

Rapid Response Retainer Professional Service Description

Cyber Incident Capability Assessment: Incident Response Plan Assessment

This service description describes the Incident Response Plan Assessment (IR Plan Assessment), which may be selected as the Customer's annual Cyber Incident Capability Assessment choice included in the Rapid Response Retainer base program (see Rapid Response Retainer Statement of Work). An Engagement Letter will describe the specific scope and Deliverables for the assessment option described below.

1. **SERVICE DESCRIPTION.** Following signature on an Engagement Letter, Verizon will conduct a kick-off call to discuss resources, and confirm details contained in the Engagement Letter. Verizon's IR Plan Assessment will review and assess Customer's current policies, processes and procedures, documented within Customer's existing IR plan, related to Customer's IR program. Verizon will focus the IR Plan Assessment on the activities surrounding cybersecurity alerts and events that meet the threshold required to invoke Customer's IR processes. The IR Plan Assessment will be delivered in two phases as described below:

1.1 **Phase 1: Review Customer's IR Documentation.** During phase 1, Verizon will review Customer's documented policies, procedures, work flows, and any other documentation related to Customer's IR plan (Plan). Verizon will review the Plan against generally accepted industry practices for incident response. The information that will be included in the IR Plan Assessment will be grouped into the following six categories:

- Planning and preparation;
- Detection and classification;
- Collection and analysis;
- Containment and eradication;
- Remediation and recovery; and
- Assessment and reporting.

The purpose of the review will be to identify gaps in Customer's existing IR Plan, such as roles and responsibilities of IR stakeholders, escalation and communication processes, incident handling coordination measures, and other functions critical to executing an IR process.

1.2 **Phase 2: Review Customer's IR Tools and Environment.** During phase 2, Verizon will work with Customer to identify hardware and software tools, systems, and platforms (collectively IR Tools) leveraged by Customer for IR purposes, relative to the six categories of the IR process referenced above. Verizon will work with Customer to identify gaps in Customer's IR Tools and determine their suitability for IR, investigative and incident management purposes.

1.3 **Report.** Upon completion of Phase 1 and Phase 2, Verizon will produce a "Management Report" which will include observations from both phases and provide recommendations designed to enhance, mature, or improve Customer's IR capabilities. The Management Report may, at Customer's request, including a recommendation for training course(s) for Customer's security personnel.

2. **DELIVERABLES AND DOCUMENTATION.** Any Deliverables provided by Verizon are intended for Customer and Verizon use only and will be identified in the engagement letter. Customer may disclose a Deliverable to a third party pursuant to the confidentiality terms of the Agreement. Verizon will provide Management Report and deliverables as described in an Engagement Letter.

3. **CONDITIONS.** Delivery of the Services by Verizon is predicated on the following conditions:

- The Services are based on Verizon's understanding of Customer's requirements. Should the scope of the Project change, Verizon will continue to work only after mutual execution of an amended Engagement Letter.