



Appendix II: Additional Services

I. Email Data Loss Prevention – Quarterly Security Checkpoint Consultations [Essential Level] S-200-2758

- a. **Service Overview:** The SilverSky Email Data Loss Prevention (DLP) Security Checkpoint solution described below covers the ongoing quarterly consultative security reviews. As threats evolve over time, so will the techniques available to combat those threats. This solution is designed to enhance your ability to comply with regulatory and security requirements for email protection by leveraging automated policies on a continual basis to detect and prevent email data loss and/or leakage.
- b. **SilverSky Deliverables:** The Deliverables are comprised of quarterly (i.e., once in every 3-month period) consultations with a Professional Services Security Consultant totaling up to two (2) hours each quarter.
- c. **Quarterly Security Checkpoint Consultative Review:** A Security Consultant will work with you to determine a recurring quarterly schedule to perform your Security Checkpoint consultative session. Each quarterly review includes a collaborative performance review of up to an hour between you and a SilverSky Professional Services Security Consultant. During each collaborative review we will:
 - i. review the efficacy of your existing rules
 - ii. identify policy adjustments you may need to make
 - iii. provide new recommendations based on our knowledge of the current threat landscapeIn addition to the collaborative review outlined above, another hour per quarter of consulting support will be available to implement any changes based upon the findings in the performance review session. Unused consulting hours expire at the end of each quarter and will not carry over to subsequent quarters.
- d. **Customer Obligations:**
 - i. Creating and managing your organization's specific business DLP rules/policies within the Security Management Console
 - ii. Managing the administrative quarantine (if applicable)
 - iii. Scheduling reviews and consulting support hours with a SilverSky Professional Services Security Consultant
- e. **Out of Scope:**
 - i. End-User training
 - ii. End-User support from our Deployment team
- f. **Schedule:**
 - i. The SilverSky Professional Services team is available to perform described work above during the following business hours: Monday through Friday, 8am MT – 5pm MT - This excludes all SilverSky recognized holidays.
- g. **Optional Additional Support:** Professional Services Security Consultant support services (in excess of the hours included in the solution as described above) will be available on an ongoing basis at the rate of \$225 per hour (1 hour minimum). You must contact SilverSky customer support to arrange for additional consulting.

II. Managed Duo MFA S-200-2879

- a. **Service Overview:** We will work with you on all management functions listed below to support their Duo tenant.
 - i. **"Software Updates"** We will install updates to the Duo Authentication Proxy and/or Duo Access Gateway on an as needed basis or work with you to help install the update. This does not mean as soon as a new update is available. The update must be tested to make sure it does not cause adverse issues in your environment. This is normally performed during off-times or pre-scheduled times based on your feedback.
 - ii. **"User Adds, Moves, and Changes"** We will work with you on user adds, moves, or changes. This includes activation or re-activation of 2FA devices such as phones and hardware tokens.
 - iii. **"Co-Support"** Since we and you may both have access to the platform, we ask that you communicate changes to our support team. If changes are made, our support team will open a ticket to document it. If you make a change that has a drastic effect on the configuration and setup, there may be additional charges to restore operating order.



- iv. **"Policy Adds, Moves, and Changes"** we will work with you on policy adds, moves, or changes. This includes policies, applications, device security checks and other settings found within the Duo management portal and Duo Access Gateway / SSO Gateway.
- v. **"Critical Items"** We at times may discover a situation that is critical and may recommend software or something else needed to address the situation. If we can address the situation with the tools you already have, we will do so. If not, we outline the requirements with an Improvement Opportunity which will address what is needed along with a quote. We understand that sometimes budget constraints may prevent you from moving forward but we require a sign-off stating that you understand the ramifications if the situation is left unaddressed.
- vi. **"Ticketing"** We use an internal ticketing system for tracking tickets. We need to have a ticket for all issues this way our entire team has access to the notes supporting all tickets. We understand at times it may be easier to call or text a technician; however, it makes it difficult for everyone to stay on the same page. We also use ticketing to confirm certain requests from an end user.



III. SilverSky Cyber Advisor Service

- a. **Service Overview:** SilverSky's Cyber Advisor Service consists of a dedicated security professional providing a strategic overlay to your service offerings in efforts to enrich your service and advise you on the current state of your cyber program. As part of this service your assigned Cyber Advisor will work to understand your unique risk and compliance profile, network environment and business processes. That knowledge combined with their industry security expertise will be key to helping you assess your current services, interpret reporting metrics, identify potential gaps in your program and provide overall cyber guidance. Some of the key features of the service include:
- b. **Quarterly Service Option – SKU S-200-2058**
 - i. Understand client's unique compliance profile and determine a benchmark for program measurement
 - ii. Perform an initial baseline program assessment
 - iii. Develop a working knowledge of customer's control environment
 - iv. Quarterly meetings with customer to measure maturity against NIST Cyber Security Framework
 - v. Provide Strategic direction and advice towards enhancing your cyber program
 - vi. Escalation of any relevant security news, threat alerts pertaining to customer environment
 - vii. Quarterly SilverSky service review sessions
 - a. Pre-meeting review and analysis of reports
 - b. Service administration, tuning and updating
 - c. Strategic summary and interpretation of reports
 - d. Consultation with customer to interpret reports
 - e. Provide strategic plan and action items from service reports
- c. **Monthly Service Option – SKU S-200-2487**
 - i. Understand client's unique compliance profile and determine a benchmark for program measurement
 - ii. Perform an initial baseline program assessment
 - iii. Develop a working knowledge of customer's control environment
 - iv. Monthly meetings with customer to measure maturity against NIST Cyber Security Framework
 - v. Provide Strategic direction and advice towards enhancing your cyber program
 - vi. Escalation of any relevant security news, threat alerts pertaining to customer environment
 - vii. Monthly SilverSky service review sessions
 - a. Pre-meeting review and analysis of reports
 - b. Service administration, tuning and updating
 - c. Strategic summary and interpretation of reports
 - d. Consultation with customer to interpret reports
 - e. Provide strategic plan and action items from service reports

IV. Email Data Loss Prevention - Training & Consulting SKU S-200-2502

- a. **Service Overview:** The Email Protection Suite Training described below provides an overview of the tools available to email administrators to fully utilize the capabilities of the email protection solution. In addition, for customers with the Advanced Compliance solution, this training also covers the email DLP security policy administrative training which covers building, configuring, and managing DLP policies. The objective is to help customers comply with regulatory and security requirements for email protection by leveraging automated policies to detect and prevent email data loss and/or leakage. This service is conducted during one live and interactive web-based training session which also includes a high-level review of applicable policies. Additional in-depth assistance with any of the items covered during the training and review can be addressed using additional Professional Services consulting hours. The SilverSky Professional Services team is available to perform described work above during the following business hours: Monday through Friday, 8am MT – 5pm MT - This excludes all SilverSky recognized holidays
- b. **SilverSky Deliverables:**
 - i. **Initial Assessment** Discuss customer's security and compliance profile to highlight features relevant to the customer. The training will be customized to address the specific customer requirements.
 - ii. **Training:** We will provide one live web-based training session covering the use of the Security Management Console (SMC). Training will include:
 - a. Managing items in the quarantine/quarantine options



- b. Whitelists/Blacklists
 - c. Key reports and information
 - d. Logging & reporting
 - e. Managing policies based upon “tests” and “actions”
 - f. Managing lists
 - g. Managing templates
 - h. Managing disclaimers
 - i. ‘Monitor/log only’ Mode best practices
- c. Customer Obligations:**
- i. Creating and managing your organization’s specific business rules/policies within the Security Management Console
 - ii. Managing the administrative quarantine (if applicable)
- d. Out of Scope:**
- i. End-User training
 - ii. End-User support from our Deployment team
 - iii. Detailed assessment of customer’s security and compliance requirements
 - iv. Consulting Support to set up policies to meet customer’s security and compliance needs
- e. Optional Support:** Additional Professional Services consulting support can be arranged after the training on an ad-hoc or regular ongoing basis at the rate of \$225 per hour (1 hour minimum). You must contact SilverSky customer support to arrange for additional Professional Services consulting.