SERVICE ORDER ATTACHMENT
STATEMENT OF WORK
S-266-2431 EXTERNAL PENETRATION TESTING

1 OVERVIEW

This Statement of Work ("SOW"), with any appendices included by reference, is part of any agreement which incorporates this document by reference.

1.1 Service Summary

The purpose of the External Penetration Testing (the "Service") is to identify the feasibility of an attack on, and determine the extent of impact of a successful exploitation of, Internet-facing systems controlled by Customer. The testing will employ intrusion analysis and testing methodologies to determine this. The process will mimic typical attacker techniques and actual attempts to exploit identified vulnerabilities. SilverSky consultants will meet with key members of the Customer's staff to determine the scope and 'rules of engagement' before performing this testing. This preliminary range-setting includes clarifying or determining specific aspects such as the extent and depth of testing, notification requirements, and testing testing. The testing is performed remotely from SilverSky offices. Typically, there is minimal interaction required of the Customer after the initial range-setting meeting.

Project Deliverables:

- Comprehensive Report

1.2 Project Summary

SilverSky will undertake the following primary tasks, subject to modification or extension based on the investigation findings.

1. Kick-off Meeting
2. Information Gathering/Discovery
3. Security/Vulnerability Testing
4. Penetration Testing
5. Analysis of Findings
6. Report of Initial Findings
7. Report Review and Retesting (as indicated by initial results)
8. Comprehensive Report

2 SCOPE

2.1 SilverSky Obligations:

Kick-off Meeting - Meet to discuss and agree on the rules of engagement for the project. This includes project scoping (determining the target systems to be included in the testing), the timeframe for testing, the extent to which system exploits can be performed, and procedures to follow should any issues occur during the testing. Any additional precautions or provisions are also considered before testing.

Information Gathering Phase - Use a variety of different reconnaissance techniques and processes to gather information about the target systems and understand the target environment and the types and versions of systems and applications in use. This includes domain research, port and service scans, fingerprinting and enumeration of systems.

Security Testing Phase - Assess the integrity and overall level of external security of critical network components such as servers and devices. SilverSky performs vulnerability scans using tools that are continually updated and contain checks for thousands of known vulnerabilities and exploits.

1. **Perform ping sweep** - Automated ping sweeps of targeted IP addresses and network blocks to determine which addresses are connected to live systems and are responding.
2. **Perform port scan** – Scan for well-known TCP and UDP ports which can reveal services running on the scanned device.
3. **Run assessment tools** - Scan the network range utilizing specialized security software packages. The scans include probes of communication services, operating systems, applications, and systems.
4. **Perform manual checks** - Manually probe to confirm the validity of vulnerabilities and risk reported from the automated scans and to eliminate false positives. Manual checks also uncover vulnerabilities not identified by the assessment tools.

Penetration Testing Phase – Attempt to prove the ability to exploit a given vulnerability, through validation that vulnerability could be successfully exploited. Validation of vulnerabilities is done as an alternative to full exploitation attempts and is a safer way to test the exploitability of system weaknesses especially on production systems. SilverSky processes and techniques will vary significantly depending on the type of weakness identified and may include activities such as testing whether the system is exposed to sending malformed URLs and input on a website form, or connecting to management services using default or cracked credentials, among others. SilverSky will perform testing only according to the agreed-upon rules of engagement.

Analysis of Findings Phase – SilverSky will compile and analyze the data generated from the assessment tools and manual checks and categorize vulnerabilities by severity, depending on the potential impact each can have in the affected network. This analysis is the basis for recommendations to potentially address risk associated with the vulnerabilities.

2.2 Deliverables

At the conclusion of the assessment, SilverSky will provide a comprehensive report composed of an executive summary and a detailed findings section. Customer will have an opportunity to review drafts of the report and SilverSky will deliver a final version after joint review with Customer.

Executive Summary - The executive summary summarizes the results of the assessment. It is intended for upper management and board of directors and includes:

- Overview of assessment results
- Itemization of the risk ratings for each area reviewed during the assessment

- Key findings and recommendations

Detailed Findings - The detailed findings section describes the assessment results in detail. It is intended for management, administrators and other operations personnel and includes:

- An itemized listing of individual vulnerabilities
- A description of each vulnerability
- the severity of the threat likely posed by each vulnerability
- Potentially affected resources
- Recommendations for remediation

2.3 Out of Scope

Any activity not explicitly included in this SOW is considered out of scope. In the event that Customer requests additional services, such services will be the subject of a change request.

3 CUSTOMER OBLIGATIONS AND ASSUMPTIONS

Services, fees and work schedule are based upon the assumptions, representations and information supplied by Customer. Customer's fulfilment of these responsibilities is critical to the success of the engagement.

3.1 Customer Obligations

- **Project Liaison** - Designate an authorized representative to authorize completion of key project phases, assign resources and serve as project liaison.
- **Access** - Ensure SilverSky consultants have access to key personnel and data requested.
- **Resources** - Furnish SilverSky with Customer personnel, facilities, resources and information and perform tasks promptly.
- **Cooperation** - Ensure all of Customer's employees and contractors cooperate fully with SilverSky and in a timely manner. SilverSky will advise Customer if increased Customer participation is required in order for SilverSky to perform the Service under this SOW.
- **Documentation** – Deliver in a timely fashion all documentation requested by SilverSky including Customer's security policies, network diagrams, server listings, and procedures.

3.2 SilverSky Assumptions

- Customer will provide SilverSky with reasonably requested information upon which SilverSky can rely to be current, accurate, and complete.
- Customer will provide access to Customer personnel who have detailed knowledge of Customer security architecture, network architecture, computing environment, and related matters.
- Customer will provide access to Customer personnel who have an understanding of Customer's security policies, regulations and requirements.
- Customer will evaluate SilverSky deliverables and immediately notify SilverSky of any perceived problems or issues with SilverSky obligations.
- SilverSky will immediately notify Customer of any perceived problems or issues regarding Customer obligations.
- Customer is responsible for any additional costs if SilverSky is unable to perform the Service due to Customer's delay or other failure to fulfill its obligations under this Statement of work.

4 PROJECT PARAMETERS

4.1 Project Scope

The scope of the project is based on the above description with the additional details listed as follows:

Project Component	**Parameter(s)**
Project Start Date	Typically within 30 days of Effective Date
Project Duration	Approximately 1-3 weeks, subject to project variables
S-266-2431– External Penetration Testing (advanced)	• External Penetration Testing (up to IP addresses) • Includes system validation of penetration testing results. No live exploitation will be performed on production systems
S-266-2431– External Penetration Testing (core)	• External Penetration Testing (up to 20 IP addresses) • Includes system validation of penetration testing results. No live exploitation will be performed on production systems

4.2 Location and Travel Reimbursement

The Service defined in this SOW does not require onsite participation by SilverSky staff at Customer location(s).

4.3 Acceptance

Delivery of all stated project deliverables will constitute acceptance of services provided under this SOW.