



Service Description: Advanced Services – Fixed Price

Cisco Security Incident Response Service (80 hours) (ASF-CORE-IN-RESP-S)

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/: (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 up to 80 hours of Cisco support to help Customer prevent, and respond to a security incident that may impact Customer.

Cisco will provide Incident Response (IR) services for one (1) of the following service options:

Incident Response Readiness Assessment & Report. As part of Incident Response Readiness Assessment Cisco will conduct a assessment to determine the Customer's ability to quickly detect, respond and recover from an incident.

Incident Response Table Top Exercise & Report. As part of Table Top Exercise Cisco will conduct a working session(s) with the Customer to evaluate incident scenarios. Cisco will develop custom scenarios prior to the working session based on Customer's current security concerns. During the exercise, Cisco will monitor and document the response plan, tool identification and capabilities, and group interactive discussions to be included in the Table Top Exercise Report.

Each service option selected above Includes one (1) visit from an on-site engineer for up to three (3) days.

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: .

IR Readiness Assessment

- Review Customer's security incident response business requirements
- Interview Customer stakeholder responsible for information security, IT, Legal and Account Management
- Review regulatory requirements related to incident response, including any applicable legal, regulatory or Customer-specific breach notification requirement
- Review Customer's existing operational and security incident response documentation

Table Top Exercise

- Design Customer Tabletop exercise scenarios based on customer's input
- Develop test cases and scenarios and facilitate the test with the customer. At the conclusion of the engagement, provide a Table Top Exercise report that summarizes the test cases to be used, test parameters and scope, and similar details.

Analysis**Cisco Responsibilities**IR Readiness Assessment

- Define a security incident response process that facilitate management of information security incidents consistent with stakeholder requirements
- Review recommended process with Customer and make changes as requested
- Develop templates for recording of incidents and Customer communications
- Provide security incident response document and template to the customer for review and approval
- Provide applicable Customer and regulatory requirements and perform any required legal analysis.

Table Top Exercise

- Facilitate one onsite working session with key Customer personnel to exercise one of the Customer scenarios (maximum of 4 business hours)
- Conduct interview with key Customer stakeholders following the completion of the exercise to gather feedback, provide further guidance and identify additional areas of evaluation for Customer to perform.

Reporting**Cisco Responsibilities**IR Readiness Assessment

- As a part of the 80 hour limit, provide the Security Incident Response document outlining the final process documentation, including:
 - Roles and responsibilities for incident response
 - Classification scheme and criteria for determining security incidents
 - Incident criticality rating scale
 - Procedures and guidelines
- Provide and updated Security Incident Response Document and Templates

Table Top Exercise

- Provide Table Top Exercise including:
 - Executive Summary
 - Scope and general approach
 - Incident response to the scenario
 - Observation and recommendations for area of improvement

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.
- 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.