

## 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 Services Summary

This Service will provide a comprehensive assessment of the Customer’s existing security policies conducting a gap assessment to help identify any missing or deficient policies. After the gaps are identified, SilverSky will help the Customer improve and enhance its policies through various means such as reorganizing, reformatting, modifying or developing custom policy content.

#### Project Deliverables:

- Custom Security Policy Documentation

### 1.2 Project Summary

SilverSky will provide the following primary tasks, subject to modification or extension based on the engagement:

1. Kick-off Meeting
2. Information Gathering/Discovery
3. Policy Review/Gap Assessment
4. Policy Customization and Development
5. Knowledge Transfer

## 2 Scope

### 2.1 SilverSky Systems Obligations:

The SilverSky methodology for security policy review and update is based partially on generally accepted industry standards and guidelines defined by universal standards such as NIST (National Institute of Standards and Technology) and COBIT (Control Objectives for Information and Related Technology) as well as industry-specific regulations and mandates. Security policy review and updating rely heavily on active participation by key Customer personnel, which typically includes information security personnel, IT and network administrators and compliance personnel.

The primary phases involved in reviewing and modifying the information security policy are:

**Information Gathering Phase** –SilverSky will gather information security-related documentation. This documentation includes, but is not limited to, information security policies and procedures, current Disaster Recovery Plans and/or Business Continuity Plans, risk management plans or assessments, organizational charts, and IT-related diagrams and listings.

**Policy Review and Gap Assessment Phase** - The documentation and information gathered are then reviewed to identify areas of deficiency or opportunities for improvement. During the review, SilverSky will assess

Customer's existing policy documentation set. Policies will be reviewed to identify key missing policy documentation. In addition, any existing policy content will be reviewed for missing phrases or sections.

**Policy Customization and Development** - SilverSky will consult the gap assessment as well as input from the Customer on the scope for policy development. SilverSky will assist Customer's efforts to improve and enhance its policies through various means such as reorganizing, reformatting, modifying or developing custom policy content.

**Knowledge Transfer Phase** - After the initial draft of the security policy review and any policy content has been completed, a formal debriefing meeting will be scheduled with key Customer personnel to present and review the security policy documents and all key components. Any issues, questions, and/or concerns will be discussed and resolved after which SilverSky will deliver a final copy of the security policy documents to Customer.

## **2.2 Deliverables**

SilverSky will deliver the agreed-upon information security policy and/or procedure documents as defined under the Project Parameters section.

## **2.3 Out of Scope**

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

## **3 Customer Obligations and Assumptions**

Services, fees and work schedules are based on the assumptions, representations and information supplied by the Customer. The Customer's fulfillment of these responsibilities is critical to the success of the engagement.

### **3.1 Customer Obligations**

- **Project Liaison** - Designate an authorized representative to authorize the 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 the Customer if an increased level of Customer participation is required in order for SilverSky to perform the Services under this SOW.

**Documentation** - Timely delivery of all documentation requested by SilverSky, including Customer's security policies, network diagrams, server listings and procedures.

SilverSky Assumptions

The Customer will provide SilverSky with reasonably requested information SilverSky can rely on to be current, accurate and complete.

- Customer will provide access to Customer's personnel who have detailed knowledge of Customer's security architecture, network architecture, computer environment and related infrastructure.
- Customer will provide access to Customer's personnel who understand Customer's security policies, regulations and requirements.

**SilverSky Proprietary**

The Customer will evaluate SilverSky deliverables and immediately notify SilverSky of any perceived problems or issues with SilverSky obligations.

SilverSky will immediately notify the Customer of any perceived problems or issues regarding Customer obligations.

Customer is responsible for any additional costs if SilverSky is unable to perform the Services 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:

<b>Project Component</b>	<b>Parameter(s)</b>
Project Start Date	Typically within 30 days of the Effective Date
Project Duration	Approximately 3 weeks, subject to project variables
Policy Review and Gap Assessment (remote) - Tier 2	Over 250 user environments. Work hours not to exceed 80
Policy Review and Gap Assessment (remote) - Tier 1	Under 250 user environments. Work hours not to exceed 40

Pricing is based upon your Tier of service and you are not allowed to downgrade if the engagement last less than your maximum days set forth in the table above.

**4.2 Location and Travel Reimbursement**

The Services defined in this SOW may require onsite participation by SilverSky staff at Customer location(s). For Customer-approved onsite participation, the Customer will be invoiced for all actual SilverSky staff travel and living expenses associated with all onsite visits. An administration fee of ten percent (10%) of all travel and living expenses will be billed to the Customer if the Customer requires an itemized statement of such expenses.

<b>Location</b>	<b>Scope of Work</b>

**4.3 Acceptance**

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

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