SERVICE ORDER ATTACHMENT
STATEMENT OF WORK
S-266-3286 CYBERSECURITY EVENT SERVICES

1.1 Overview

This Statement of Work ("SOW"), with any appendices included by reference, is part of any agreement that incorporates this document by reference.

1.2 Services Summary

Cybersecurity event services are essential in today's threat landscape, where malicious activity continues to evolve in frequency and complexity. Engaging a qualified partner enables organizations to evaluate cybersecurity events and take appropriate action to help reduce potential impact. These services support efforts to limit disruption and accelerate the return to normal operations.

SilverSky will assist the client by providing cybersecurity event services focused on analyzing activity of concern that may warrant further investigation or containment. This engagement may include forensic review, threat mitigation support, and collaboration with internal teams to re-establish secure operations as needed.

SilverSky will ensure that the appropriate partner, qualified and suited for the complexity of the client's cybersecurity event, is engaged to deliver this service.

1.3 Project Summary

SilverSky will ensure that one or more of the following services are performed, depending on the nature and complexity of the cybersecurity event. These efforts may involve one or some of the following core activities:

- Event Response Support
    - Determine method of compromise, such as compromised remote access, malicious email, malicious download, etc.
    - Find and eliminate any persistent threats to the system(s).
    - Support the overall progress of the engagement with regular phone, video, and email correspondence.
    - Forensic investigative services, such as analyzing the event to determine its scope and whether any data exfiltration occurred.
- Data Compromise Investigation
    - Determine the actions of the attacker/malware.
    - Determine the entire set of data that was potentially vulnerable to the attack.
    - Find any evidence indicating that all or part of the vulnerable data was viewed or exfiltrated.
    - Determine what (if any) data is compromised.
- Restoration and Recovery

  - Evaluation of any non-ransom payment recovery options.
  - If a decryption program is obtained, assist with decryption and restoration of systems.
  - Assistance with network segmentation if deemed necessary to fully restore business operations in a safe manner.
  - Implementation of the recovery plan and System Restoration.
  - Troubleshoot performance issues after restoration and/or decryption.
- Containment, EDR Monitoring, Network Exposure Monitoring
  - Active monitoring and response to alerts within the supported EDR solution.
  - 45 days of monitoring and 30 days of off-boarding are included in this engagement. Additional monitoring days can be contracted through a separate request.

1.4 Threat Actor Communications

If applicable, Silversky will negotiate with the threat actor to determine the initial ransom demand and whether any claims of data theft are made. Additional steps may involve;

- Collecting additional intel from the threat actor regarding what data they are claiming to have stolen, if any.
- If a decryption program or payment for non-release of data is needed, reach a settlement with the threat actor.
- If payment is needed, the SilverSky partner will conduct a sanctions check to confirm that there is no indication that the threat actor is a sanctioned entity.
- If payment for decryption is deemed necessary, the SilverSky partner will facilitate payment through their partner.

1.5 Out of Scope

Any activity not explicitly included in the SoW is considered out of scope. If the Client requests additional services, those services will be subject to a change request.

Silversky will work with the Client's team to determine the project's scope and planning details. This will include discussing the schedule, organization size, personnel, logistics, relevant access requirements, and the prospective assessment scope.

2 Customer Obligations and Assumptions

- Project Liaison - Designate an authorized representative to authorize 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 the Customer's employees and contractors cooperate fully with SilverSky and in a timely manner.

- Documentation - Deliver in a timely fashion all documentation requested by SilverSky.

2.1 SilverSky Assumptions

- Customer will provide SilverSky with reasonably requested information upon which SilverSky can rely to be current, accurate, and complete.
- Customer will provide access to Customer's personnel with detailed knowledge of Customer's security architecture, network architecture, computing environment, and related matters.
- Customer will provide access to Customer's personnel who understand Customer's security policies, regulations, and requirements.
- 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 costs if SilverSky cannot perform the Service due to Customer's delay or other failure to fulfill its obligations under this Statement of Work.

2.2 Project Scope

The scope of the project is based on the above description with the additional details listed as follows:

Project Component	**Parameter(s)**
Project Start Date	Typically, within 24 hours of the Effective Date
Project Duration	Subject to project variables and client requirements

2.3 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. If the Customer requires an itemized statement of these expenses, we will bill an administration fee of ten percent (10%) of all travel and living expenses.

2.4 Acceptance

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