SERVICE ORDER ATTACHMENT
STATEMENT OF WORK

S-200-3152 VCISO SERVICE – TIER 1 "SENTINEL"

1. Overview

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

1.2 Service Background

SilverSky will assist the Customer by providing Virtual Chief Information Security Officer (vCISO) services to advise the leadership team and support the advancement of organization-wide cybersecurity measures, in accordance with industry best practices.

1.3 Scope of Services

SilverSky will assist the Customer by providing strategic program direction, oversight, and guidance to build and maintain a cybersecurity program. Sentinel is a strategic oversight retainer for organizations that need an experienced security advisor in their corner without committing to active program execution. SilverSky Advisory maintains visibility into the risk landscape, keeps the roadmap current, and provides expert guidance when decisions need to be made—ensuring the organization's security direction stays on track.

Project Component	**Parameters**
Minimum Contract Period	12 months
vCISO Hours / Month	8 hours approx.
Cadence	1× monthly strategy and priority review call (90 min) + async Q&A via email throughout the month
Reporting	Quarterly executive summary covering program status and key risk indicators
Workflow Phases	Identify and Assess. Customer leads mitigation execution; SilverSky Advisory provides strategic direction and course correction.
Domain Focus	2–3 highest-priority domains as determined by the strategic roadmap
Ideal For	Organizations with a capable internal security owner, limited advisory budget, and a need to maintain program momentum and strategic oversight

1.4 Representative Activities

At this tier, activities typically include some combination of the following, based on Customer's roadmap priorities and needs:

- Monthly review of the strategic roadmap and top-priority risks — re-ranking and adjusting as the threat environment and business context evolve
- Advisory input on security policy direction, framework alignment, and governance questions — providing the guidance Customer's team needs to execute effectively
- Answering high-stakes security questions as they arise — vendor security assessments, board inquiries, insurance questionnaires, or compliance requirements — without spinning up a separate engagement
- Quarterly executive summary covering security program status, open risks, and forward priorities — giving leadership a consistent, defensible picture of the program
- Reviewing security incidents or near-misses and advising on response approach and lessons learned

2. Out of Scope

Any activity not explicitly included in this SOW is considered out of scope. If the Customer requests additional services, those services

will be subject to a change request. Managed Services and ongoing operations of any program items are not included in the scope and will be outlined on a separate SOW.

3. Customer Obligations and Assumptions

Services, fees, and work schedules are based on the assumptions, representations, and information supplied by the Customer. The Customer's fulfillment of these responsibilities is critical to the engagement's success.

- Project Liaison - Designate an authorized representative to authorize the completion of key project phases, assign resources, and serve as project liaison
- Access - Ensure SilverSky consultants have access to key personnel and data requested, to include access to critical IT assets, systems, and physical locations such as server rooms, data centers, and operations facilities
- Resources - Furnish SilverSky with Customer personnel, facilities, resources and information and perform tasks promptly
- Cooperation - Ensure all of the Customer's employees and contractors cooperate fully with SilverSky and in a timely manner. SilverSky will advise the Customer if an increased level of Customer participation is required in order for SilverSky to perform the Services under this SOW.
- Documentation - Timely delivery of all documentation requested by SilverSky including Customer's security policies, prior security reviews, network diagrams, server listings and procedures

4. 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 who have detailed knowledge of Customer's security architecture, network architecture, computer environment and related infrastructure.
- Customer will provide access to Customer's personnel who have an understanding of 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 additional costs if SilverSky is unable to perform the Services due to Customer's delay or other failure to fulfill its obligations under this Statement of Work.

5. Project Parameters

5.1 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 30 days of the Effective Date
Project duration	12 months
Project delivery method	Remotely via web meetings

6. Acceptance

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

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