to TPN+ HERE and set up your TPN+ Platform account.

You can then log in to the system by clicking on this hyperlink and using your temporary password.

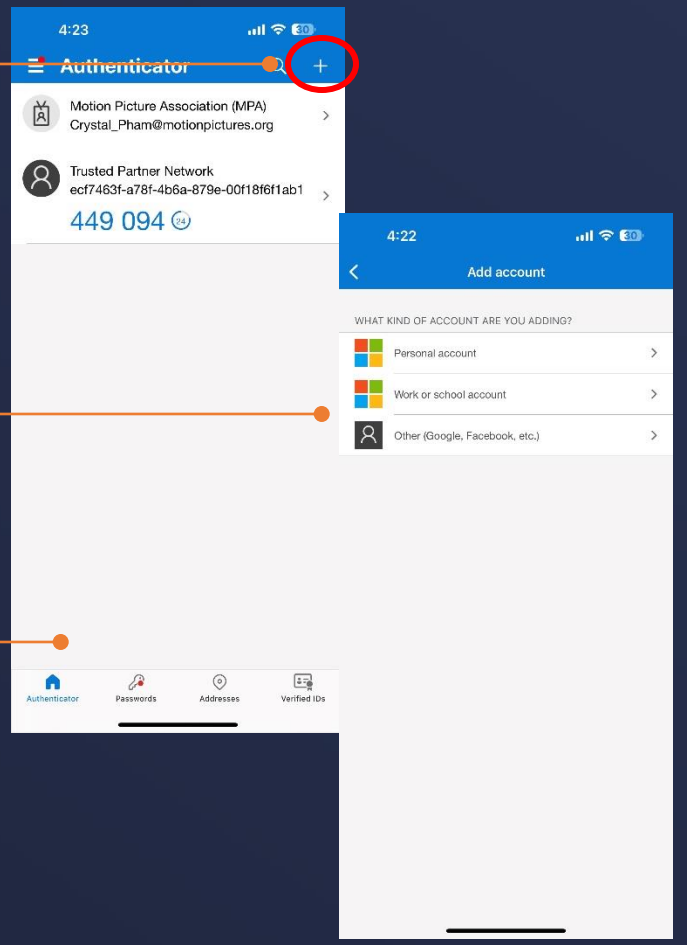
Initial Set up/Log in



You can now log in to the system by using your email and temporary password sent to you in the welcome email.

Microsoft Authenticator Setup

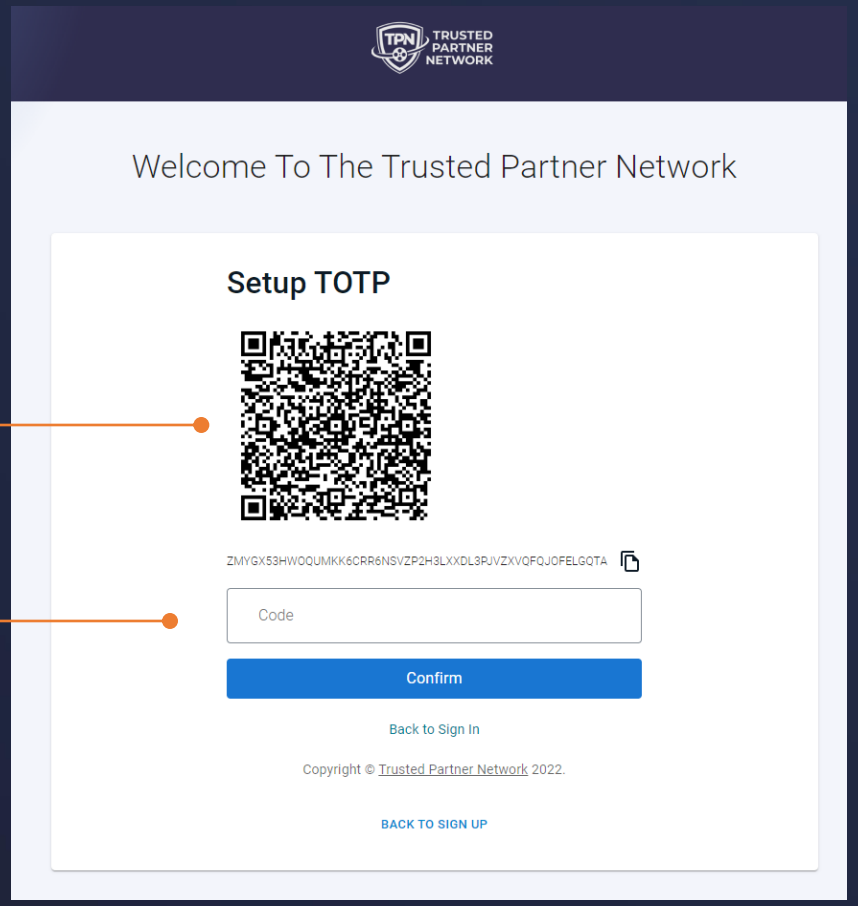
1. Download Microsoft Authenticator via link on Slide 9 or your phone's app store
2. Open Application
3. Click “+” symbol in upper right corner
   - Select Other (Google, Facebook)
4. Point your camera at the QR code
5. Your new account should appear in your Authenticator app
6. Use the one-time code to sign in to the TPN+ Platform



Initial Setup / Login

Once you have Microsoft Authenticator installed on your smartphone, using the camera on your phone, you can scan the QR code on the screen to pair the authenticator to your TPN+ user account and receive your two-factor authentication (2FA) number.

Enter the 6-digit number that appears in your Microsoft Authenticator app and press confirm to validate your secure login session.



TPN+ requires two-factor authentication (2FA). TPN+ only supports Microsoft Authenticator for 2FA validation.

Microsoft Authenticator

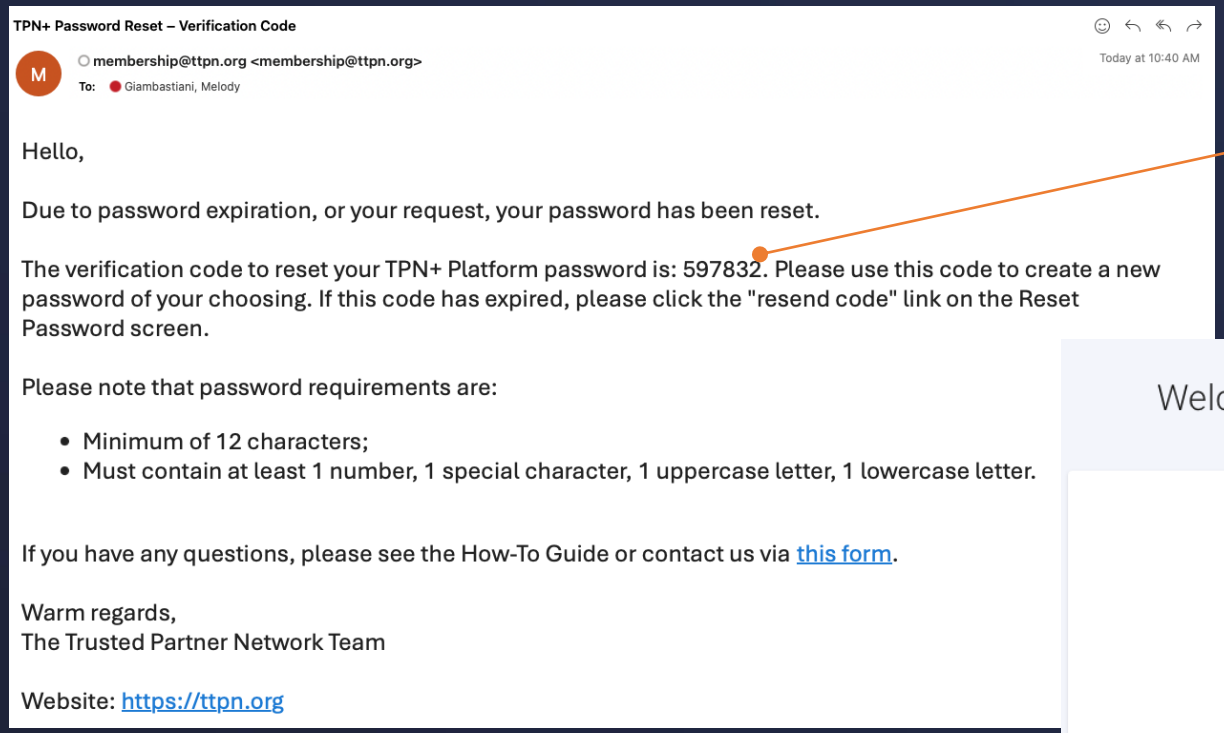
Links to Microsoft Authenticator

iPhone

Android

Important: You will need to open the Microsoft Authenticator app on your smartphone every time you log in. You will not receive a notification or text.

Password Management



TPN+ Password Reset – Verification Code

membership@ttpn.org <membership@ttpn.org>
Today at 10:40 AM
To: Giambastiani, Melody

Hello,

Due to password expiration, or your request, your password has been reset.

The verification code to reset your TPN+ Platform password is: 597832. Please use this code to create a new password of your choosing. If this code has expired, please click the "resend code" link on the Reset Password screen.

Please note that password requirements are:

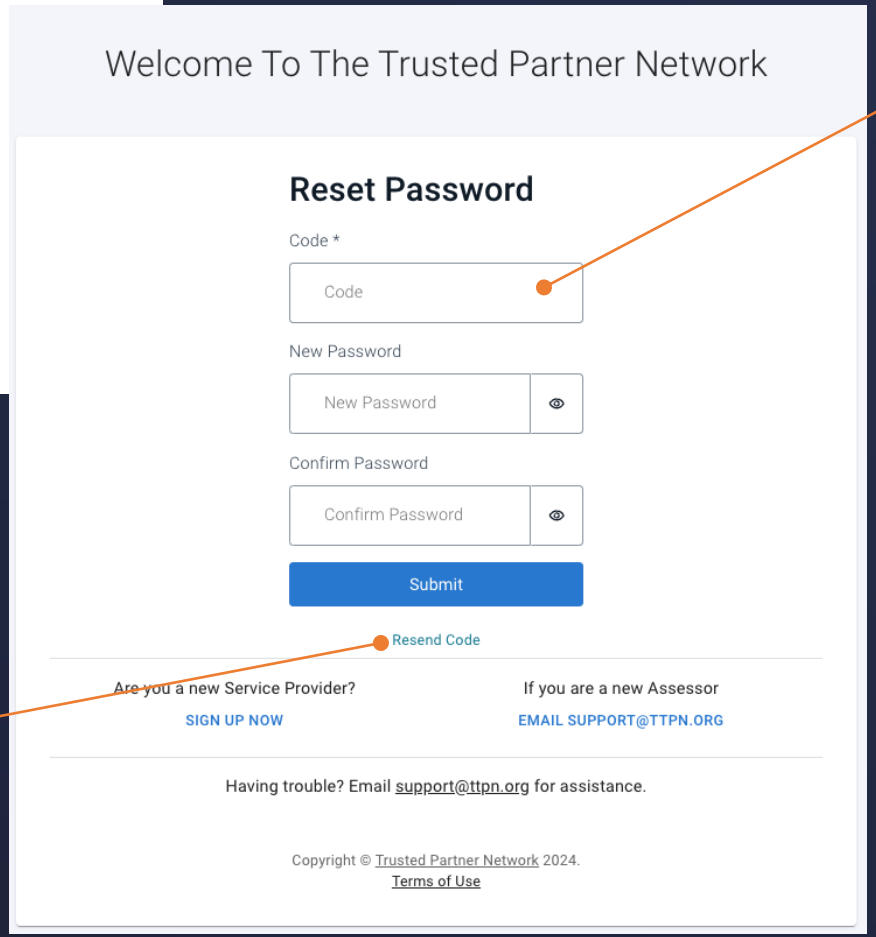
- Minimum of 12 characters;
- Must contain at least 1 number, 1 special character, 1 uppercase letter, 1 lowercase letter.

If you have any questions, please see the How-To Guide or contact us via this form.

Warm regards,
The Trusted Partner Network Team

Website: https://ttpn.org

If you reset your password, request for TPN to reset your password, or your password expires, you will receive an email with a temporary Verification Code.



You can log in to the system by using the code from the email. Enter a new password and Submit.

Please note that password requirements are:

- Minimum of 12 characters;
- Must contain at least 1 number, 1 special character, 1 uppercase letter, 1 lowercase letter.

Note: If the temporary "verification code" from the email has expired, simply click "Resend Code" - or go to the log-in page and click "Forgot password".

After completing this screen, you will be taken to the TOTP screen where you enter the code from your Authenticator app.

Assessor:
Profile Overview

Assessor Profile

Your Profile is the landing page that upon login allows you to set up and manage your account and current assessments.

Note that the Company name will be your First and Last name, as you have been accredited as an Individual, and this is how you will be visible to Service Providers for Assessment selections.

Registries: view list of all Service Providers and Applications and their shield status

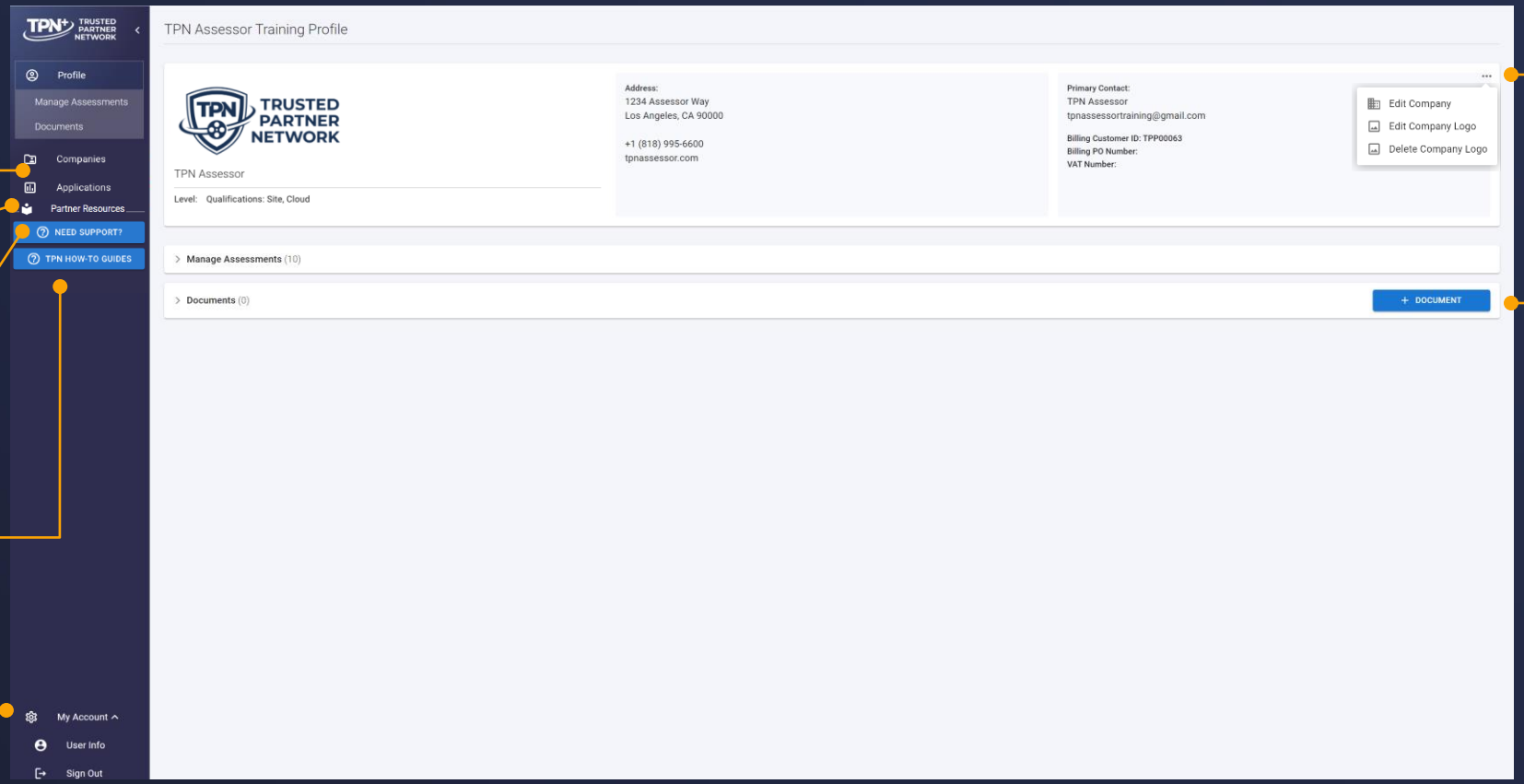
Parter Resources: Click here to acces

Need Support: create support tickets for assistance from TPN Support Team

How-To Guides: view support manuals for Assessors and Service Providers

Manage Assessments: accept requests and perform assessments

User Info: change or update your individual account details



Company Details: change or update address, primary contact information, or logo

Documents: Add and manage any files you would like to store on TPN+

To change your email address, please click "Need Support?"
or email support@ttpn.org to open a service ticket.

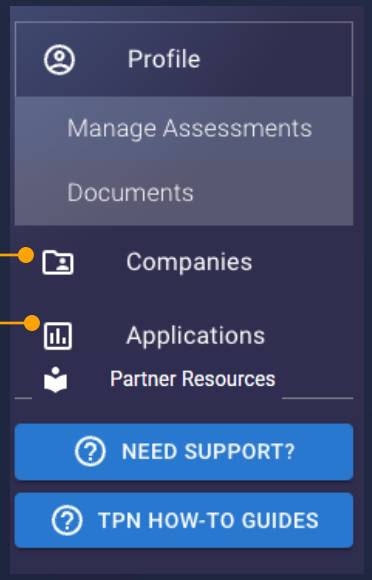
Assessor Profile - Registries

You can access the Companies and Applications registries via your profile.

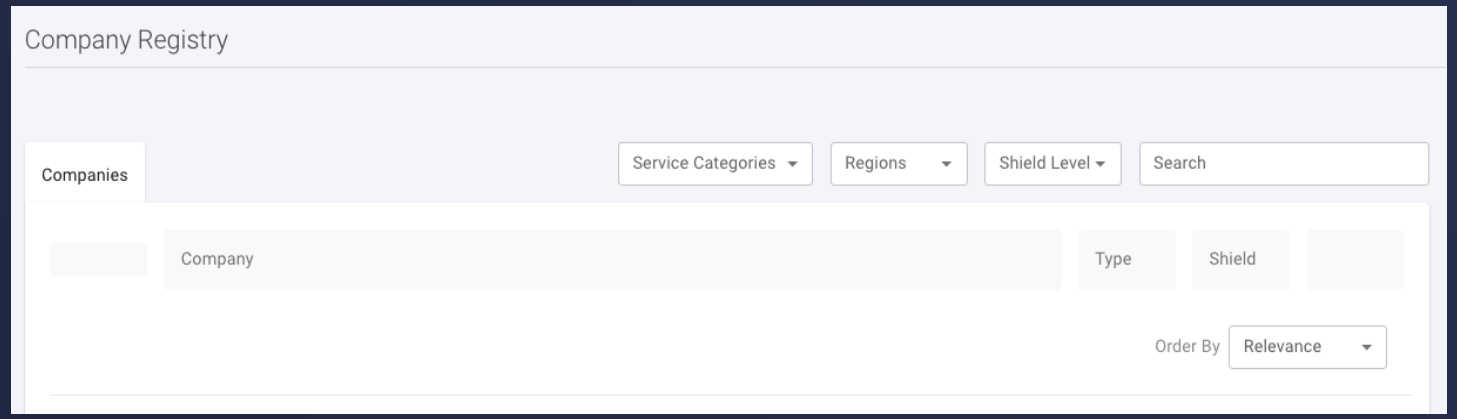
In the top left of your Profile:

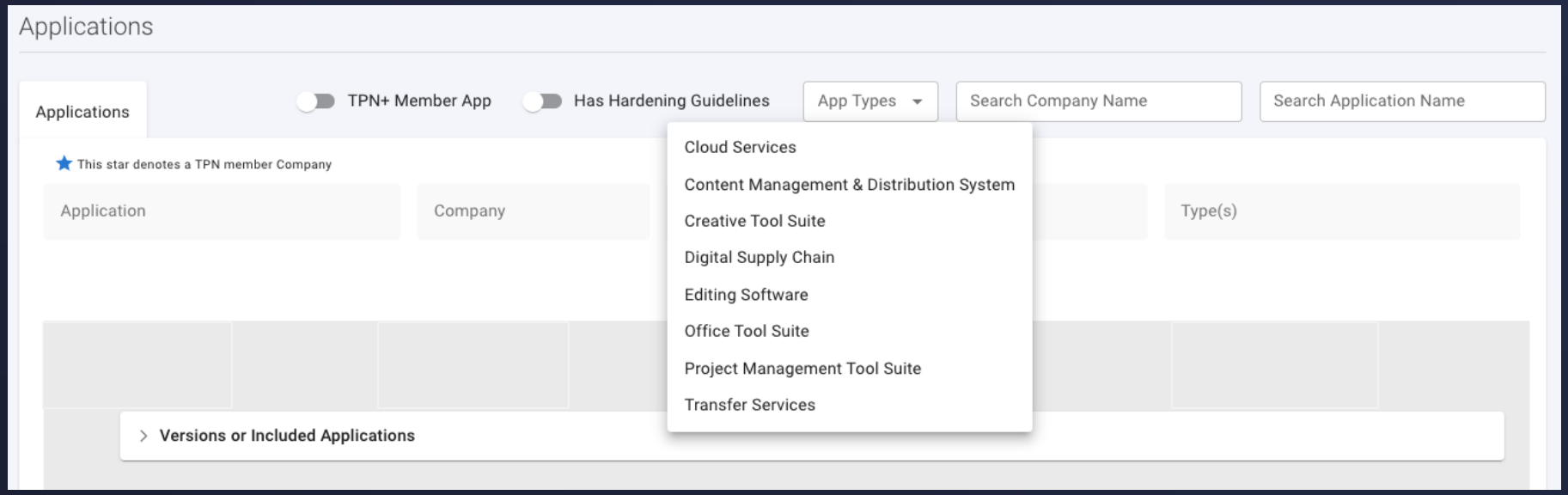
Click here for the **Companies** registry

Click here for the **Applications** registry



In the **Companies** registry, you can see all TPN member Service Providers. You can filter by **Service Categories**, **Region** or **Shield Level** – or search by Company name.





In the **Applications** registry, you can see all applications entered in TPN+ by TPN member Service Providers.

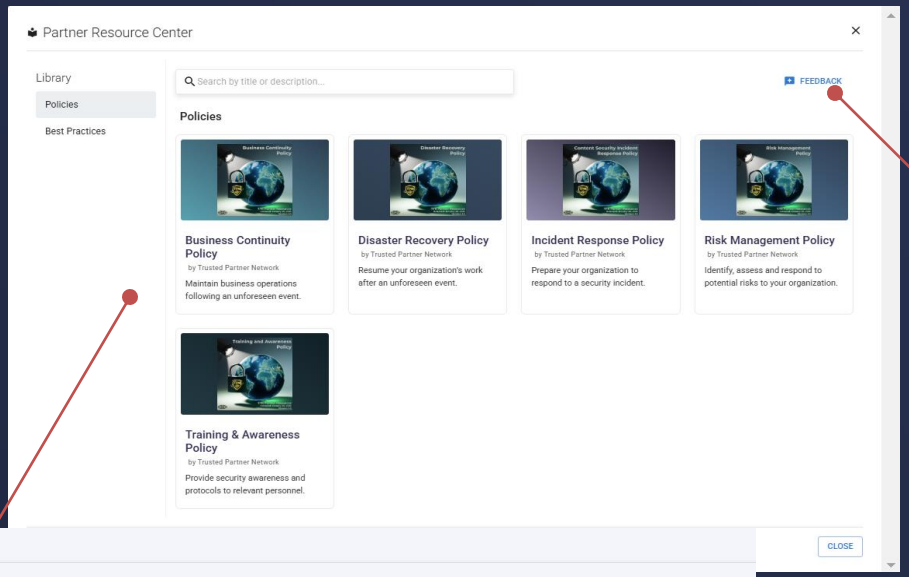
You can filter by **App Types**, search by Company and/or Application name, and there are toggles for "**TPN+ Member App**" and "**Has Hardening Guidelines**".

You can access any Hardening Guidelines that have been uploaded.

Partner Resource Center

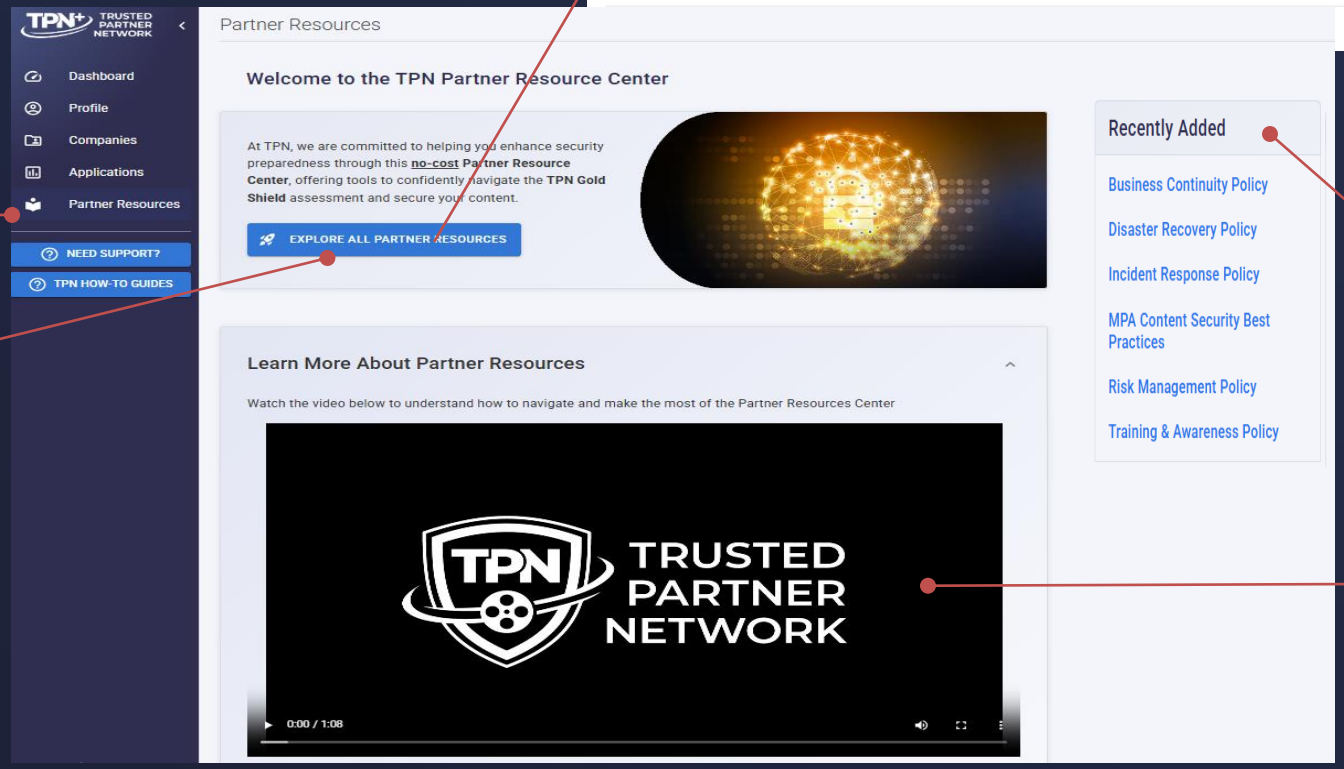
The **TPN Partner Resource Center** is a free resource hub that includes customizable policy templates and reference materials to enhance your security preparedness.

These tools simplify building and maintaining a robust security framework tailored to the unique challenges of the media and entertainment industry.



Click **Feedback** to open a support ticket.

We would love to hear what other resources would be helpful to you!



Explore All Partner Resouces will open an expanded view of all available resources. Each document is downloadable for use.

Recently Added shows a quick view of newly added resources

A short video is available to familiarize yourself with the Partner Resource Center

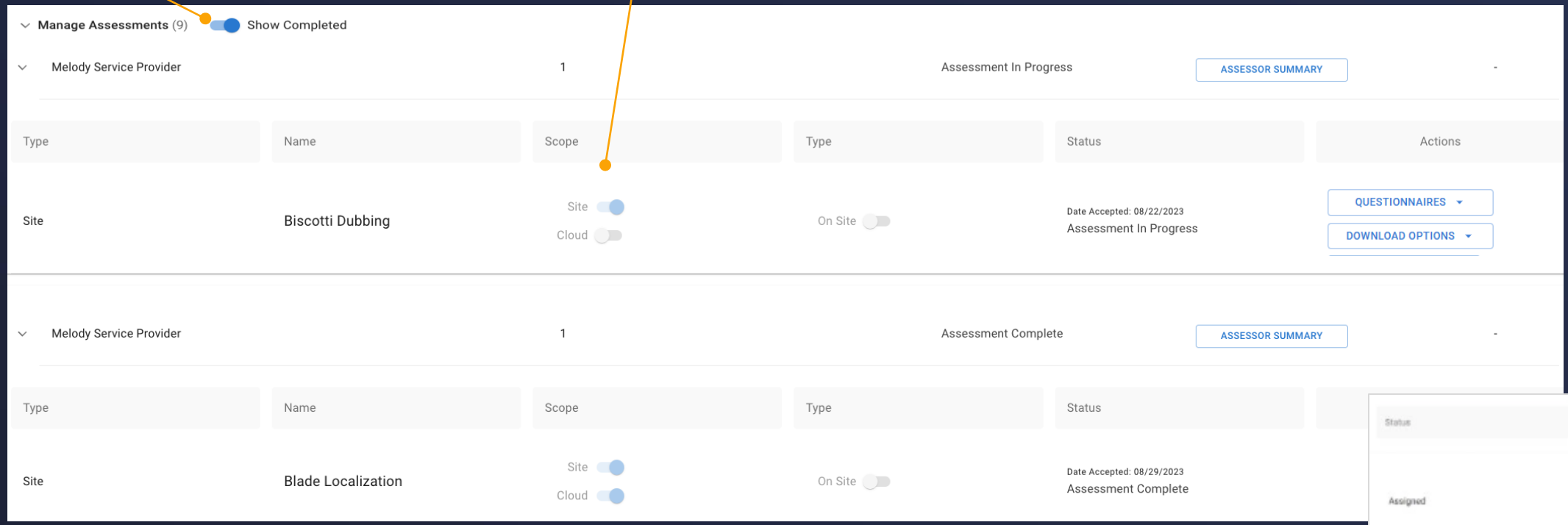
Assessor: Managing Assessment Requests

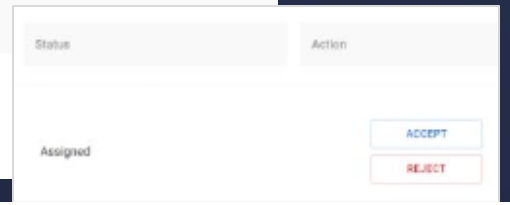
Managing Assessment Requests

Once a Service Provider assigns an assessment request to you,
the request will appear in the "Manage Assessments" section.

This toggle allows completed assessments to be filtered out of view

See assessment **scope** and **type** including if on-site assessment is required.
See next slide for **important note** about updating these toggles if incorrect.

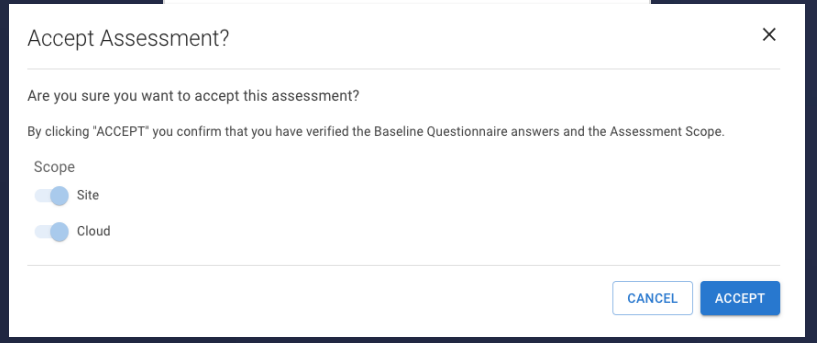




Once the request is made, you can either **Accept** or **Reject** the requested assessment.

Accepting an assessment will update the status to **Pre-assessment**. **Note that this action starts the clock for the 15-business day turnaround SLA.**

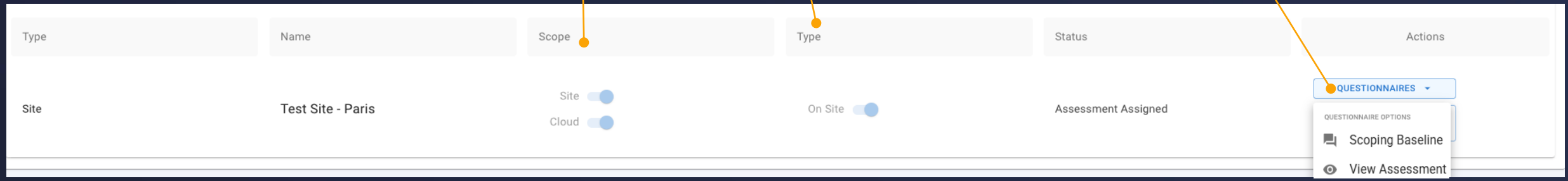
Rejecting an assessment will remove the request from your profile once the Service Provider re-assigns or deletes it. This will also update the Service Provider's request to a status of "rejected".

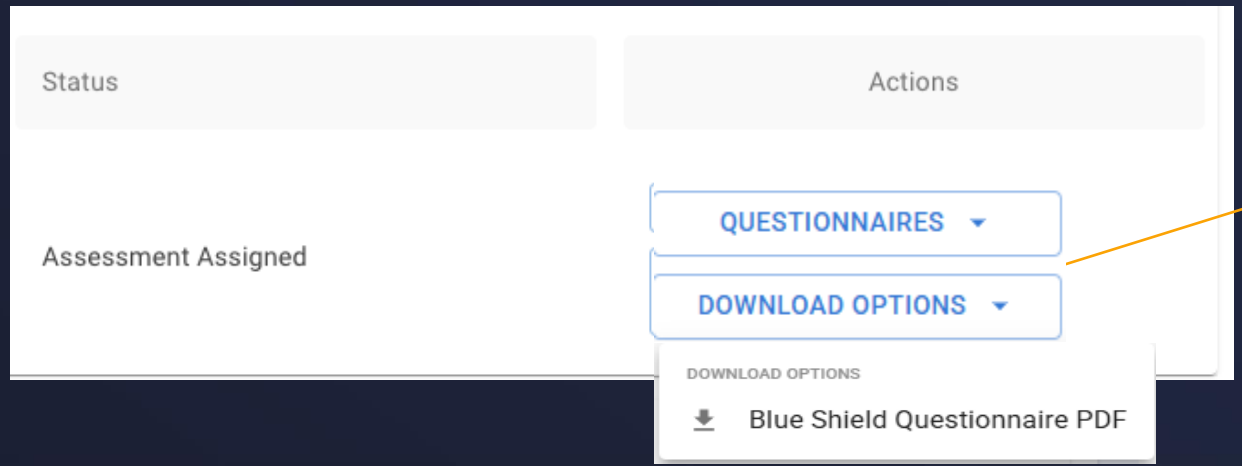


Managing Assessment Requests – Questionnaire Access

Important:
If the assessment **Type** (on-site or remote) assessment is incorrect, ask the Service Provider to update **before you accept the assessment**.
If the assessment **Scope** (site or cloud) is incorrect, ask the Service Provider to update their Scoping Baseline Environments answer during the Pre-Assessment phase.

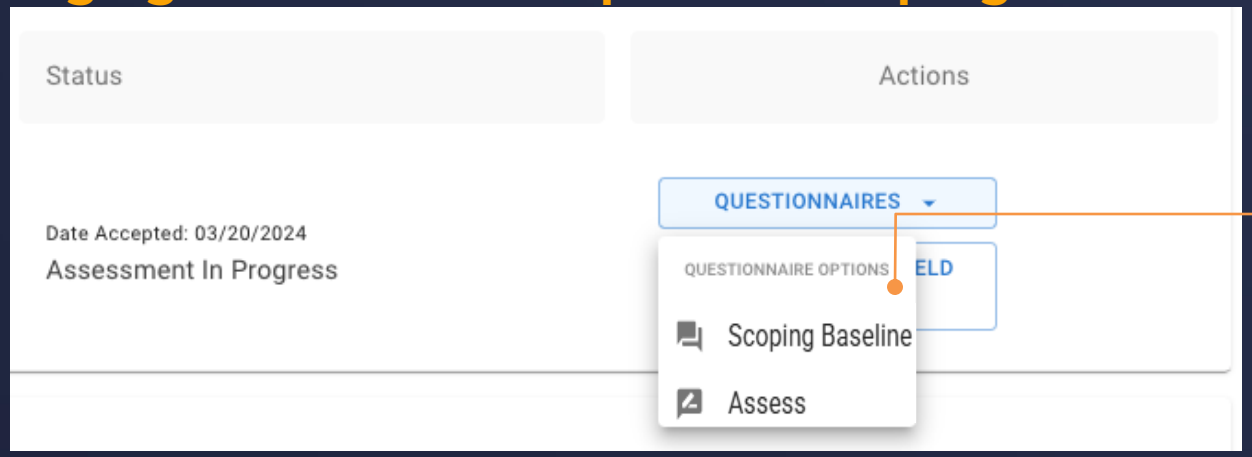
To help determine the scope of the assessment, before you accept it, you can click into the Service Provider's Scoping Baseline answers or click on **View Assessment** to access their TPN Questionnaire answers.



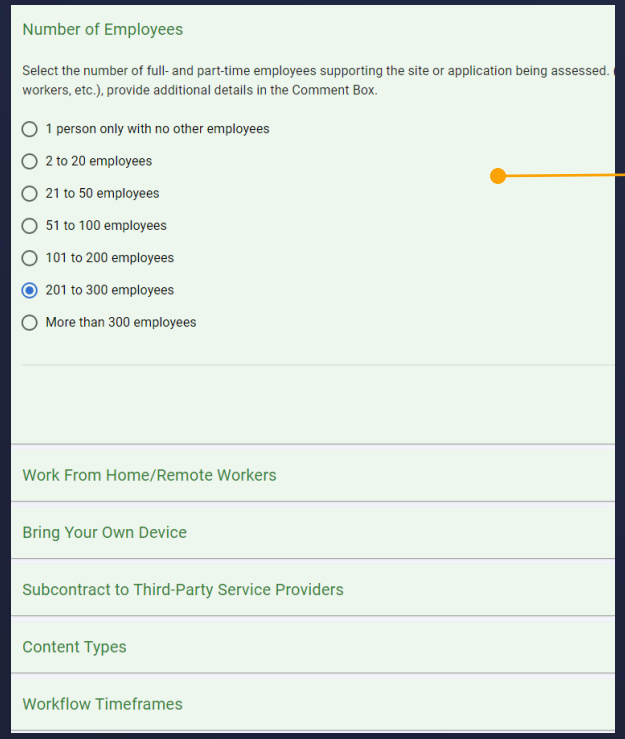


To download a PDF version of the Service Provider's full TPN Questionnaire, click on **Download Options** then **Download Blue Shield Report**. This option is accessible until the assessment is complete.

Managing Assessment Requests – Scoping Baseline Questionnaire Access



Even after you accept an assessment, you can still access the Service Provider's Scoping Baseline answers via the Questionnaires dropdown.



The Site or Application Scoping Baseline Questionnaire includes:

- Number of Employees
- Work From Home/Remote Workers
- Bring Your Own Device
- Subcontract to Third-Party Service Providers
- Content Types
- Workflow Timeframes
- Physical Content Assets
- Environments
- Replication Facilities
- Software Development
- Data Center & Co-locations
- Other Studio Assessments
- Automated Compliance Tracking Applications
- Key Delivery Messages (KDM) for Digital Cinema Packages (DCP)
- Zero Trust Architecture (ZTA)
- Artificial Intelligence (AI) and/or Machine Learning (ML)

This information will assist assessment scoping.

Assessor: Assessment Definitions

Definitions

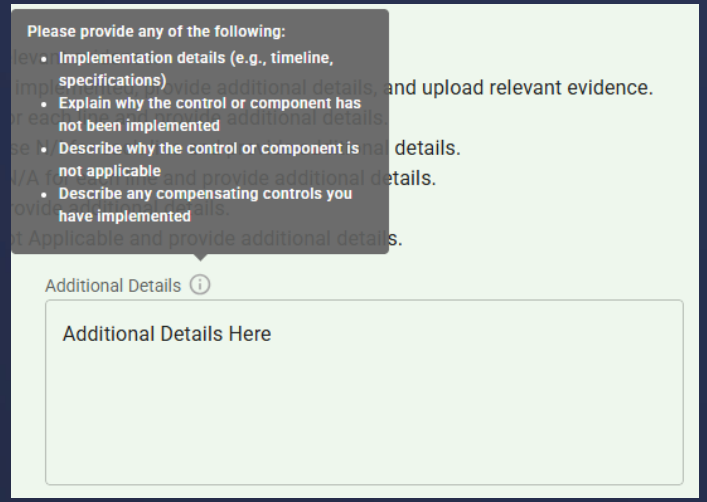
- **Best Practice vs. Additional Recommendations**
  - **Best Practice**
    - Minimum requirements where all components need to be fully met to fulfill the overall Best Practice.
  - **Additional Recommendations**
    - Supplemental recommendations for Best Practices implementation. **These are not requirements.**

- **Evidence vs. Finding vs. Remediation**
  - **Evidence**: Artifacts uploaded or shared to confirm Best Practice implementation, validated by assessors.
  - **Finding**: Gaps where components don't meet Best Practices, requiring a remediation plan.
    - See next slide for full definition of **Assessor Finding**.
  - **Remediation**: Actions to address or mitigate a Finding.
  - ***Content Owners need visibility on findings to make risk-based decisions and may request remediations.***

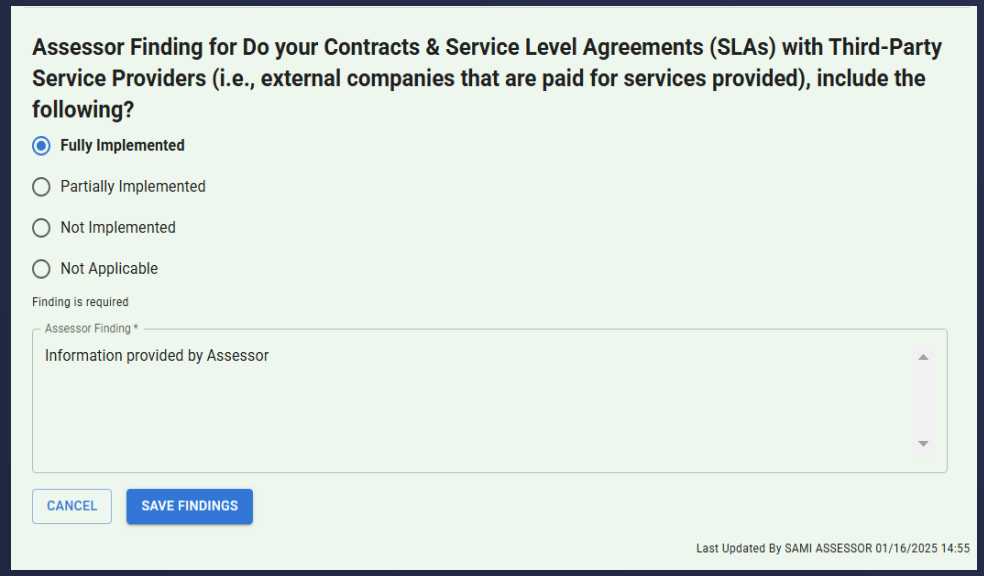
Note: If the Assessor explains evidence validation in the Best Practice(s) and it also applies to the Additional Recommendations, the evidence validation does not need to be repeated. It can be in the Best Practice(s) Assessor Finding box.

Definitions

- **Service Provider Details (Visible in report)**
  - Explanation of what is **Partially Implemented**, **Not Implemented**, or **Not Applicable**, including reasons and compensating controls.
  - Optional: If Implemented, describe attached evidence.

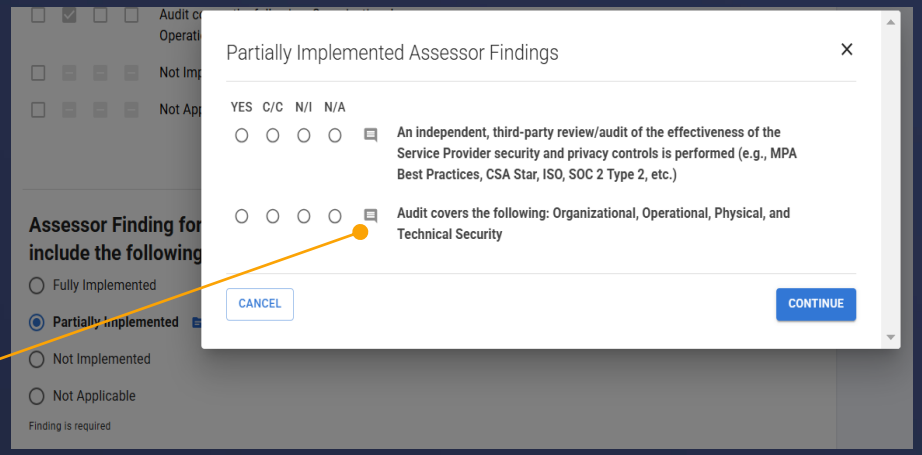


- **Assessor Findings (Visible in report)**
  - For **Implemented** components:
    - Describe evidence and how it was validated, as Content Owners can't view comments or evidence that is not marked "Visible to CO" by the Service Provider.
    - Include any additional information such as summarized implementation details, specifications, context, versions, etc.
  - For **Not Implemented** components: provide observations, compensating controls, remediation guidance, and provide reasons if not applicable.
  - For **Not Applicable**: explain why it's Not Applicable.
  - For **Partially Implemented** components, please see next slide.
  - ***Note: Assessor's response is final.***



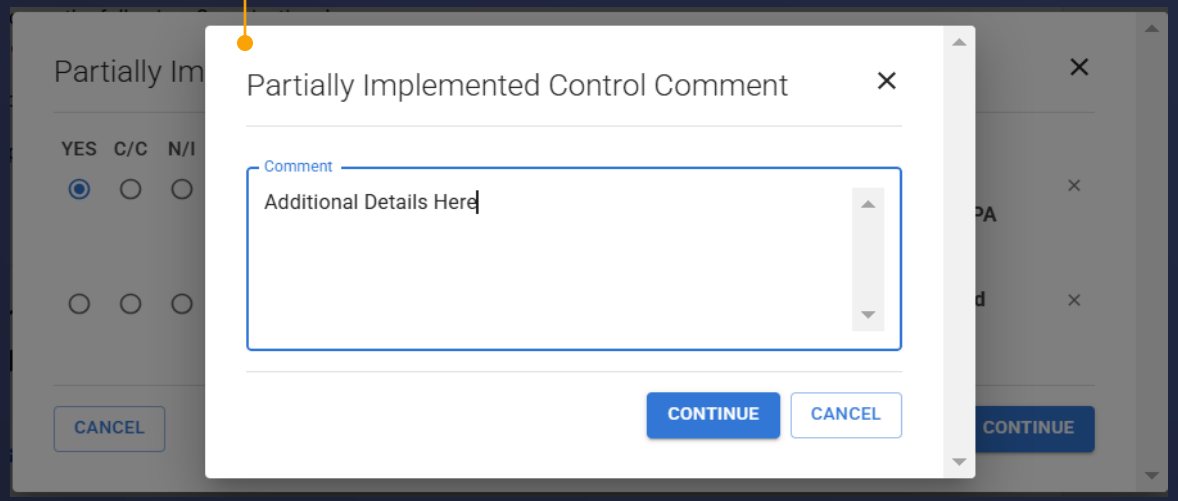
Partially Implemented Components

- When **Partially Implemented** is selected, a pop-up box will allow you to select Yes (Implemented), C/C (Compensated Control), N/I (Not Implemented) or N/A (Not Applicable) for each component.
- For **Partially Implemented** components: Provide your findings (observations, compensating controls, implementation details, etc., and/or reasons why not applicable).
  - To add text per component, click on the note icon of each row

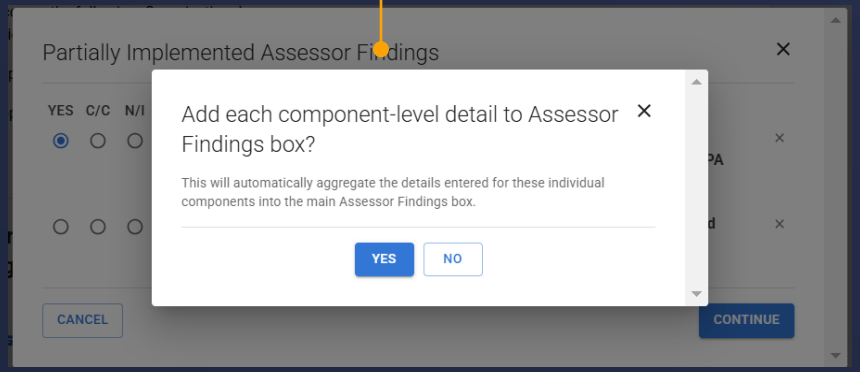


Note: Adding text to each component is optional. You can alternatively enter text directly into the **Assessor Finding** box and/or edit within that box only.

Only the text in the **Assessor Finding** box will appear in the final report.

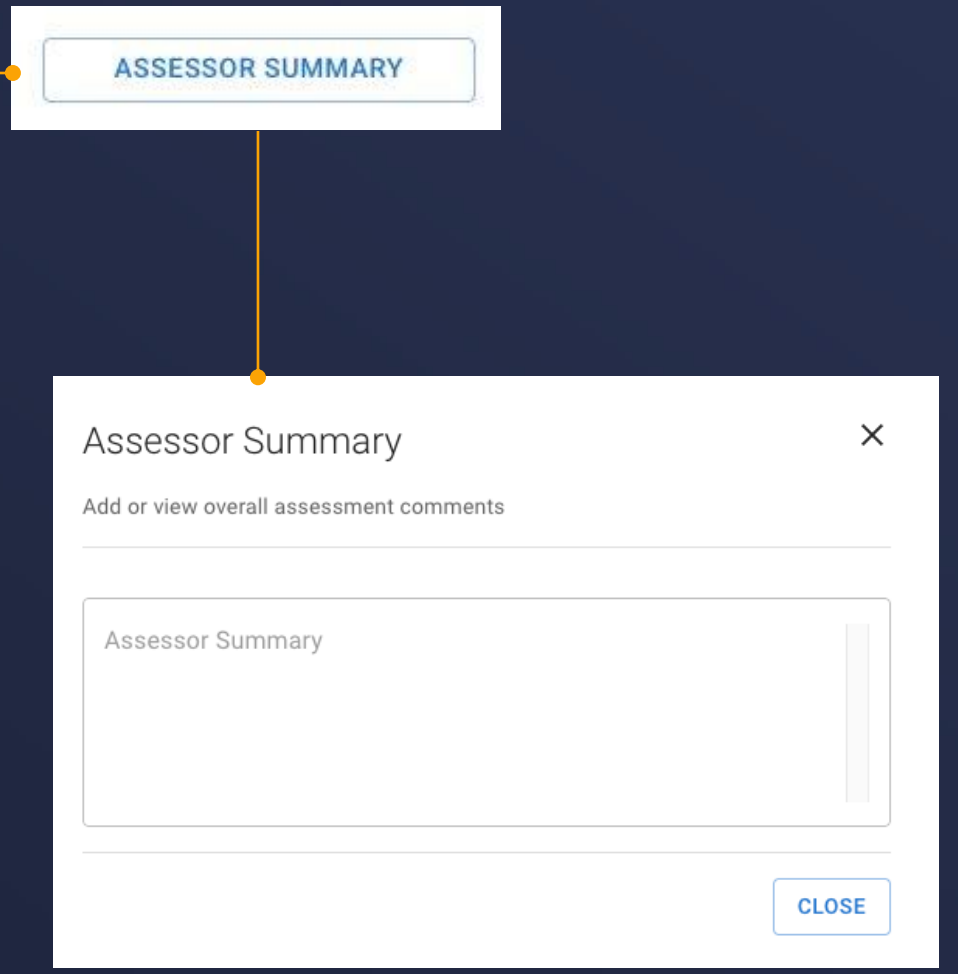


- Once you have added findings to each component, click **continue**. You will be asked if you would like to add each component-level detail to the main Assessor Findings box for that control.



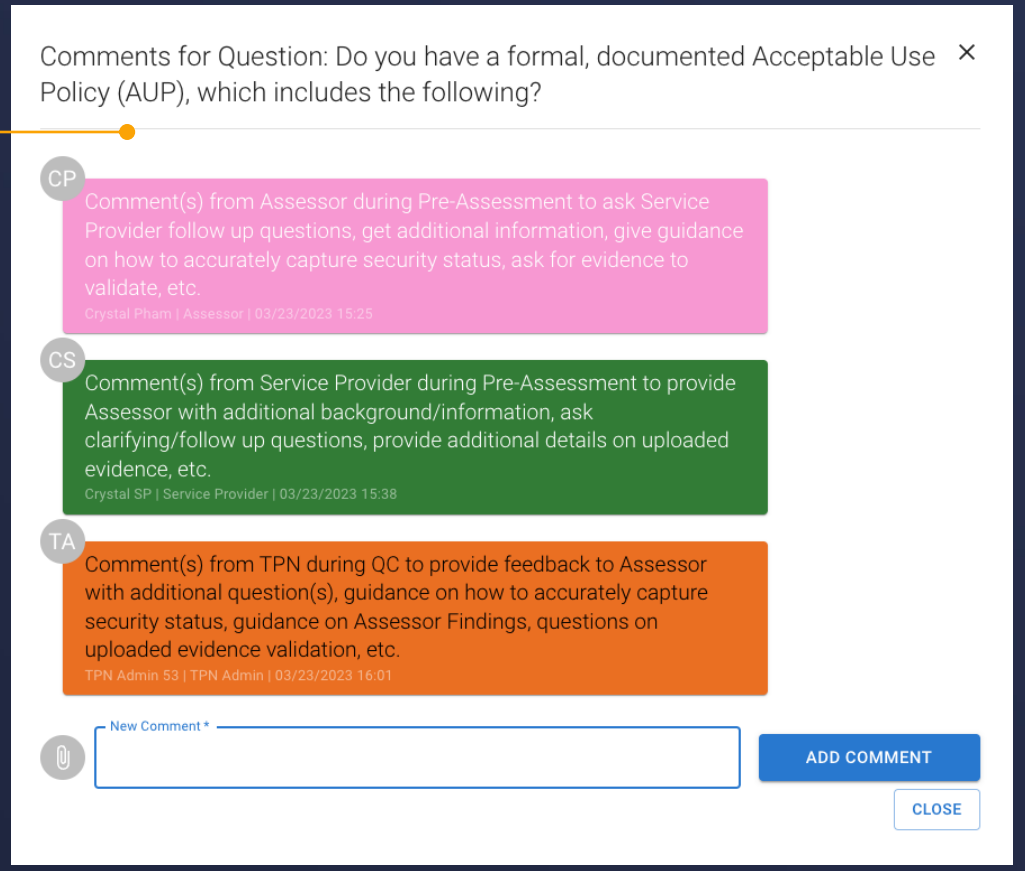
Definitions

- **Assessor Summary (Visible in report)**
  - A freeform text box that allows assessors to add a summary or extra context beyond specific control findings.
  - The "Assessor Summary" button appears in the Manage Assessments row and can be edited during the assessment.
  - After completion, it will appear in the "Assessor Summary" section of the PDF report for the Service Provider and Content Owners.
  - Assessors can summarize overall security posture and explain any evidence that is referenced throughout the Assessment.



Definitions

- **Comments**
  - Service Providers, Assessors and TPN Admin can leave messages in the comments section of an Assessment. These can include questions, more information, etc.
  - Comments are NOT visible to Content Owners and are NOT included in the final report.
- **TPN+ Global Pass**
  - Process provided to SPs with 5+ sites and/or applications upon request – to offer efficiency for sites/apps that fully implement the same Best Practices across all the sites/apps.
  - These are not TPN-verified and still need to be validated and explained by the Assessor.



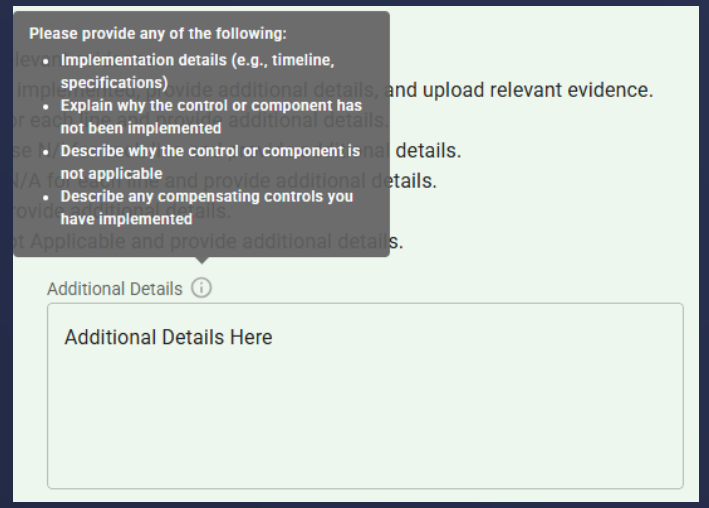
Assessor: Pre-Assessment

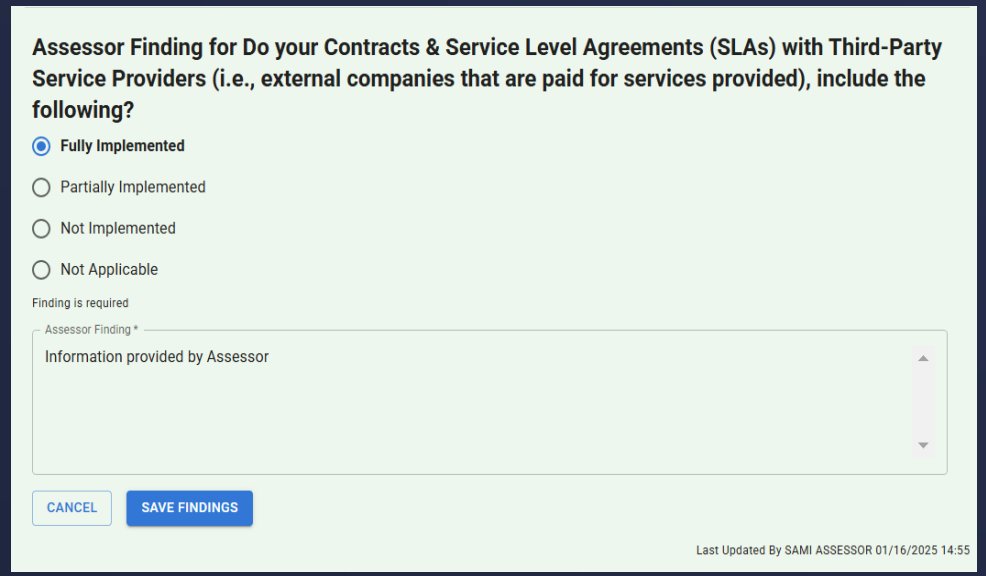
Important context to keep in mind while reviewing Questionnaire during Pre-Assessment

- The bulk of the Assessor and Service Provider's work together happens during the **Pre-Assessment**, where the TPN Questionnaire is **unlocked** for Service Providers to update their security status.

- Remind Service Providers their text will be visible to Content Owners in the report, so adding detail is in their best interest.

- Since Content Owners can't see evidence (unless marked "public") or chat comments, the Assessor must provide necessary details in the Assessor Findings to ensure Content Owners can make informed decisions.

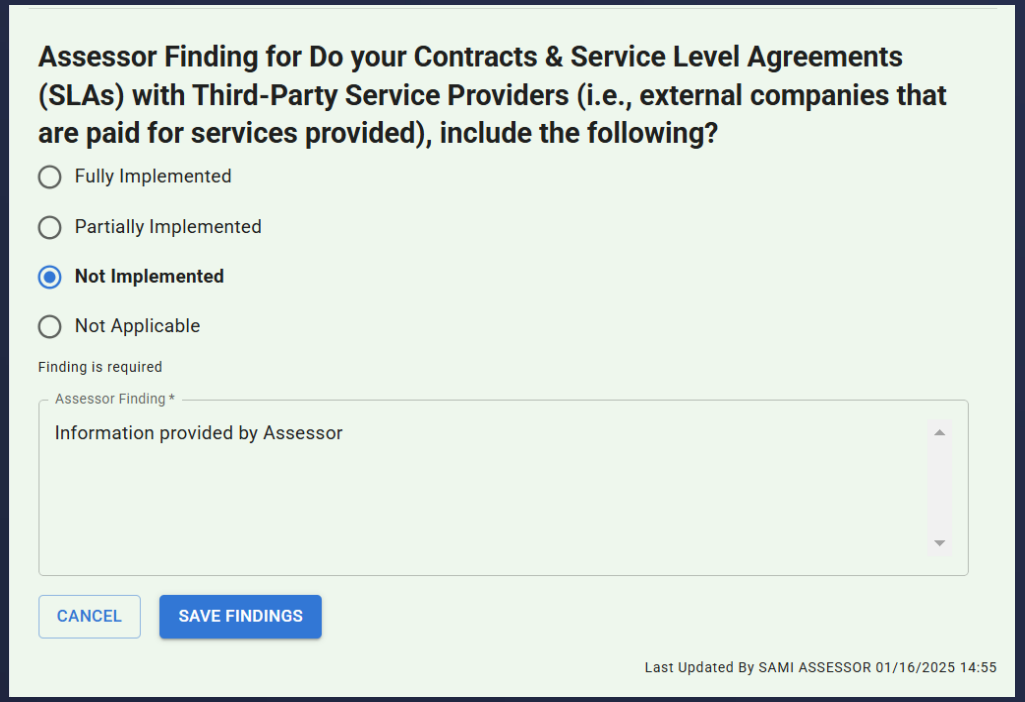




Scenarios to address with Service Providers during Pre-Assessment: Evidence

Evidence:

- Did the Service Provider provide evidence for all answers? If not, ask questions (outside the platform or via chat) to ensure confidence in their answers.
- Assessors should judge the quality of evidence and request further validation if necessary (e.g., documentation, interviews, walkthroughs).
- **Assessor Finding:** Describe the evidence validation in your **Assessor Finding** so Content Owners know how you verified implementation.
- Content Owners can only see evidence marked "public".



Scenarios to address with Service Providers during Pre-Assessment: Answers

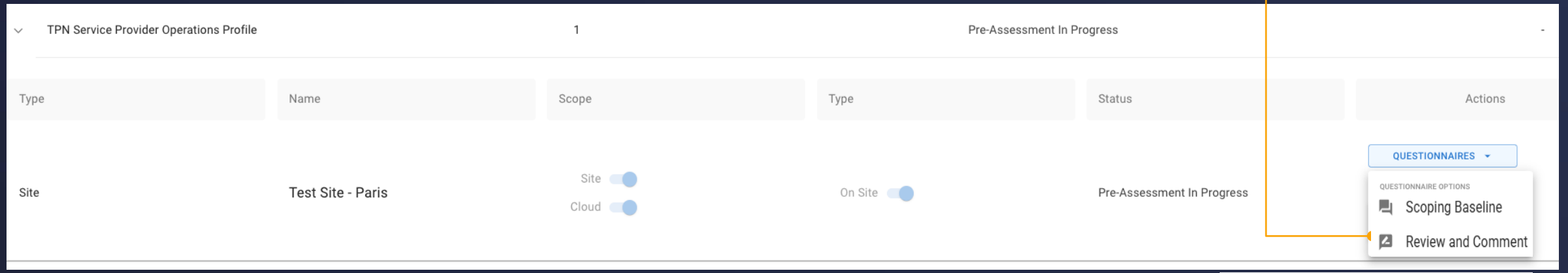
Correct Answers:

- Ensure the Service Provider properly answered all questions:
  - **Fully Implemented** if all components of the Best Practice or Additional Recommendation are implemented and were validated by the Assessor.
  - **Partially Implemented** if some but not all components are implemented and validated. Note in your Finding what is not implemented plus any additional information, including compensating controls, or reasons to help the Content Owners understand the gap.
  - **Not Implemented** if none of the components are implemented, with any details the Content Owner should know.
  - **Not Applicable** if the Best Practice or Additional Recommendation is wholly not applicable to the Service Provider and explain why.
- ***Note: Assessor's response is final.***

Note: If the Service Provider selects **Not Applicable** or **Not Implemented**, they will not see subsequent questions due to Questionnaire logic. Please make sure that they have only selected **Not Applicable** or **Not Implemented** if they are sure this is the correct indication. This needs to be addressed during the Pre-Assessment phase.

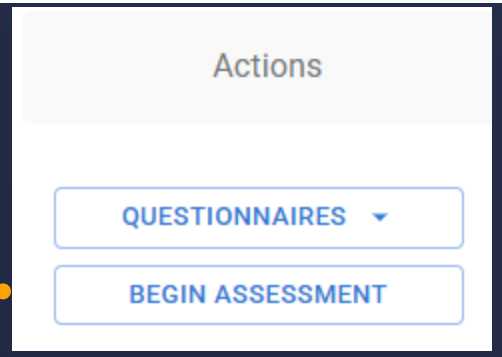
Pre-Assessment Overview: Getting Started

By clicking **Review and Comment** you view the TPN Best Practices Questionnaire and can communicate with the Service Provider to request additional information and evidence. During the pre-assessment phase, the Service Provider may update answers prior to beginning the formal assessment.

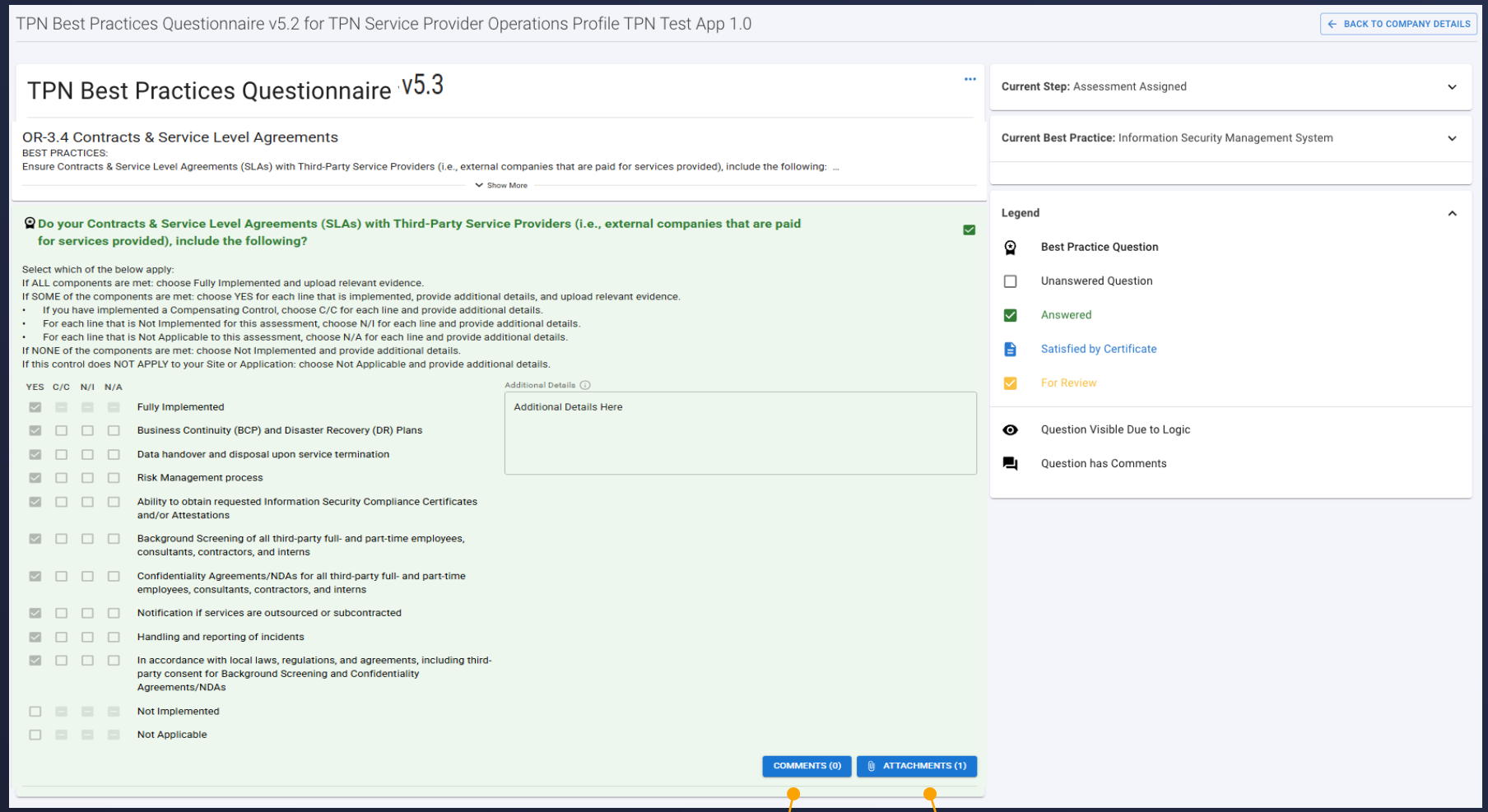


Please Note: Clicking **Begin Assessment** starts the formal assessment of the Site or Application and changes the status to **Assessment in Progress.**

During this phase, **the Service Provider is unable to make any further changes to their answers.**



Pre-Assessment Questionnaire View – Review & Comment

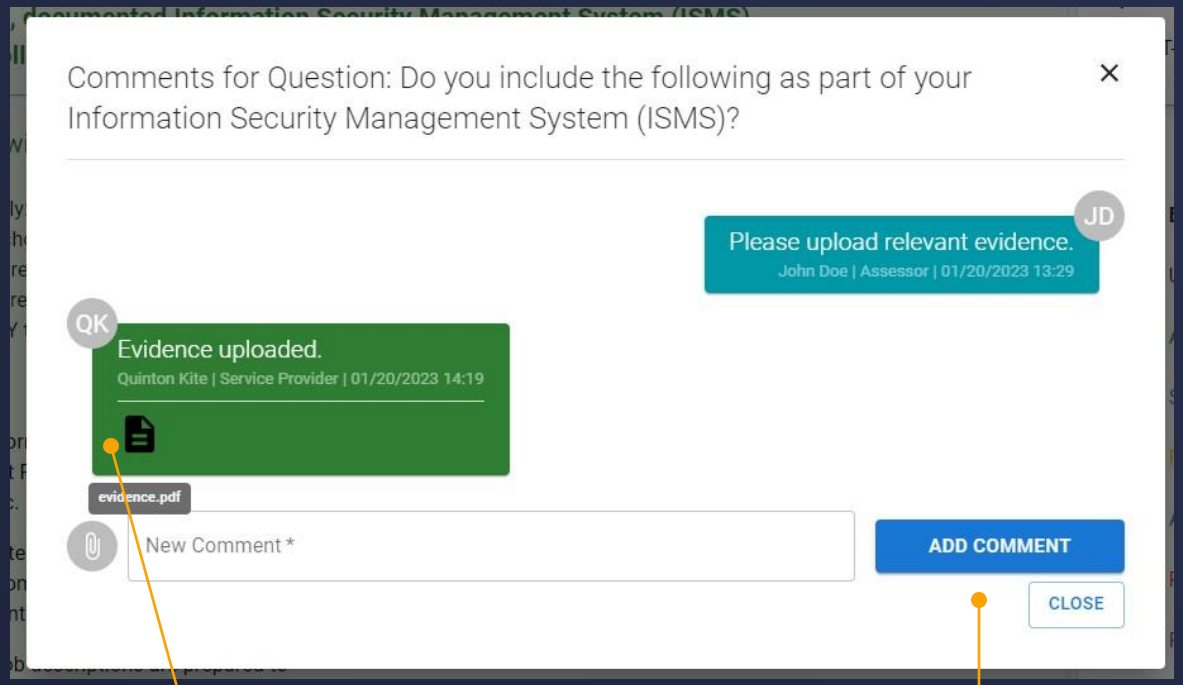


During the pre-assessment phase, Assessor should review all answers and attachments uploaded as well as any certifications tagged to the Site or App. If any errors are found, Assessors may ask the Service Provider to update their answers, evidence, or certificates via the **Comments** button.

To begin a dialogue with the Service Provider, click the **Comments** button.

To review evidence uploaded on a question, click the **Attachments** button.
This will open a preview of the file, then you can choose to download by clicking the down arrow.

Pre-Assessment – Commenting



TPN are validating all non-TPN certifications. If you discover an incorrect or expired non-TPN cert, please instruct the Service Provider to remove or update it.

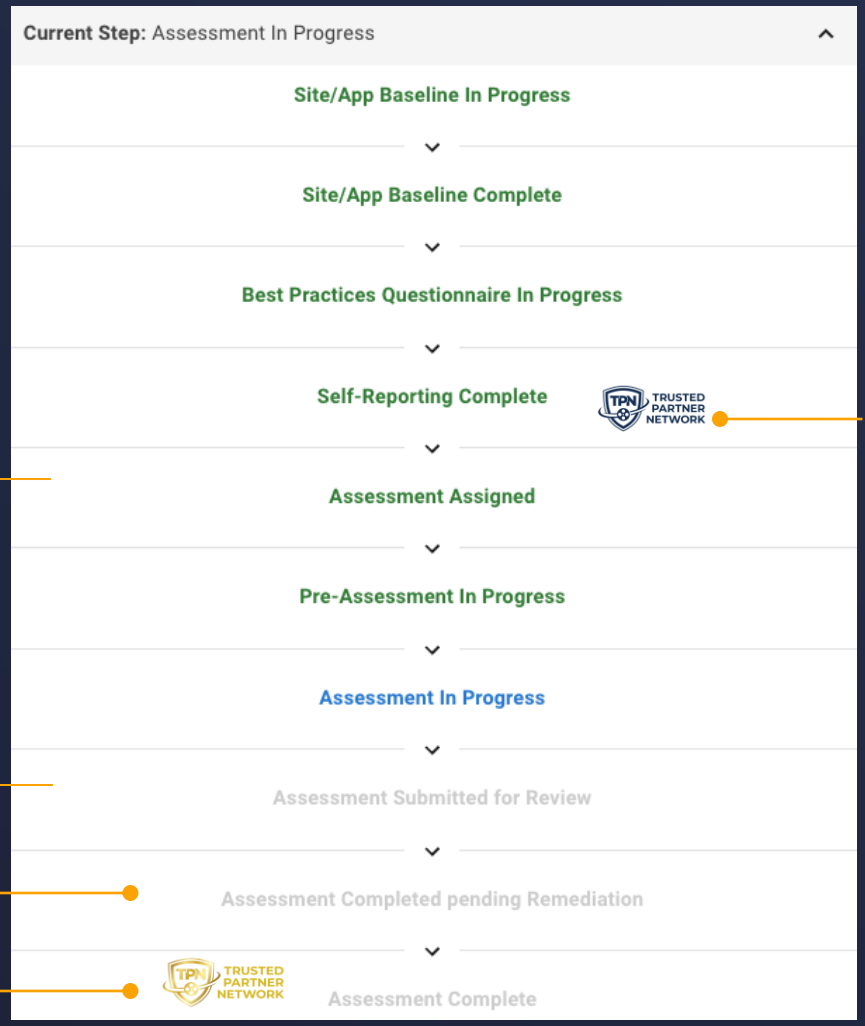
NOTE: if removed, some automated answers will no longer be pre-populated.

The Service Provider can respond and provide attachments with requested evidence for review prior to going into the assessment phase.

Enter your comment and submit with **Add Comment** to send a message to the service provider.

Assessment Questionnaire View – Progress List

In the top right-hand corner of the TPN Best Practice questionnaire screen you can click down and see this progress list as a Site or Application moves through the TPN+ platform to Blue or Gold Shield status including remediation management.



The Questionnaire is locked and published and the **TPN Blue Shield** is awarded.

This section is where Assessors will be involved in the process.

TPN approved the assessment and Service Provider can enter remediation plans on open findings.

Remediation plans entered and the TPN Gold Shield awarded.

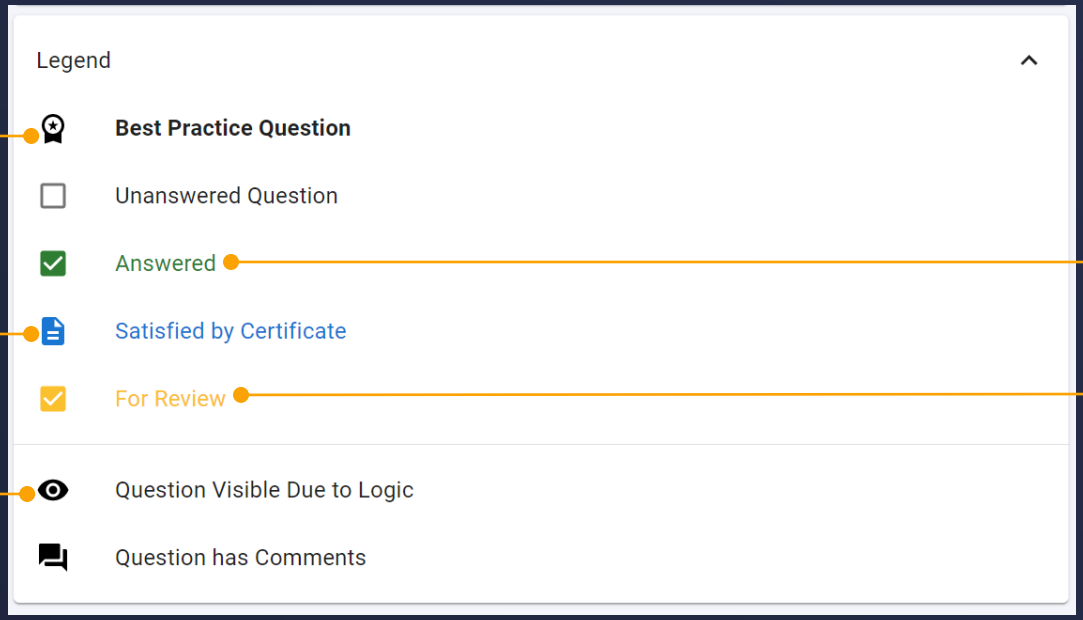
Pre-Assessment Questionnaire View – Legend

The following Legend items are applicable when viewing the completed **TPN Best Practices Questionnaire**:

This symbol denotes a Best Practice question, all other questions are Additional Recommendations.

This answer was pre-populated based on an associated non-TPN certificate the Service Provider uploaded.

Hovering over this icon on a question will explain why the question is being displayed.

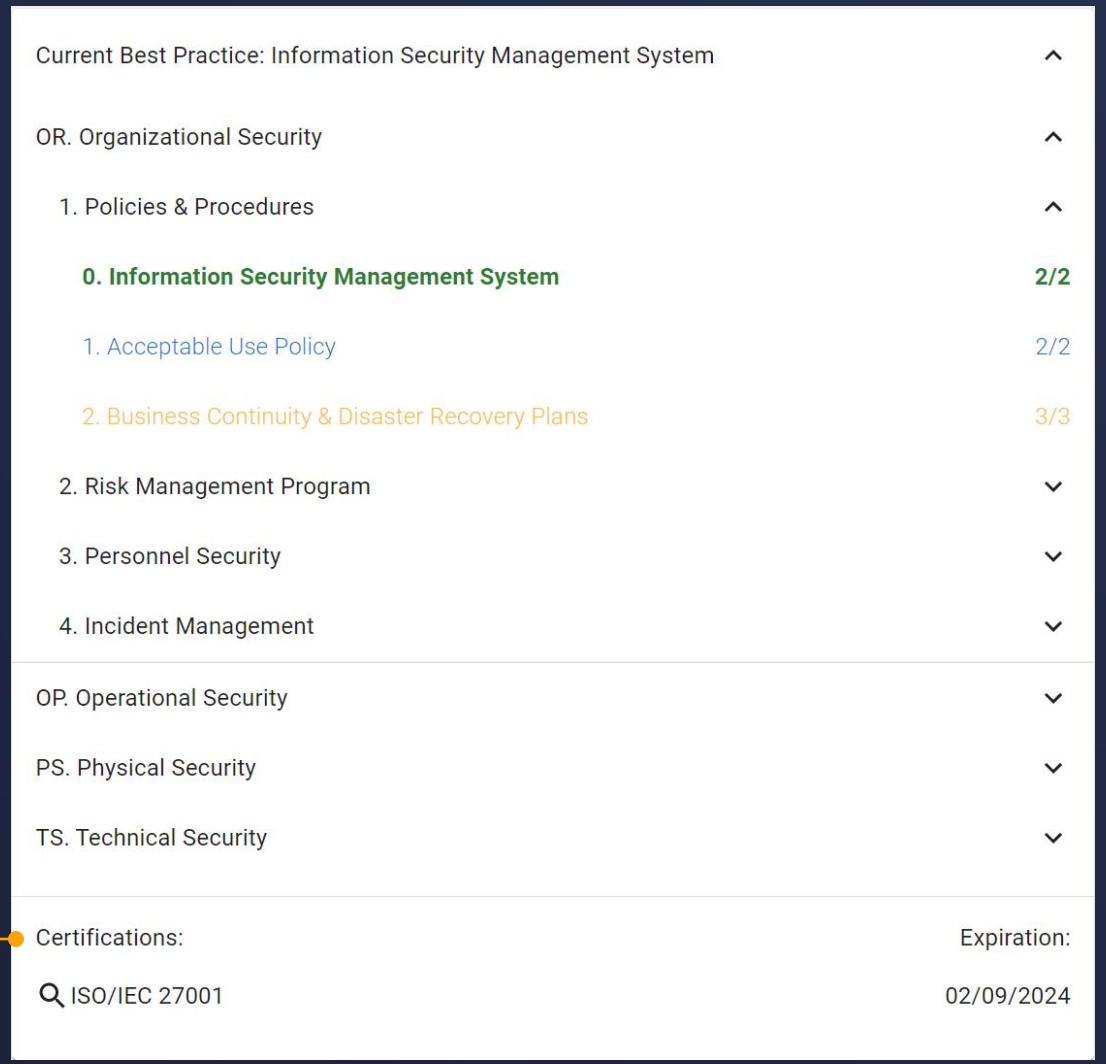


A response meets the Best Practice requirements.

A response does not meet the Best Practice requirements and needs Content Owner review.

Pre-Assessment Questionnaire View – Navigating Questionnaire & Certifications

The Question Log displays each Best Practice under its Domain and Topic, as shown in the image. You are able to click a Best Practice to view the questions associated with it.

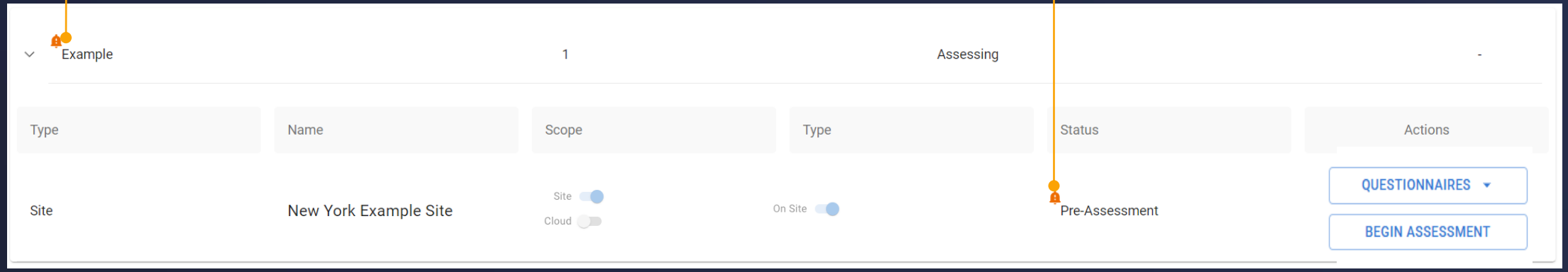


Each Answer is color-coded based on the Legend

Certifications associated with a Site or App are also shown here. By clicking the certification text you will be able to view the certification in a new window.

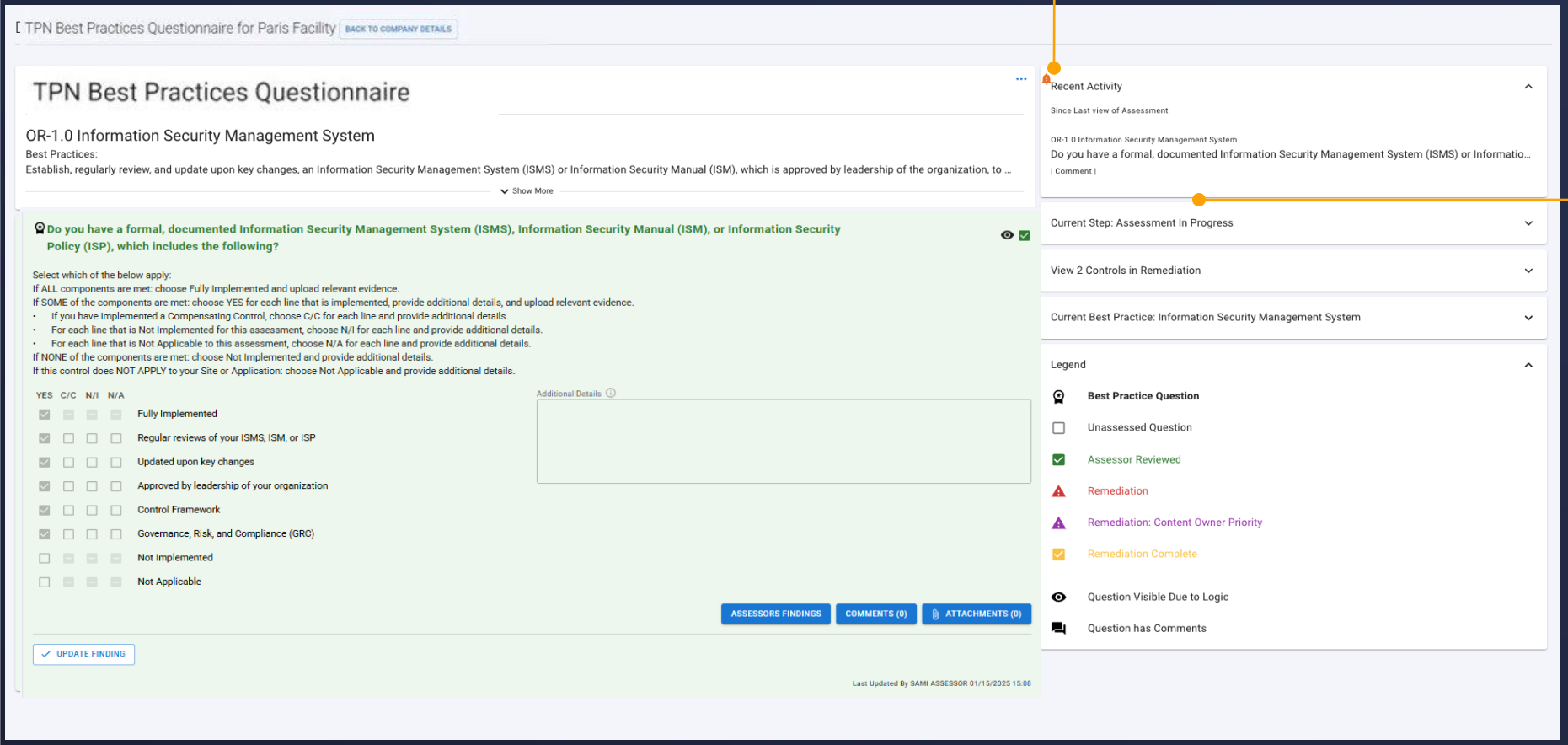
Pre-Assessment - Recent Activity Notifications

When any change is made during the assessment process, a notification will appear on the profile to inform that there has been changes since your last time opening the questionnaire.



Assessor – Recent Activity Notifications

The recent activity section displays a list of all questions that have updated information since the last time you opened the questionnaire.



Under each question will be a list of changed items that have changed so you can easily identify what to look for when reviewing.

If you click on the item, you will be taken straight to the question.

Assessor: Assessment & Submission

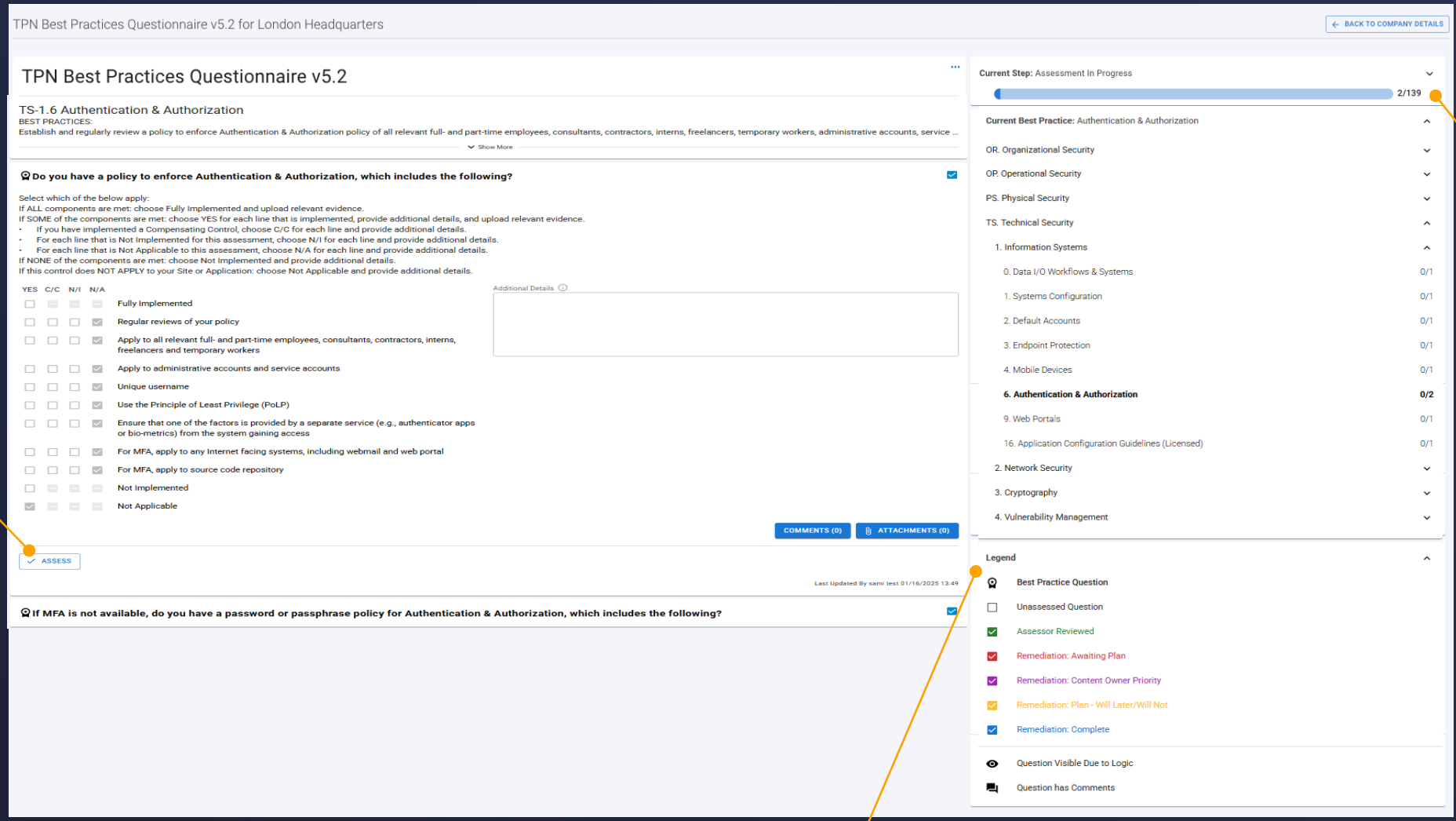
Assessment – Assessing Questions

After Clicking **Begin Assessment**, you will be taken to the same TPN Best Practices Questionnaire.

However, the **Assess** button is now present in the bottom left corner of each question. Additionally, all questions will be colored white.

Clicking the **Assess** Button expands the section to enter your **Assessor Finding**.

See next slide for this visual.

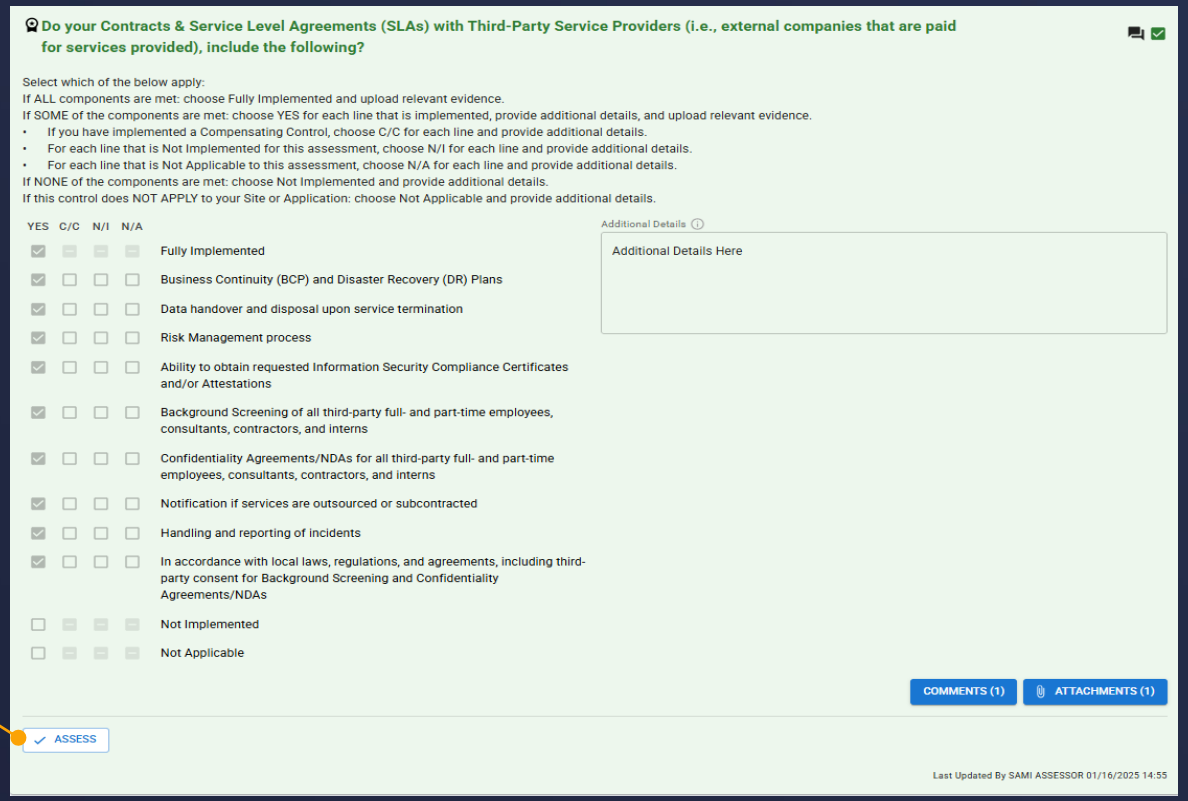


You can see the current step and progress (findings entered).

The legend has also updated to reflect the Site/App being in the Assessment phase. Although some of the same colors are used, they now have different meanings than in the Pre-Assessment phase.

Assessment – Assessing Questions

Clicking the **Assess** Button expands the section to enter your **Assessor Finding**.

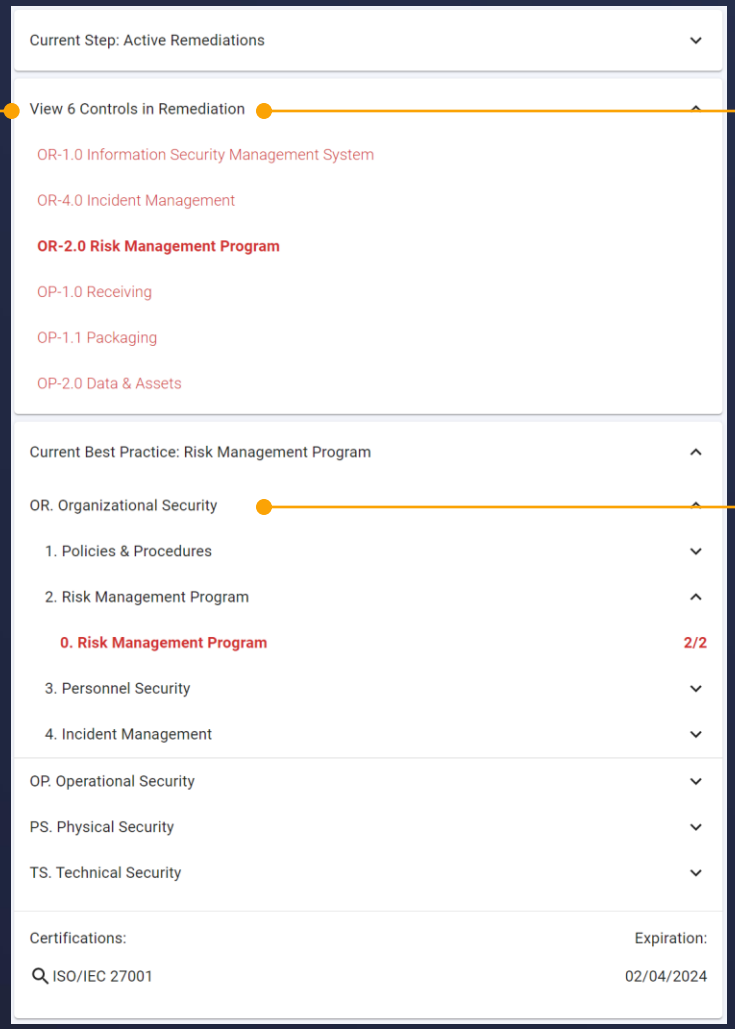


You will select the appropriate level of implementation related to the Site or Application being assessed.

Reminder: **Assessor Finding** text is required. Content Owners are not able to view evidence (unless Service Provider marks evidence "public"). Assessors should provide enough detailed information in their findings to allow Content Owners to make an informed decision about a service provider's security status.

Assessment – Remediation & Question Logs

In the top right-hand corner of the TPN Best Practice Questionnaire screen you are able to click down and see this progress list as a Site or Application moves through the TPN+ platform to Blue or Gold Shield status including remediation management.

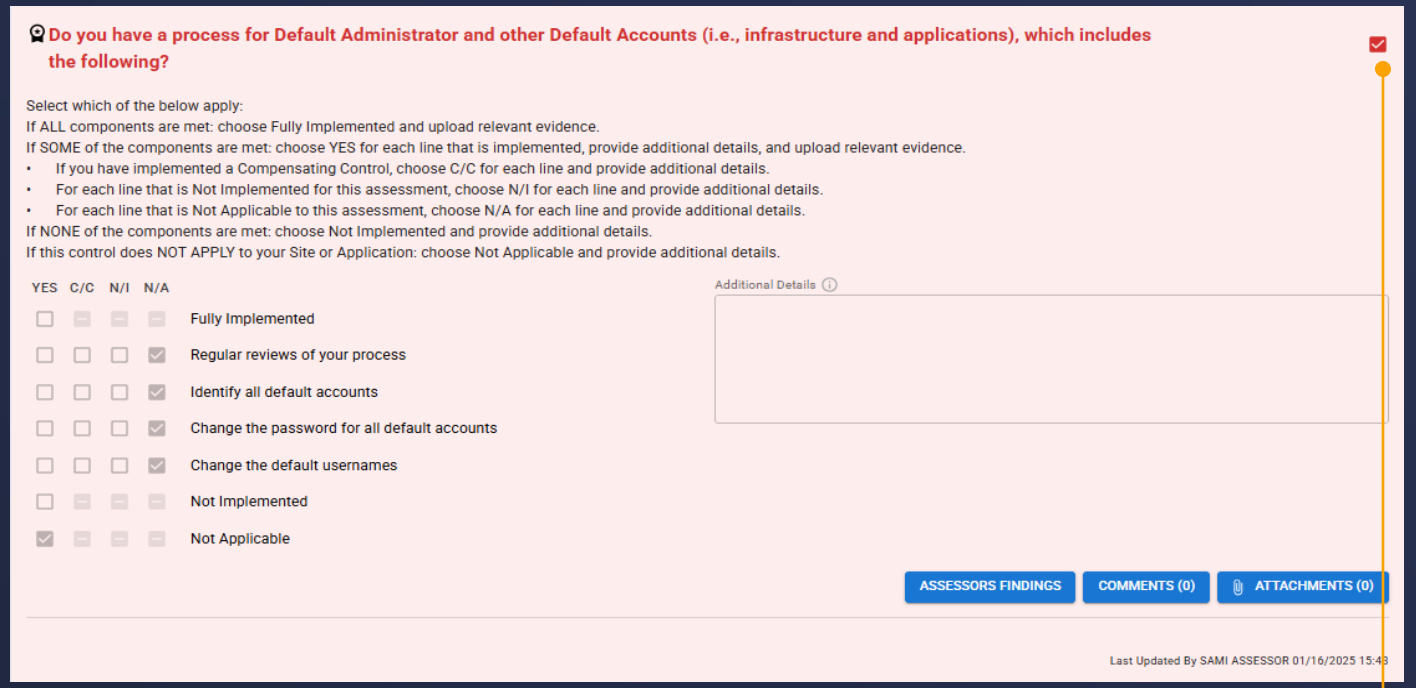


This **Remediation list-view** allows you to quickly navigate to Best Practices or Additional Recommendations that have been put into a remediation status.

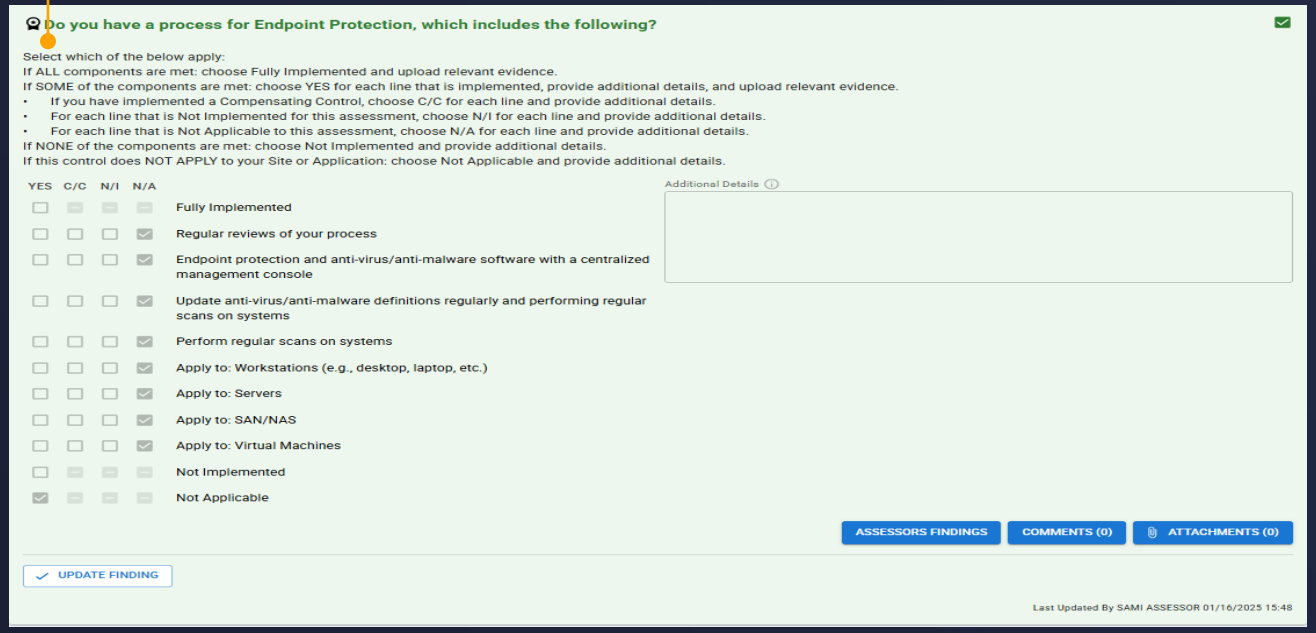
You can navigate through the assessment through this dropdown section.

Assessor – Perform Assessment

When **Fully Implemented** or **Not Applicable** is selected, the answer will be marked **green**.
As explained previously, Assessor Finding text is required as Content Owners are not able to view evidence (unless Service Provider marks evidence "public"). You must explain how you verified what was implemented or not applicable.



To update your assessment answer choice, press **Update Finding**.



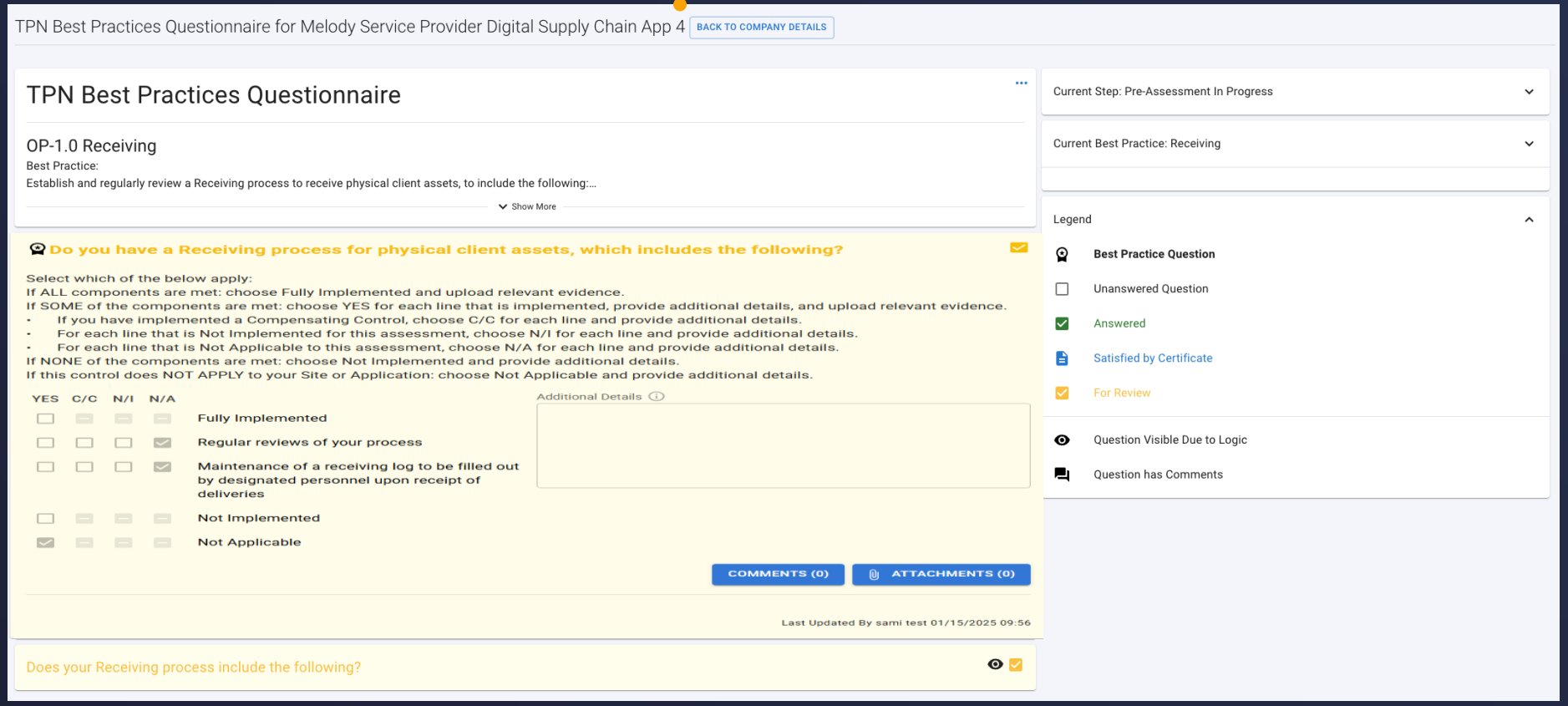
When **Partially** or **Not Implemented** is selected and findings are provided in the comment box, the Questionnaire answer will be marked **red** for Remediation.

Please note the answers shown in the checkboxes reflect the **Service Provider's** answers while the color of the question reflects the **Assessor's** answers, which will be reflected in the final PDF report.

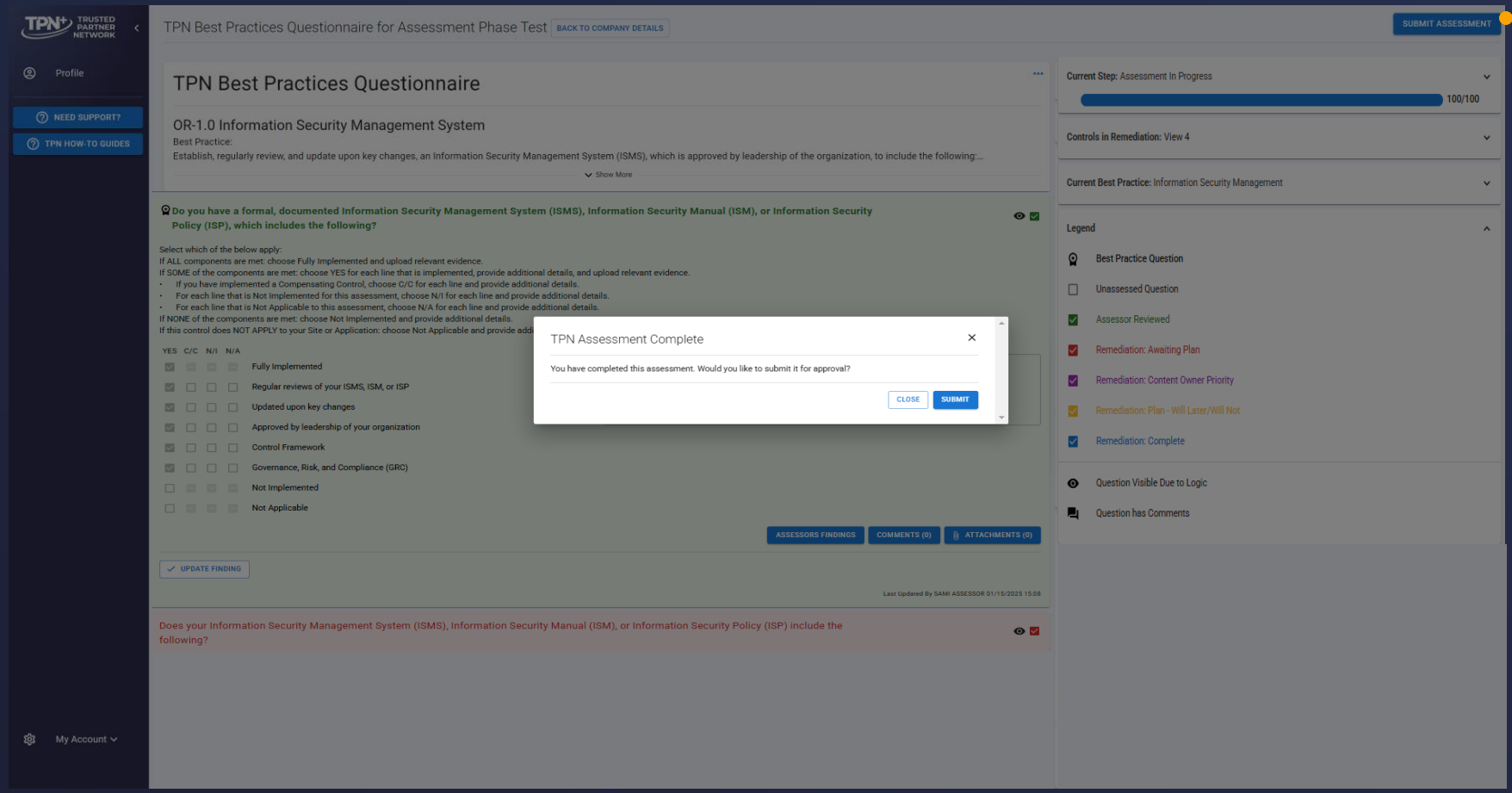
Assessor – App Assessment

See Slide 15 about accessing Hardening Guidelines in the Applications Registry as part of your App Assessment.

When assessing an In-house developed application, the version number will show at the top (e.g., version 4 in the below screenshot).



Assessor – Submit Assessment

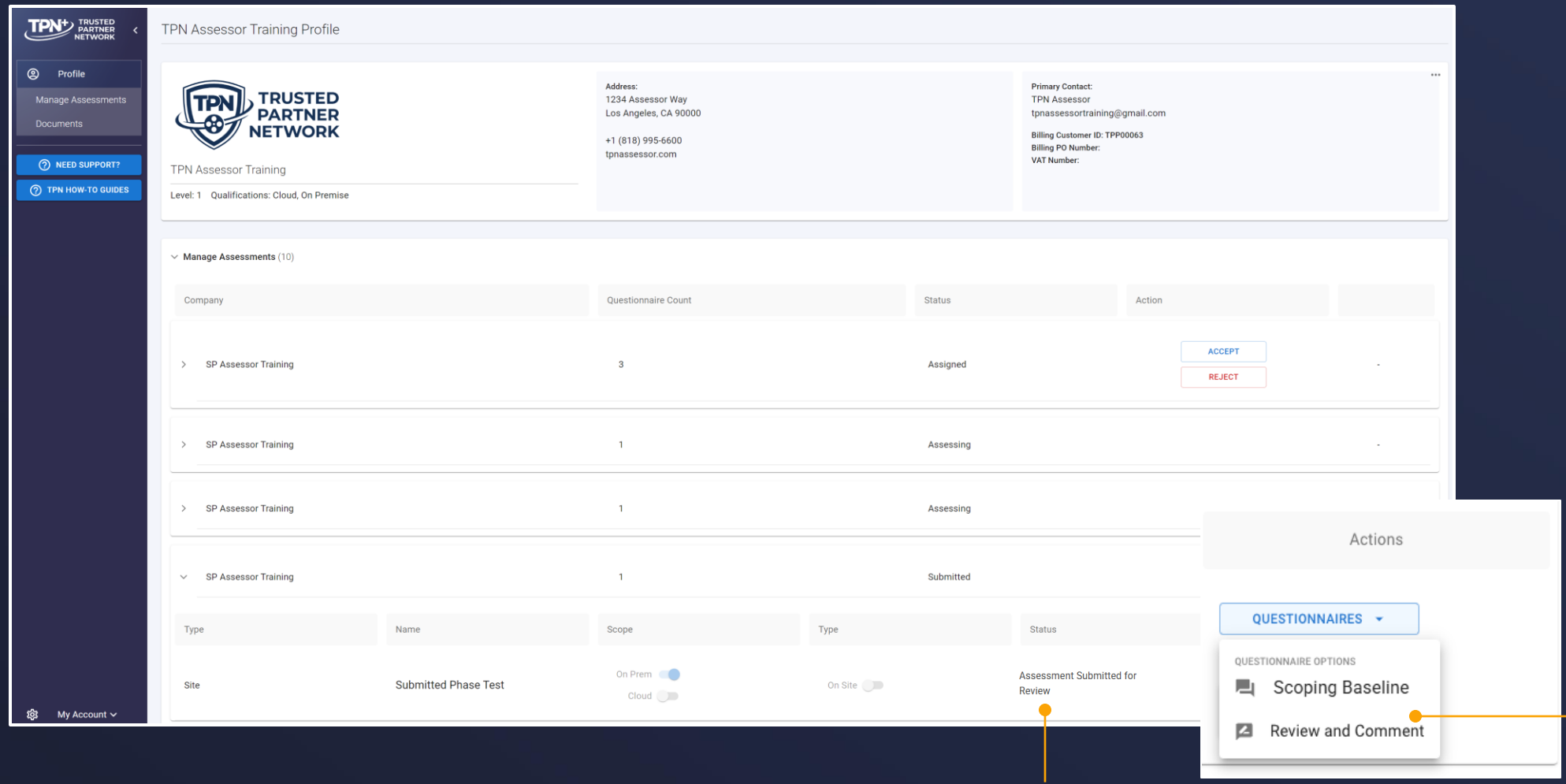


When all questions have been assessed, there will be a notification that the completed assessment can now be submitted to TPN for approval.

You may also leave the Questionnaire experience at any time by clicking the **Back to Company Details** button and return at any time to submit the assessment using the **Submit** button at the top-right corner of the page.

Assessor: Submitted for Approval

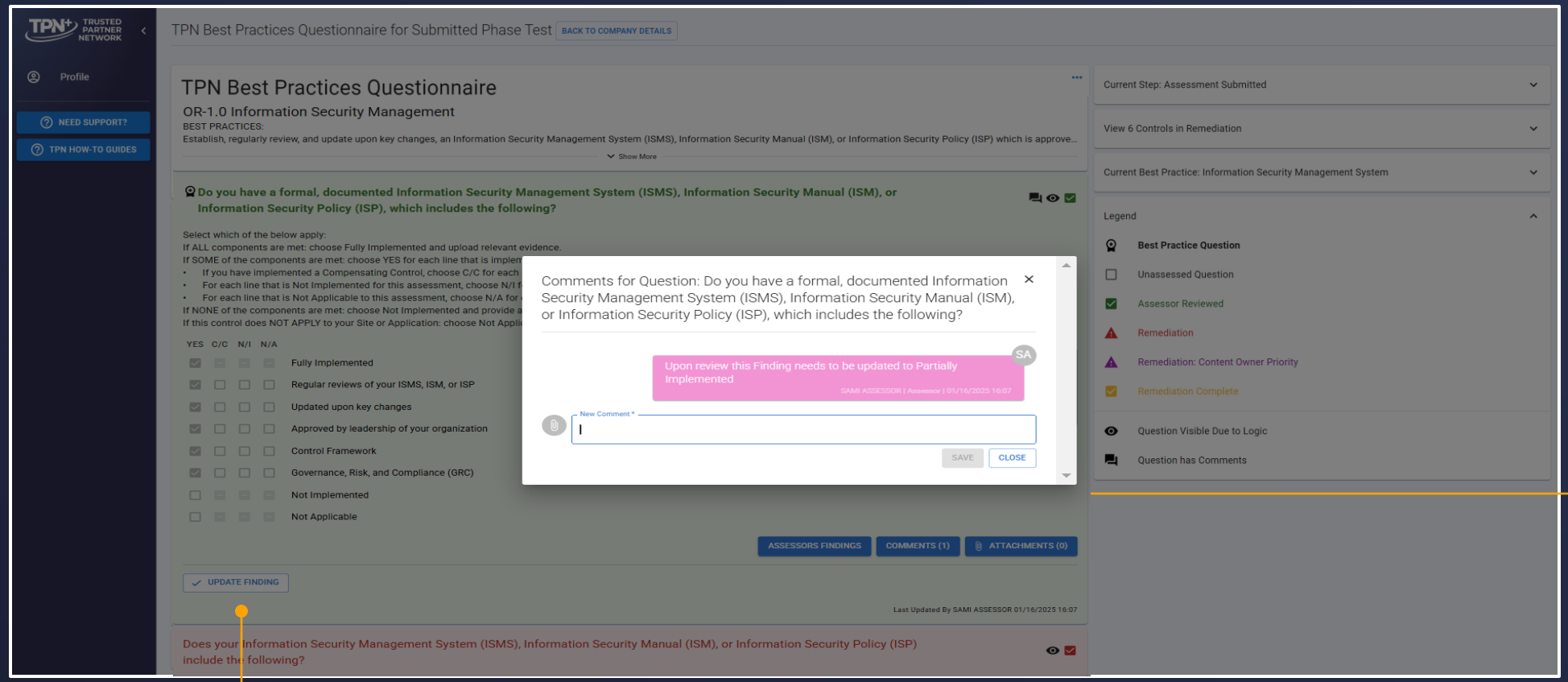
Submitted for Approval



The assessment status will be **Submitted for Review** during this phase.

Once submitted, the assessment is still viewable via **View and Comment** and can still be updated as necessary during discussions with TPN throughout the approval process.

Submitted for Approval - Assessment Approval

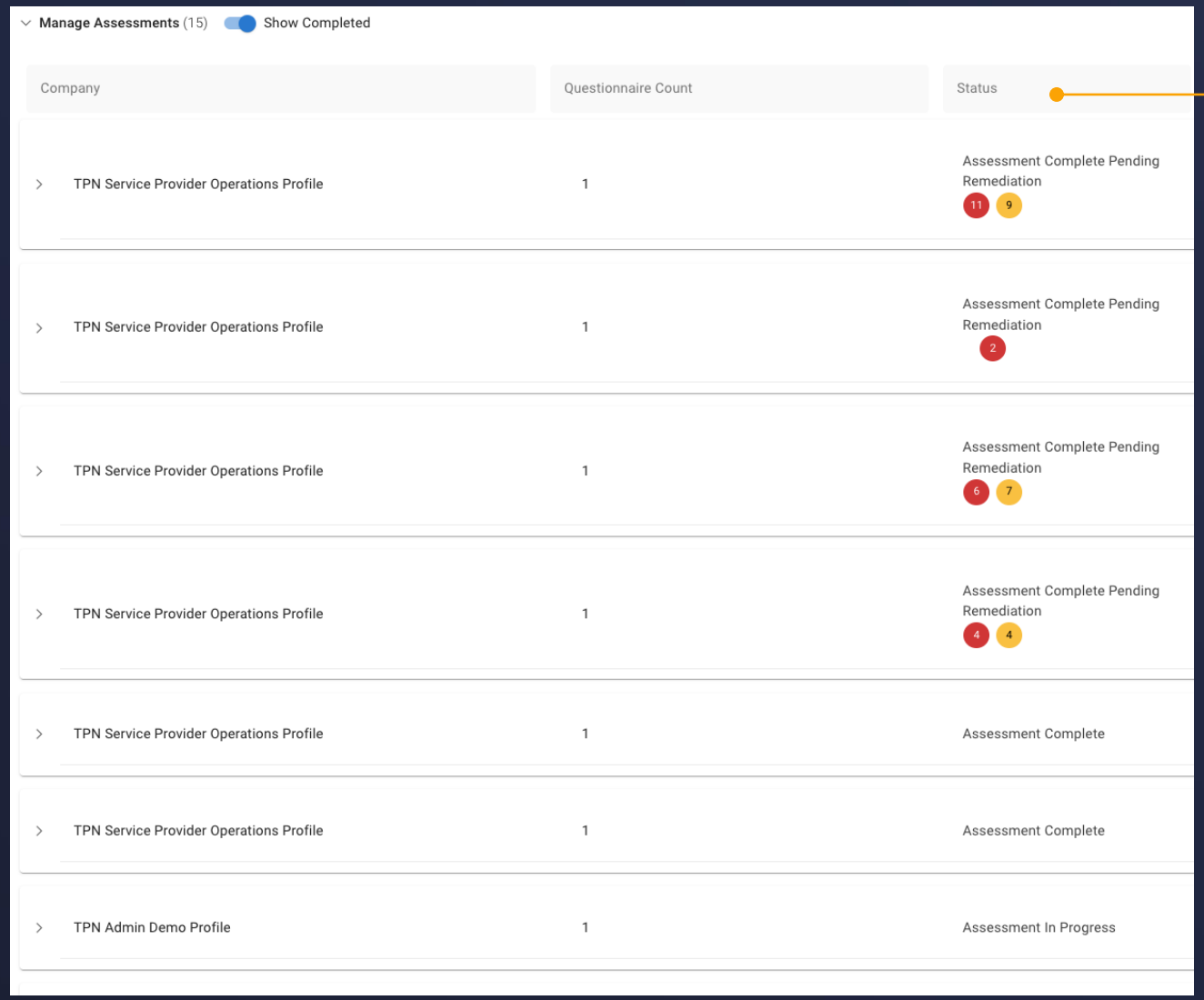


During the assessment approval phase, you will be able to have on-line dialoguewith both TPN and the Service Provider should any questions be raised, or disagreements occur regarding the findings.

You may also **Update Findings** in the submitted phase upon request from TPN, as necessary.

Since Content Owners are not able to view Comments, it is important to add any clarifications or explanations in the Assessor Findings box, even if responding to questions posted in the Comments chat.

Submitted for Approval - Assessment Approved



Upon final approval by TPN of the assessment, the status of the site will change to either **Assessment Complete** or **Assessment Complete Pending Remediation** and no further action is needed from the Assessor.

You will no longer be able to access the assessment or questionnaire at this point.

Change Log

V1.1.6 Updates 03/03/2025:

- Slide 3: Updated Process Map

V1.1.5 Updates 01/30/2025:

- Slide 16: Added Partner Resource Center
- Updated Download Options dropdown

V1.1.4 Updates 01/23/2025:

- File preview and download
- Updated questionnaire screens
- Updated assessment screens

V1.1.3 Updates 09/26/2024:

- Definitions
- Pre-Assessment context/scenarios

v1.1.2 Updates 08/08/2024:

- User system recommendations
- Password management
- Managing Assessments & Questionnaire screens/statuses
- Assessor Summary definition

Change Log

v1.1.1 Updates 02/06/2024:

- Gold Shield awarded after remediation plans entered
- Questionnaire access
- TPN+ Global Pass
- Assessor judgment re. evidence

v1.1.0 Updates 08/30/2023:

- Instances of "Implementation Guidance" updated to "Additional Recommendations"
- Instances of Evidence – If Service Providers mark "Public", the Content Owner can view the evidence that they uploaded
- Additional Baseline Questionnaire questions

v1.1.0 Updates 07/13/2023:

- Process maps updated
- Important note regarding Microsoft Authenticator
- Registries
- Important note regarding assessment type toggle
- Baseline Questionnaire visibility
- Important note regarding questionnaire logic
- Assessor Finding text is required for all answers
- Assessing an in-house developed application

TPN

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