# Capability Map Workshop Template

Goal: **Workshop with your team to map current capabilities, assign ownership, and highlight gaps.**

**How to Use:**

* Review each capability as a team.
* Ask: *Who on our team can confidently handle this?*
* Mark gaps, stretch roles, and upskill opportunities.
* Focus on role clarity over title.

## **Suggested Workshop Steps**

1. Print or share the tables above.
2. Walk through each row as a team.
3. Ask “Who can own this today?” and fill in names.
4. Mark any skill gaps or unclear ownership.
5. Identify stretch opportunities or the need to hire
6. Set priorities for Q3/Q4 based on the most urgent gaps

From our first session, there was also a slide on where vCISOs come from, which may be helpful in expanding your team to include a dedicated vCISO role.

A screenshot of a computer

AI-generated content may be incorrect.

### Program Leadership & Strategy

Typically requires a vCIO, vCISO, or a high-functioning Account Manager with business acumen.

| **Capability** | **Who Owns It?** | **Notes** |
| --- | --- | --- |
| Define client security objectives |  |  |
| Align cybersecurity to business goals |  |  |
| Run security steering meetings |  |  |
| Build a strategic cybersecurity roadmap |  |  |

### Risk & Compliance Advisory

Typically handled by a vCISO or a security lead with framework literacy. A dedicated Compliance or GRC Analyst is preferable for much of this as you grow the practice.

| **Capability** | **Who Owns It?** | **Notes** |
| --- | --- | --- |
| Perform basic risk assessments |  |  |
| Guide clients through frameworks (CIS, NIST CSF) |  |  |
| Create and maintain a client risk register |  |  |
| Advise on regulatory triggers (HIPAA, FTC Safeguards) |  |  |
| Support client audits (light advisory role) |  |  |

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### Policy & Governance

Should be owned by the vCISO, but some high-functioning vCIOs may participate. In more advanced MSPs, this may be supported by a Compliance Analyst or GRC Specialist.

| **Capability** | **Who Owns It?** | **Notes** |
| --- | --- | --- |
| Maintain client policies (template + customization) |  |  |
| Run policy reviews annually or during onboarding |  |  |
| Define acceptable use, password, data classification, etc. |  |  |
| Ensure policy enforcement aligns with technical controls |  |  |

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### Security Stack Oversight (Performance Management)

Often owned by your tech lead, vCIO, or senior engineer. Mature MSPs may split this into a dedicated Security Engineering/Architect role.

| **Capability** | **Who Owns It?** | **Notes** |
| --- | --- | --- |
| Evaluate & adjust client security stack |  |  |
| Review vendor MDR/XDR performance |  |  |
| Validate backup, DR, and endpoint controls |  |  |
| Ensure vuln management, patching and monitoring are in place |  |  |

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### Incident & Response Planning

Should be led by the vCISO or a Security Lead with clear incident handling experience. In advanced MSPs, a dedicated IR Coordinator or GRC role may exist.

| **Capability** | **Who Owns It?** | **Notes** |
| --- | --- | --- |
| Create incident response plans with the client |  |  |
| Run annual tabletop exercises |  |  |
| Coordinate internal and external communication |  |  |
| Document lessons learned and adjust controls |  |  |

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### Client Communication & QBR Integration

Owned by the Account Manager or vCIO, with support from vCISO. A critical area for driving renewal and upsell value.

| **Capability** | **Who Owns It?** | **Notes** |
| --- | --- | --- |
| Present security findings in QBRs, Briefings, Board Reports |  |  |
| Educate clients on risks and mitigation plans |  |  |
| Garner consensus, document decisions, and initiate execution |  |  |

### Common MSP Roles to Consider

| **Role** | **Typical Capability Focus** |
| --- | --- |
| vCISO | Governance, risk, security roadmap, IR readiness |
| Compliance / GRC Analyst (future) | Policy, Frameworks (part of vCISO if you don’t have both) |
| vCIO or Account Manager | Continuous technology strategy delivery |
| Senior Engineer | Stack, controls |
| Tech/Service Manager | Operational consistency |
| Project Manager (optional) | Drives plan execution |
| CEO/Principal | Oversight, client escalation |