



## Service Description: Advanced Services – Fixed Price

### Cisco Security Incident Response Service (ASF-CORE-IN-RESP)

This document describes the fixed price Cisco Security Incident Response Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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#### Security Incident Response Service

## Service Summary

The Cisco Security Incident Response Service provides Customer with support for Incident Response services upto a maximum of 160 hrs along with an additional 16 hrs of Project Management.

Cisco will provide Incident Response services for one (1) of the following service options (described below) and its associated deliverable(s):

- Emergency Incident Response & Emergency Incident Response report
- Threat Hunting (Compromise Assessment) & Threat Hunting Report.

Each option Includes two (2) trips for an on-site engineer for up to three (3) days each

#### Location of Services

Services are delivered both remotely and onsite to Customer.

#### Pre-Analysis

#### Cisco Responsibilities

The Responsibilities of the parties are dependent on the service option the Customer selects from above and are as follows:

- Conduct remote Kick-off call and identify key stakeholders from Cisco and Customer and their role in the delivery of the Services.
- Cisco will provide Project Management to monitor the timeline & schedule of Cisco's delivery of the Services.

#### Emergency Incident Response

- Work with Customer to define a custom plan to perform any needed data collection, forensics, tool installation, and as required to respond to a security Incident.

#### Threat Hunting (Compromise Assessment)

- Work with the Customer to define a custom hunting plan and execute the hunt. At the conclusion of the engagement, provide a Threat Hunting report.

#### Analysis

#### Cisco Responsibilities

#### Emergency Incident Response

- Provide an Incident Response resource to perform remote troubleshooting support (via telephone)

- Begin deployment of personnel to Customer's location within 24 hours of receipt of written request
- Utilize the following techniques:

**Triage** - Assessing the current situation to understand how best to initiate and design a response strategy.

**Coordination** – Tracking status, outstanding action items, and compiling updates as needed to ensure the incident is handled with care.

**Investigation** – Understanding the scope of the attack by deploying and using the necessary tools, reviewing log sources to analyze patterns and issues, performing needed forensics, and reverse engineering malware.

**Containment** – Quarantining and severing additional actions by the attacker

**Monitoring** – Development of signatures and continuous monitoring of the environment during the engagement to ensure the ongoing health of the network is maintained. As required to help Customer respond and recover from the incident.

Use of additional Cisco tools such as AMP, Stealthwatch, Umbrella, or third party tools may require additional fees and will be agreed to by the parties before Cisco provisions them.

#### Threat Hunting (Compromise Assessment)

- Work with the Customer to gather requirements by reviewing past attacks, intrusions and breaches, as well as existing concerns around specific actors, events, observations or high value assets or targets
- Confirm understanding of adversaries and associated tactics, techniques and procedures.
- Develop context around visibility into Customer's network by evaluating available tools and Customer tools and logs in the environment
- Define threat hunting use cases
- Identify required logs and accesses
- Execute the Threat Hunt by following the defined use cases

#### Reporting

#### **Cisco Responsibilities**

##### Emergency Incident Response

- Provide the Customer with Incident Response Report within 2 weeks after the end of the engagement

##### Threat Hunting (Compromise Assessment)

- Provide the Customer with the Threat Hunting Report within 2 weeks after the end of the engagement

#### **Customer Responsibilities**

- Participate in Kick-Off call and provide Cisco with:
  - Contact information for key stakeholders
- Review with Cisco, and approve, the agreed upon report.

#### **General Customer Responsibilities**

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Customer will ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer expressly understands and agrees that support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein and any unused hours will expire and be forfeited. Customer is responsible for determining if the receipt and use of the Services complies with any internal requirements, complies with any third-party agreements, and complies with any applicable laws or regulations.

#### **Invoicing and Completion**

##### **Invoicing**

Services will be invoiced upon completion of the Services.

##### **Completion of Services**

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.