

## 1 Overview

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

### 1.1 Services Summary

This Service will provide an initial understanding of the Customer’s existing security policies through interviews and an initial gap assessment to help identify any missing or deficient policies. After the gaps are identified, SilverSky will help align existing policies with the NIST CSF framework and help customize any remaining policy gaps from those recommended by the NIST CSF framework.

#### Project Deliverables:

- Customize Security Policy Templates

### 1.2 Project Summary

SilverSky will provide the following primary tasks, subject to modification or extension based on the engagement:

1. Kick-off Meeting
2. Information Gathering/Discovery
3. Policy Review/Gap Assessment
4. Policy Customization and Development
5. Review Phase

## 2 Scope

### 2.1 SilverSky Systems Obligations:

The SilverSky methodology for security policy review and update is based partially on generally accepted industry standards and guidelines defined by universal standards such as NIST (National Institute of Standards and Technology) and COBIT (Control Objectives for Information and Related Technology) as well as industry-specific regulations and mandates. Security policy review and updating rely heavily on active participation by key Customer personnel, which typically includes information security personnel, IT and network administrators, and compliance personnel.

The primary phases involved in reviewing and modifying the information security policy are:

**Information Gathering Phase** –SilverSky will gather information security-related documentation. This documentation includes, but is not limited to, information security policies and procedures, current Disaster Recovery Plans and/or Business Continuity Plans, risk management plans or assessments, organizational charts, and IT-related diagrams and listings.

**Policy Review and Gap Assessment Phase** - The documentation and information gathered are then reviewed to identify areas of deficiency or opportunities for improvement. During the review, SilverSky will assess the

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Customer's existing policy documentation set. Policies will be reviewed to identify key missing policy documentation. In addition, any existing policy content will be reviewed for missing phrases or sections.

**Policy Customization and Development** - SilverSky will consult the gap assessment and input from the Customer on the scope for policy template customization. SilverSky will assist Customer's efforts to improve and enhance its policies through customizing from NIST's and SilverSky's existing policy templates to create a customize policy set for the customer. Policy templates will align with common security best practice controls families aligned to 20 NIST categories to include the following:

- Acceptable Use Policy
- Access Control Policy
- Audit and Accountability
- Computer Security
- Configuration Management
- Contingency Planning
- Identification and Authorization
- Incident Response
- Information Security
- Maintenance
- Media Protection
- Personnel Security
- Physical Protection
- Planning Policy
- Risk Assessment
- Security Awareness and Training
- System and Information Integrity
- System and Service Acquisition

**Review Phase** - After the initial draft of the security policy template, a formal debriefing meeting will be scheduled with key Customer personnel to present and review the security policy documents and all key components. Any issues, questions, and/or concerns will be discussed and resolved, after which SilverSky will deliver a final copy of the security policy documents to the Customer.

### 2.2 Deliverables

SilverSky will deliver the agreed-upon information security policy and/or procedure documents as defined under the Project Parameters section.

### 2.3 Out of Scope

Any activity not explicitly included in this SOW is considered out of scope. If the Customer requests additional services, such services will be the subject of a change request.

### 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 success of the engagement.

#### 3.1 Customer Obligations

- **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

**Resources** - Furnish SilverSky with Customer personnel, facilities, resources, and information and perform tasks promptly

**Cooperation** - Ensure all of 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 for SilverSky to perform the Services under this SOW.

**Documentation** - Timely delivery of all documentation SilverSky requests, including the Customer’s security policies, network diagrams, server listings, and procedures.

#### SilverSky Assumptions

The Customer will provide SilverSky with reasonably requested information SilverSky can rely on to be current, accurate, and complete.

- Customer will provide access to Customer’s personnel with detailed knowledge of Customer’s security architecture, network architecture, computer environment, and related infrastructure.
- Customer will provide access to Customer’s personnel who understand Customer’s security policies, regulations, and requirements.

The 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.

The Customer is responsible for any additional costs if SilverSky cannot perform the Services due to the Customer’s delay or other failure to fulfill its obligations under this Statement of Work.

### 4 Project Parameters

#### 4.1 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	SilverSky will reach out within 30 days of the Effective Date with a date for a kickoff call.
Project Duration	Approximately 1 week, subject to project variables
Policy Review and Gap Assessment - Tier 1	Environments with 250+ users. Work hours not to exceed 80 hours.
Policy Review and Gap Assessment - Tier 2	Environments under 250 users. Work hours not to exceed 40 hours.

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Pricing is based upon your Tier of service and you are not allowed to downgrade if the engagement last less than your maximum hours outlined in the table above.

### **4.2 Location and Travel Reimbursement**

The Services defined in this SOW will be performed remotely.

### **4.3 Acceptance**

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

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