

## **Rapid Response Retainer Professional Service Description**

### **Add-on Capability: Endpoint Telemetry Analysis**

This service description describes Endpoint Telemetry Analysis, which may be selected as an Add-on capability pursuant to the Rapid Response Retainer base program (see Rapid Response Retainer Statement of Work), and included in a SOF.

1. **SERVICE DESCRIPTION.** Verizon will deploy an agent (provided through Tanium), on Customer's requested endpoint environment and a console an Amazon Web Services (AWS) instance in the Verizon intelligence lab for Verizon's use. Customer will not have access to the Tanium console deployed in Verizon's lab. Customer will order annual license coverage for up to 5,000 Customer endpoints, and in increments of 1,000 Customer endpoints over 5,000 as specified on the SOF. Verizon will work with Customer to gather all necessary information required to deploy the Tanium agents on Customer endpoints, and confirm whether or not Customer has purchased enough licenses to cover Customer's requested endpoint environment. When ordered as an Add-on capability to the Rapid Response Retainer, and once licenses have been enabled and Tanium agents installed and actively reporting to the Tanium console, Endpoint Telemetry Analysis will allow Verizon to commence the following services:
  - 1.1 **Monthly Endpoint Analysis.** Leveraging the Tanium agents to retrieve data from Customer endpoints, Verizon will conduct a monthly endpoint analysis. Verizon's Monthly Endpoint Analysis will leverage the capabilities provided by the deployed Tanium modules to perform a wide variety of proactive security activities designed to help Customer gain better visibility into Customer's security posture. Examples includes: scanning networks for unmanaged assets; conducting vulnerability scans and evaluating benchmarks against standard security configurations; automating patching across the Tanium-deployed environment; searching for indicators of attacks related to threat actor tactic, techniques, and procedures; and facilitating follow-on remote investigation, quarantine and targeted remediation activities. After performing the analysis, Verizon will email the Customer a written report of findings. The Monthly Analysis activities will be performed on a schedule mutually agreed to by Verizon and Customer.
  - 1.2 **Reactive Analysis and Response.** In the event Verizon is engaged to provide Emergency Services through an Engagement Letter process (pursuant to the SOW section 1.2.3 Project Initiation Process), Verizon can leverage the Tanium console to remotely conduct forensic investigations on suspicious machines by reviewing historical and current state data. Verizon can utilize the Tanium agents, to scope a suspected incident by performing searches of the Customer's endpoints. With Customer's consent, Verizon can also take targeted remediation actions, such as: quarantining compromised Customer machines, kill malicious processes, capture files, deploy patches, repair registry keys, apply configuration updates, uninstall applications, close unauthorized connections, and more.
  - 1.3 **Custom Analysis.** Customer may request Verizon conduct unique, periodic, or one-off analysis (pursuant to pursuant to the SOW section 1.2.3 Project Initiation Process).
  - 1.4 **Endpoint Telemetry Analysis SLA.** Verizon will begin remote forensic investigative support leveraging data retrieved from Customer endpoints, within six hours of receipt of a Customer signed Engagement Letter (pursuant to the SOW section 1.2.3 Project Initiation Process) requesting assistance. This SLA will only apply in the event Customer has ordered enough licenses to cover Customer's entire endpoint environment; all endpoints have Tanium agents installed, configured, and are accessible via the Tanium platform. This reduced response times will not apply, in the event Customer has not met the requirements contained in this section.
2. **DELIVERABLES AND DOCUMENTATION.** Any Deliverables provided by Verizon are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the confidentiality terms of the Agreement. Verizon will provide a Monthly Report and deliverables as described in an Engagement Letter.

3. **CONDITIONS.** Delivery of the Services by Verizon is predicated on the following conditions:
- Customer is solely responsible for providing the operating systems (Windows, \*nix, Mac, etc.) in the target environment, and to be responsible for deploying and installing the agent, and ensuring the accessibility of the agents via the Tanium platform.
  - Customer is responsible for purchasing enough licenses to cover Customer's full endpoint environment in order for the Endpoint Telemetry Analysis SLA to be valid.
  - Additional support beyond reasonable installation and maintenance of the deployed instances of Tanium on Customer's endpoints may require additional hours, which can be ordered through an Engagement Letter process at the hourly rate identified in the SOF.