SERVICE ORDER ATTACHMENT
STATEMENT OF WORK

S-200-3153 VCISO SERVICE – TIER 2 "GUARDIAN"

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. Our Guardian program shifts the engagement from oversight to active partnership. SilverSky Advisory participates in structured working sessions, takes ownership of the risk register, and begins driving execution on the highest-priority roadmap items. At this level, Customer gains a vCISO who actively works the program—not just reviews it—while the investment remains within reach for most small to mid-sized organizations.

Project Component	**Parameters**
Minimum Contract Period	12 months
vCISO Hours / Month	X20 hours approx.
Cadence	Two monthly working sessions (90 min each) + async availability for urgent issues
Reporting	Monthly executive summary suitable for leadership review, with risk status and open items
Workflow Phases	Identify, Assess, and Mitigate — all active. Monitoring is lighter and partially self-reported by Customer.
Domain Focus	3–4 domains per quarter, agreed at each quarterly roadmap review
Ideal For	Small to mid-sized businesses with active compliance obligations, board or customer requirements for an evidenced security program, or a recent security incident

1.4 Representative Activities

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

- Bi-weekly working sessions with Customer's security or IT team — structured, agenda-driven sessions focused on roadmap execution, active risks, and open items
- Risk register ownership — SilverSky Advisory maintains the register, tracks remediation status, and prioritizes the work to be done each month
- Driving active mitigation on 3–4 domains — focused execution on the domains that carry the most business risk in the current quarter
- Policy and standards advisory — providing direction on policy development, reviewing drafts, and aligning documentation to the chosen control framework
- Vendor and third-party security reviews — evaluating supplier questionnaires, contracts, and posture as part of the

organization's supply chain risk program
- Monthly stakeholder summary — a board-ready update on risk posture, program progress, and open items that gives leadership the visibility they need without requiring technical translation
- Compliance readiness guidance — helping Customer understand what evidence and controls are needed ahead of audits, customer assessments, or insurance renewals

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

Acceptance

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

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