Secureworks®

SERVICE DESCRIPTION

Security Event Monitoring with Advanced Analytics

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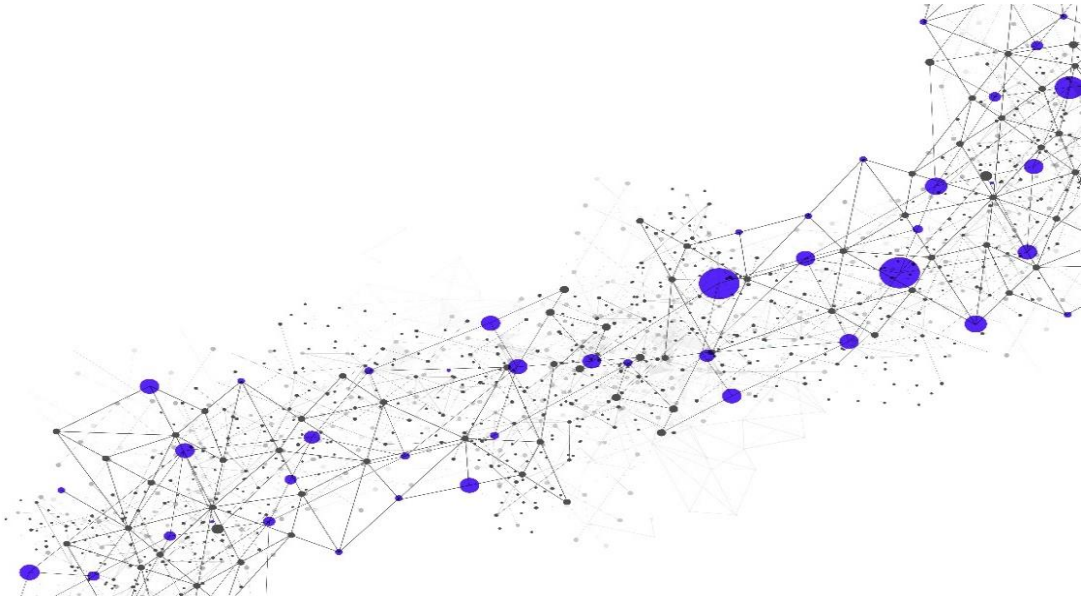

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Table of Contents

1 Service Introduction

This Service Description ("**SD**") describes the Secureworks® Security Event Monitoring with Advanced Analytics Service ("**Service**"). All capitalized words and phrases shall have the meanings set forth herein, as defined in the Glossary, or within the Secureworks-applicable agreement, such as the Customer Relationship Agreement.

This is a ***monitoring-only*** Service (e.g., ***no management functions*** such as changes, rule/policy modifications, upgrades, and similar functions). As an option for Windows and Linux server monitoring, Customer can install Red Cloak™ Agents for advanced analytics as explained herein. As such, Secureworks receives logs from the Devices and/or technologies specified in Customer's Service Order ("**SO**") and performs only monitoring and alerting of Security Events (for events generated from one or more of Customer's specified Devices and/or technologies) and monitoring and alerting for event flow disruption (see Section 2.2.3 for details).

1.1 Overview

Secureworks will monitor Customer's Device(s) and/or technologies (collectively referred to as "**Devices**" in this SD; see examples in the table below) as specified in Customer's SO on an ongoing basis. Secureworks can also provide Customer with advanced analytics (advanced security event analysis and response capabilities) through use of Red Cloak™ if Customer installs Red Cloak Agents on one or more servers that are specified in Customer's SO.

Category	Example Devices / Technologies to be Monitored
Server and Network Infrastructure	• Windows • Unix • Linux • Network Infrastructure
Endpoints	• Monitoring for third-party endpoint through a centralized management console
Cloud Infrastructure	• Amazon Web Services ("**AWS**") • Microsoft Azure • Microsoft Office 365 Monitoring
Security Devices	• Firewalls ("**FWs**"), Next-Generation FWs, Web Application Firewalls ("**WAFs**"), Intrusion Detection Systems ("**IDS**") / Intrusion Prevention Systems ("**IPS**"), Host-based IDS, Host-based IPS

The Devices will be monitored to detect signs of advanced threats and threat actors, search for specific indicators of compromise, maintain updated threat intelligence ("**TI**"), analyze telemetry, and send alerts to Customer with recommendations on how to proceed should threat activity be detected. To perform these activities, event data from the Devices will be processed through the Secureworks Counter Threat Platform™ ("**CTP**"), which enables detection of threats and threat actor activity that some technologies (e.g., common anti-virus software) are unable to detect. Section 2.2.1, Security Event Monitoring and Alerting, contains more information about how events are processed.

In addition, Customer will have access to Red Cloak Analytics as part of this Service. Customer can install the Red Cloak Agent on servers that are in scope for this Service. The Red Cloak Agent collects relevant events, and sends them to Red Cloak Analytics and to CTP for analysis. Customer will procure the appropriate number of licenses for Red Cloak Agents from Secureworks. Section 2.2.2, Advanced Analytics with Red Cloak, contains information about advanced analytics.

The Service allows for maintaining/storing key forensic data necessary to make threat detection and response faster and more efficient, and reducing effort required to investigate and respond to threats.

The Service includes the following components:

- Security event monitoring and alerting
- Advanced analytics with Red Cloak
- Event flow monitoring and alerting
- Return Materials Authorization ("**RMA**") Assistance (***for physical Counter Threat Appliances only***)

See Section 2, Service Details, for more information about the Service, including further explanation of the components listed above. Also, see the **Secureworks MSS Services – Service Description Addendum** for information about the following, ***as applicable to the Service***: Device responsibilities, Maintenance Program, and Subscription Program.

Note: Secureworks will not install third-party software on any appliance or system, unless explicitly indicated in Section 2 as being part of the Service.

1.2 Customer Obligations

Customer will perform the obligations listed below, and acknowledges and agrees that the ability of Secureworks to perform its obligations hereunder, including meeting the Service Level Agreements ("**SLAs**") listed further below, are dependent on Customer's compliance with these obligations. Noncompliance with Customer obligations relative to this Service may result in suspension of SLAs.

1.2.1 Maintenance of Monitored Device(s)

Customer will maintain the Device(s) being monitored and any intermediate systems that convey monitoring data. If a Device(s) fails or is misconfigured, then Customer will be responsible for executing the actions necessary to replace or reconfigure the Device(s) and return it to a state in which Secureworks can continue to monitor the Device(s). SLAs will not apply to the Device(s) while it is inoperative.

1.2.2 Connectivity

Customer will provide and maintain remote network connectivity to Customer's environment, including ensuring sufficient network bandwidth, and the in-scope Device(s) that are necessary for Secureworks to perform the Service. Customer will also allow connectivity from Secureworks IP range to Customer location(s) as applicable to the Service. SLAs will not apply to the Device(s) that is experiencing connectivity issues that are beyond the control of Secureworks.

1.2.3 Communications

Customer will communicate with the Secureworks Security Operations Center ("**SOC**") through telephone (Customer-authorized representative will be authenticated) or the Secureworks Client Portal ("**Portal**") using either the ticketing interface or Chat. Customer should submit all Service-related issues or requests as tickets in the Portal or as requests through the Chat in the Portal. It is Customer's responsibility to ensure that its list of authorized representatives is up to date with the Secureworks SOC. Customer is responsible for timely responses to tickets that Secureworks escalates to Customer through the Portal.

1.2.4 Maintenance

Customer will notify the Secureworks SOC by submitting a ticket in the Portal or through the Chat in the Portal at least 24 hours in advance of planned Customer-side network maintenance to enable Secureworks to avoid unnecessary escalations to Customer.

1.2.5 General

- Customer will ensure that Customer personnel are scheduled and available to assist as required for the Service(s).
- Customer will have obtained consent and authorization from the applicable third party, in form and substance satisfactory to Secureworks, to permit Secureworks to provide the Service if Customer does not own network resources such as IP addresses, Hosts, facilities or web applications.
- Customer will provide to Secureworks all required information (key personnel contact information, credentials, and related information) prior to work being started.
- Customer will promptly reply to all requests from Secureworks.
- Customer-scheduled downtime and maintenance windows will allow adequate time for Secureworks to perform the Service.
- Customer will promptly inform Customer personnel and third parties of Secureworks testing activities as needed, to prevent any disruption to Secureworks business and performance of the Service (e.g., takedown requests, ISP blacklisting).

1.3 Initial Implementation Scheduling and Points of Contact

Secureworks will contact Customer within seven (7) Business Days after execution of the Service Order ("**SO**") to schedule the first meeting during which Service Implementation will be discussed.

Customer and Secureworks will designate respective points of contact ("**POC**") to facilitate communication and support ongoing activities related to implementation of the Service.

2 Service Details

The subsections below contain details about the Service and how it will be implemented.

2.1 Service Implementation

The standard service implementation period begins after Secureworks reviews and approves Customer's signed SO, and ends when the Service is activated (made available to Customer for Customer's use), any Devices supporting the Service are activated, and management or monitoring of Devices is transferred to the Secureworks SOC. The subsections below explain the Secureworks implementation methodology for Managed Security Services (known as MSS Services) that is used to provision, install (if applicable), and activate the Service.

Note: *Secureworks does not provide SLAs for completing implementation within a specified period of time; the duration of the implementation is dependent on several factors, such as the number of Counter Threat Appliances ("**CTAs**") required (if applicable to the Service), the number of physical locations where managed or monitored Devices will be activated for the Service (if applicable to the Service), complexity of Customer requirements, and the ability of Customer to provide Secureworks with requested information within a mutually agreed-upon time period.*

A typical implementation with one (1) physical location, two (2) CTAs, and between one and four (4) managed or monitored Devices can generally be completed within six (6) weeks. This does not include any policy migrations or the time required for Customer activities or other external dependencies.

*Any effort that is required to upgrade software or replace hardware in support of Service implementation requirements can be performed by Secureworks through a separate Statement of Work ("**SOW**").*

2.1.1 Implementation Methodology

Secureworks will follow the Secureworks standard implementation methodology to implement the Service. The implementation methodology can be reasonably adjusted to meet Customer needs

at the sole discretion of Secureworks. As part of implementation, Secureworks will help ensure Customer understands how to use the Service through collaborative meetings and training. Below is a high-level overview of the MSS implementation methodology.

- **Organize:** Start the project, document success criteria, enable portal access, and finalize technical design of the Service
  - Secureworks will work jointly with Customer to validate accuracy of the information used to create the original SO against the actual Customer environment where services will be performed ("**Due Diligence**"). As a result of Due Diligence, changes in the types (e.g., hardware make and/or model and software package or version) of equipment, the number of locations, or the quantities of equipment to be provisioned may be identified ("**Identified Changes**"). Customer acknowledges that (i) in order for Secureworks to provide intended Service coverage across such Identified Changes, an amended or additional SO may be required, which may include changes to scope and fees, and (ii) without such an amended or additional SO, Secureworks may only be able to provide services as scoped, defined, and charged per the original SO. In some cases, an amended or additional SO may be required to provide services in the original SO. For example, an additional CTA may be required at a location that was not originally determined to be in scope.

  Note: Secureworks will enable Customer's access to the Secureworks Client Portal (for security event monitoring activities and incident tickets) and the Red Cloak Portal (for advanced analytics).
- **Prepare:** Baseline the project schedule, identify required training, and send CTA(s) to Customer for installation; Customer provides information necessary to execute implementation for MSS Services
  - **CTA Deployment Guidelines:** For most Secureworks MSS Services, one or more CTAs will need to be installed, and will be included in the SO. The CTA is a Secureworks-proprietary Device that is used in the secure delivery of the Service for Device health and Security Event collection and transport.
    - If one or more **physical CTAs** are to be deployed, then Secureworks sends them directly to Customer for installation. Customer is responsible for ensuring that the implementation site complies with the Secureworks physical/environmental specification, which will be provided to Customer prior to commencement of CTA deployment.
    - Alternatively, if one or more **virtual CTAs** ("**vCTAs**") will be deployed in a Public Cloud or Private Virtual Environment, then Customer is responsible for providing information to Secureworks about the Public Cloud or Private Virtual Environment, and Customer will make configuration changes as applicable to the Service. Customer must provide access and appropriate privileges to the Public Cloud or Private Virtual Environment to enable Secureworks to manage the vCTA and configure it as applicable to the Service. See Section 2.5, Support for Private Virtual Environments, for information about provisioning in virtual environments.
  - Secureworks reserves the right, in its reasonable discretion, to use one or more **CTAs deployed in a Secureworks data center (a Hosted CTA or "HCTA")** to communicate with Devices that Secureworks is monitoring, in lieu of deploying physical or virtual CTAs for use directly in Customer's environment. In such cases, the guidelines above pertaining to CTA deployment do not apply. A service deployment using a Secureworks HCTA design will be discussed and agreed upon during the solution scoping engagement within the Sales cycle. Service interruptions or failure to achieve the SLAs (as defined herein) will not be subject to penalty in the event of Customer's non-compliance with the above-listed CTA deployment guidelines.
- **Execute:** Complete configuration of CTA(s) and related service-enabling technology, validate ingestion of identified log source(s) if applicable, schedule and deliver foundational training, and activate services
- **Rationalize:** Confirm Customer's ability to access and participate in management of the Service within the Portal; ensure ticket data quality and tuning of the Service and processes to Customer's environment

- **Accept:** Validate successful deployment of the Service and transition of Customer to steady-state operations

2.1.2 Service Provisioning, Installation, and Activation

Service provisioning consists of the initial actions that are completed in advance of implementing the Service for Customer, such as configuring and sending Devices to Customer. **Service installation** consists of physically putting in place a piece of equipment, connecting it to Customer's environment, and testing the ability of Secureworks to connect to the equipment. **Service activation** consists of Customer and Secureworks validating all Devices and components of the Service are available to Customer for Customer's use, and the Secureworks implementation team transferring Customer to the Secureworks SOC.

If provisioning Equipment is part of the Service, then installation activities are also part of provisioning.

Secureworks performs the following provisioning, installation, and activation activities:

- Create implementation ticket in Portal (for ongoing tracked communication between Customer and Secureworks during implementation)
- Schedule initial meeting (remote) with Customer and review SO (or on-site meeting for Customers in Japan, if needed) *(**Note:** Receipt of a Customer-executed SO is required prior to scheduling initial meeting.)*
- Provide Customer with access to the Portal (and Red Cloak Portal for advanced analytics)
- Collect Customer information that is necessary for implementation
- Complete provisioning and installation activities (e.g., sending Devices to Customer, configuring Devices within the CTP, and performing connectivity testing, if applicable)
    - ***Activity for physical CTAs Only:*** Send CTAs to Customer through ground shipping method *(**Note:** Installation and completion of minimal configuration by Customer for CTAs is required.)* Customer is responsible for physical installation and completion of minimal configuration of the CTA(s).
- Provide any new Secureworks Customer with opportunity to participate in foundational training (see Section 2.4)
- Notify Customer (e.g., through email, telephone, or scheduled meeting) to activate the Service *(**Note:** Customer and Secureworks will work together to ensure that Service is activated for in-scope Devices.)*
    - Secureworks can schedule Service activation in accordance with change management procedures communicated by Customer. Standard activations are performed during Business Hours on Business Days in the following regions: US, EMEA, APJ, and ANZ; however, activation can be performed at other times when scheduled in advance with Secureworks.
- Notify Customer (e.g., through email, telephone, or scheduled meeting) that the Service activation is complete, and Customer is transitioned to Secureworks SOC

2.1.2.1 Provisioning a vCTA into a Virtual Environment

Virtualization includes various methods by which hardware resources are abstracted to allow multiple virtual machines ("**VMs**") to share a common hardware platform. This subsection explains provisioning a vCTA into a virtual environment (i.e., a Public Cloud or Private Virtual Environment), which enables delivery of Secureworks security services. See the Glossary for definitions of terms related to virtualization that are used in this SD.

If Customer has a Private Virtual Environment, then Secureworks will provide Customer with an image to install on the Hypervisor in Customer's Private Virtual Environment, which is used to create the vCTA on a Guest VM. If Customer has a Public Cloud Environment, then Customer will access the Portal and complete steps to obtain the vCTA for use in the Public

Cloud Environment. Depending on Customer's environment, the specific steps for installing and provisioning the vCTA may vary, and Secureworks will provide applicable information to Customer.

When provisioning the vCTA into a virtual environment, Customer is responsible for creating and supporting the underlying Guest VM. This includes all management and maintenance of the Guest VM (i.e., the Host), Hypervisor, and related hardware. See Section 2.5, Support for Private Virtual Environments, for more information about virtual environments including additional Customer responsibilities.

Provisioning Requirements: Customer must perform the provisioning activities when provisioning the vCTA into Customer's virtual environment (including private or public cloud). Customer must also provide all required virtual hardware needed to operate the vCTA on the Guest VM. This includes vCPU(s), RAM, vHDD capacity, network interface card/adapter, and storage IOPS. Customer must also provide a virtual environment that supports the required network connectivity, which will enable Secureworks to manage the vCTA remotely.

2.2 Service Components

The subsections below contain information about the components of the Service.

2.2.1 Security Event Monitoring and Alerting

To provide Customer with Security Event monitoring and alerting of potential threat actors and threat activity, Secureworks will use a combination of the following:

- Secureworks Threat Intelligence ("**TI**")
- Machine learning
- Signature-based detections
- Human-based pattern identification – through ongoing research that the Secureworks Counter Threat Unit™ ("**CTU**") and SOC analysts conduct
- Long-term correlation
- Big data analytics

Secureworks aggregates and analyzes data from the above-listed sources and uses the data to conduct security activities that help Customer prevent and defend against attacks. The data from these sources enables faster detection of malicious activity, and action against the activity. As new threat activity is identified, new detectors are developed and deployed to the CTP, providing customers with protection from threat actors and threat activity.

Secureworks only monitors and alerts Customer of threat actors and threat activity using the above-listed sources (includes data from Devices or Security Events that are provisioned and maintained as part of the Service); no other sources such as Customer-created custom alerts and custom watch lists, or TI from other sources will be used. Secureworks reserves the right to change how monitoring and alerting is conducted, and conduct maintenance at any time to ensure the best quality of TI is applied promptly. Customer-created custom alerts can be configured for monitoring and alerting. Customer can submit a Service Request to Secureworks, and Secureworks will work with Customer to evaluate the request and determine how to proceed. Secureworks does not monitor the availability of the threat intelligence sources that are used for these Customer-created custom alerts and will not be subject to penalties associated with the Security Monitoring SLA if the sources become unavailable.

2.2.1.1 Security Incident Identification Methods

Secureworks will use two methods to identify and act upon Security Incidents, as explained in the table below.

Identification	Description
Real-Time Security Incidents	Upon receiving alerts that are triggered by Devices, Secureworks will process all Security Events in real-time using its proprietary Multi-Purpose Logic Engine ("**MPLE**") in order to identify patterns that may indicate malicious activity. This process includes analyzing Security Events to add additional context to activity and help reduce the number of false-positive incidents. During processing, Security Events may be held for 10 to 40 minutes for correlation and context gathering (actual time depends on the use cases that are matched within the CTP). Security Events that are malicious will be logged as Security Incidents, and further action will be taken, as applicable to the Security Incident.
Retroactive Security Incidents	Secureworks will use a combination of machine learning, look-back alerting for newly discovered threat indicators, and the Secureworks proprietary Long-Term Correlation Engine ("**LTCE**") in order to identify patterns of malicious activity over extended periods of time to generate and analyze Security Incidents. Security Incidents generated from this retroactive analysis are not subject to the Security Monitoring SLA.

2.2.1.2 Security Event Prioritization and Security Incidents

When a Security Event is detected, initial correlation, de-duplication and false positive reduction is performed by the CTP correlation logic. Usually, if the Security Event is prioritized as Medium or High severity, then a Security Incident ticket is either automatically generated by the CTP or manually generated by a security analyst. Secureworks prioritizes all Security Events based on the severity levels described in the table below. Secureworks uses a default event handling policy and can provide this to Customer upon request. This default event handling policy can be reasonably customized at time of service implementation or during ongoing Service delivery, at the sole discretion of Secureworks.

All Security Events in normalized format are available to Customer in the Portal. Depending on the prioritization of a Security Event and analysis by a security analyst, Security Events become Security Incident tickets, and Secureworks will notify Customer through electronic notification to enable Customer to act on the Security Incident.

Ticket Severity	Description
High*	Security Events that require immediate attention and/or represent potential business impact to Customer environment (e.g., targeted threats, opportunistic malware infection)
Medium	Security Events that do not require immediate attention and typically represent pre-compromise, compliance, audit, reconnaissance, or other types of activity that is unlikely to indicate a significant threat to Customer environment
Low	Security Events that may represent a misconfigured security control, false positive-prone countermeasures, and other activity that has little to no impact to Customer environment

* ***Note:*** The Secureworks ticket severity of "High" includes Security Events that are commonly referred to as "Critical."

2.2.1.3 Security Incident Analysis and Information

Upon determination of a Security Incident, Secureworks will conduct analysis to provide Customer with as much information as possible through the Security Incident ticket in the Portal. Not all Security Incidents will have the same information available (depends on one or more detection methods) and as such, the information provided can vary between Security Incidents. The following are examples of information that will be provided:

- A description of the Security Event(s) and the activity that was identified
- A copy of the Security Event(s) including packet captures when provided by identifying Device
- Technical details on the threat or activity that was identified, including references
- Source and destination information including hostnames when available
- Additional content and context will be added, but can vary based on detection methods and the activity that is occurring
- Impact of the event on the affected asset
- Corroborating event data that correlates with the original event and is related to the affected asset
- Other assets in Customer's environment that were overtly interacted with by the threat actor that is related to the event
- Relevant Secureworks or third-party TI
- Additional contextual information related to the threat
- Recommended next steps based on the identified activity

In-depth analysis, incident response, forensics, and countermeasure implementation beyond policy changes to Devices are not included in this Service. Customer can purchase these services through a separate, signed SO or SOW.

2.2.1.4 Retroactive Security Incident Investigations

Security Incidents that are considered retroactive (i.e., "Retroactive Security Incidents" in the above table) are escalations developed from applying newly identified indicators to historical logs, researchers manually reviewing alerts from countermeasures still under active development (i.e., research for developing new countermeasures), and other similar processes. Researchers investigate threats and relevant details to determine Customer impact, and to develop new countermeasures.

Retroactive escalations may be related to threats still being actively researched and/or ongoing Security Incidents. As such, details related to Retroactive Security Incidents may be limited or privileged.

There is no limit on the number of Secureworks-initiated Retroactive Security Incident investigations that will be conducted for Security Incidents that are created based on Secureworks TI and external resources such as Secureworks trusted partners and OSINT.

Details that can be provided to Customer are added to the Security Incident ticket in the Portal.

2.2.2 Advanced Analytics with Red Cloak

For advanced analytics capabilities, Customer can install Red Cloak Agents ("**Agents**") on servers that are compatible with the Agents. Secureworks will advise Customer about downloading and installing the Agents on servers. For a list of servers with which the Agent is compatible, access the Secureworks Hardware and Software Support Status matrix on the Secureworks Lifecycle Policy page: https://www.secureworks.com/client-support/lifecycle-policy. Secureworks will not support any non-standard configurations. Customers must ensure all connectivity requirements are met, including all web proxies and outbound controls, which includes allowing connectivity to required IP ranges and ports (Secureworks will provide to Customer).

This component of the Service enables Customer to access the Red Cloak Portal to view Endpoint telemetry from the servers, obtain reporting, and conduct other activities for advanced analytics. Secureworks will conduct Incident Investigations with Red Cloak as described AETD or AETD Elite with Red Cloak SD.

If an abnormal amount of events are generated across the servers, once the data has been analyzed and any threats identified, Secureworks retains the right, in its sole and reasonable discretion, to conduct a purge that will remove all unnecessary event data within the thirty (30) day retention period. If Secureworks determines that such a purge is required, then Secureworks will provide Customer with written notification after the purge has been successfully completed.

Customer is responsible for ensuring that the Agents are installed only on servers for which this Service has been purchased.

See the AETD or AETD Elite with Red Cloak SD for more information about the Red Cloak Agent, advanced analytics, and Incident Investigations. (***Note:*** The AETD Elite information that is in the Appendix of the AETD or AETD Elite with Red Cloak SD is not applicable to the Security Event Monitoring with Advanced Analytics service.)

2.2.3 Event Flow Monitoring and Alerting

Secureworks will use Event Flow Disruption ("**EFD**") to detect data flow issues that result in logs not being sent to Secureworks, improperly formatted logs, or when all logs received do not generate Security Events. When event flow issues are detected, an alert is automatically triggered, which sends an auto-generated ticket to the SOC. Secureworks will perform troubleshooting and then notify Customer about the event flow issue through a ticket in the Portal.

For EFD tickets:

- Secureworks will attempt to restore event flow if the root cause is determined to be related to the Service. Secureworks will work with the third-party vendor to address backend connectivity log forwarding as related to the Service.
- If the root cause of the EFD is not related to the Service (e.g., a Customer-side network change or Agent misconfiguration), then Secureworks will advise Customer to troubleshoot issues directly with the vendor, or Customer will need to troubleshoot and resolve the event flow issue. Secureworks shall not be responsible for troubleshooting issues that do not directly relate to the Service, or Secureworks networks and environments.

2.2.4 Return Materials Authorization ("RMA") Assistance

If the physical CTA or a Secureworks-provided Device that Secureworks is managing for Customer is determined to be in a failed or faulty state and requires replacement, then Secureworks will initiate and fulfill the RMA process. Customer is responsible for physical installation, network connectivity, and registration of the CTA / Secureworks-provided Device. Secureworks will work with Customer to ensure restoration of Service.

Note: In Japan, Customer and Secureworks can agree to on-site installation and device provisioning per a SOW as applicable.

2.3 Service Delivery

The subsections below contain information about how Service and support are delivered to Customer.

2.3.1 Security Operations Centers ("SOCs")

Secureworks maintains SOCs in the United States and internationally. To provide Service to Customers around the world, Secureworks administers security services and support from these SOCs, such as monitoring Security Events, aggregating and correlating data, conducting analysis, escalating Security Events, and performing other security-related activities. Contact information for SOCs will be provided to Customer.

2.3.2 Business Days and Business Hours

Business Days for Secureworks global headquarters are Monday – Friday and Business Hours are 8 a.m. – 5 p.m. US Eastern Time, excluding US holidays. Business Days and Business Hours for all other Secureworks locations vary according to local time zone and country. The Secureworks SOC is available 24 hours a day, 7 days a week, for questions and support. During non-Business Days and Hours, some SOC inquires may be sent to other support groups to address during Business Days and Hours.

2.3.3 Service Location(s) and Languages

The Service will be delivered remotely from a Secureworks location(s). Voice and email support are provided in English only, except in Japan where support is provided in both English and Japanese. Other components of the Service that are visible to Customer (such as reports, documentation, and the Portal) are provided in English only. Additionally, Secureworks requires that inputs and interfaces to the Service, including but not limited to logs, Application Programming Interfaces ("**APIs**"), and Command Line Interfaces ("**CLIs**"), be provided in English. Service options and availability may vary by country; contact Secureworks sales representative for details.

2.3.4 Service-Enabling Technology

Customer will be provided with access to the Secureworks Client Portal and the Secureworks Mobile Application ("**Mobile Application**"). Customer's use of the Mobile Application shall be subject to the terms and conditions set forth in the Mobile Application. In addition, one or more CTAs will be provisioned. Below are explanations of these items.

2.3.4.1 Secureworks Client Portal

The Portal is the online site for all Managed Security Services Customers, and provides the following:

- Visibility to Customer's Secureworks Services
- Ability to submit tickets to Secureworks with concerns or issues relating to Managed Security Services
- Monitor events and escalations generated
- Access the Secureworks Learning Center (training and self-education – webinars, documentation, SDs, Portal-specific features, and related content)

Access to the Portal is enabled for Customer-specified authorized users during the Organize phase of service implementation (see Section 2.1.1 for more information), and training regarding Portal use is conducted during the Execute phase of service implementation. It is Customer's responsibility to ensure that access for authorized users of the Portal remains current.

All information received by Customer through the Portal is solely for Customer's internal use and may not be re-distributed, resold, or otherwise transmitted outside of Customer's organization.

2.3.4.2 Secureworks Mobile Application

The Service is integrated into the Mobile Application. As part of Consultation, Customer and Secureworks will review Customer roles and access to Service features in the Mobile Application. All information received by Customer through the Mobile Application is solely for Customer's internal use and may not be re-distributed, resold, or otherwise transmitted outside of Customer's organization.

2.3.4.3 Counter Threat Appliance

The Service requires a physical and/or virtual CTA(s) to communicate with Client-Side Technology (e.g., for data collection and transfer for monitored Devices). CTAs should be

provisioned in advance of Service Commencement Date and meet minimum hardware and version requirements.

2.3.4.4 Red Cloak Portal

The Red Cloak Portal, which contains information about Customer's Endpoints, is the online site for customers using the Red Cloak Agents, and provides the following:

- Visibility into Red Cloak functionality and Endpoint-specific information, including events, watchlist results, and other alerts
- Ability to search through retained telemetry from Customer's Endpoints, or visualize the telemetry through custom dashboard widgets
- Ability to create an investigation to organize events related to an incident or attacker activity patterns
- Access to the Secureworks Learning Center (training and self-education – webinars, documentation, SDs, Red Cloak-specific features, and related content)

2.3.5 Customer and Secureworks Responsibilities

The responsibility assignment matrix below describes the participation required by both Customer and Secureworks in completing tasks or deliverables for a project or business process to facilitate successful service delivery. Secureworks uses standard RACI role criteria for managing Customer projects and deliverables. These roles are defined as follows:

- R – Responsible: Role(s) assigned to do the work.
- A – Accountable: Role(s) that make the final decision and has ultimate ownership.
- C – Consulted: Role(s) consulted as the subject matter expert ("**SME**") before a decision or action is taken.
- I – Informed: Role(s) updated with status of work being done, status of ongoing work, and results of work completed.

Note: The SOC provides Quick Start guides to Customer, which contains more detail about SOC-specific roles and responsibilities.

Security Event Monitoring with Advanced Analytics			
Activity	**Task**	**Customer**	**Secureworks**
Service Preparation	Provide contact information for authorized contacts regarding Customer's account	R, A	I
	Provide information for authorized users who need access to the Portal (Customer will modify as needed at any time through the Portal, and add / remove users as needed)	R, A	I
	Provide shipping information for Secureworks to send physical Devices required to implement Service	R, A	I
	Create and provide to Secureworks the escalation procedures to follow for tickets (Customer will modify as needed at any time through the Portal)	R, A	I
	Enter Customer's initial escalation procedures	A, C, I	R

Security Event Monitoring with Advanced Analytics			
Activity	**Task**	**Customer**	**Secureworks**
	into Portal		
	Provide information on support requirements, sizing recommendations and sample deployment scripts (applicable to Public Cloud Environments only)	I	R, A
	Provide to Customer the implementation guidelines for service implementation	I	R, A
	Ensure managed Device(s) meets Secureworks-provided hardware and software specifications prior to the start of implementation	R, A	C, I
	Ensure managed Device(s) meets minimum third-party vendor hardware and software specifications prior to the start of implementation (if applicable)	R, A	C, I
	Prepare the environment as required to implement Service, which may include rack space, power, cooling, network connectivity, public cloud access, or other modifications	R, A	I
	Send CTA(s) to Customer-provided location(s) (if using physical CTAs)	I	R, A
	Provide contact information for authorized contacts regarding Customer's account	R, A	I
Service Implementation	Provide information (e.g., host name, IP address) that Secureworks will use for Devices	R, A	I
	Provide Secureworks with access (e.g., login credentials, access to Customer network) to Devices	R, A	I
	Implement all requirements per guidelines provided to Customer by Secureworks	R, A	I
	Install the CTA(s), and use cables to appropriately connect the CTA(s) to the network ***Note:*** In Japan, Customer and Secureworks can agree to on-site installation and device provisioning per a SOW as applicable.	R, A	I
	Finish configuration of CTA(s) (remotely)	I	R, A

Security Event Monitoring with Advanced Analytics			
Activity	**Task**	**Customer**	**Secureworks**
	Configure implementation rules on Customer side based on guidelines provided by Secureworks, vendor, or both, as applicable	R, A	I
	Configure implementation rules in the Secureworks environment	I	R, A
	Configure Devices for Security Event logging	I	R, A
	Configure initial Portal access for Customer's authorized users	C, I	R, A
	Provide training (remotely) to Customer for Portal	I	R, A
	Provide Customer-side post-install validation steps to Customer	I	R, A
	Complete Customer-side post-install validation steps	R, A	I
	Complete Secureworks-side post-install validation steps	I	R, A
Security Monitoring	Conduct daily monitoring activities to include review, triage, and forwarding of Customer-related validated alerts/Security Events/Security Incidents for next steps	I	R, A
	Conduct incident response activities for alerts, Security Events or Security Incidents identified by Secureworks	R, A	I
	Monitor Service-specific logs and create Security Events or Security Incidents for security concerns	C, I	R, A
	Conduct real-time analysis of Security Events that are created (manually create Security Incident tickets if needed); escalate Security Incidents as applicable, using Customer's escalation procedures	C, I	R, A
	Conduct log correlation to identify internal sources/destinations of traffic related to escalated Security Incidents (if applicable)	I	R, A
	Submit ticket through Portal to request Security Event tuning calls (include sample of events or incidents) at least five (5) days in	R, A	I

Security Event Monitoring with Advanced Analytics			
Activity	**Task**	**Customer**	**Secureworks**
	advance; Secureworks will provide Customer with guidance		
	Adjust filters, MPLE rules, and escalation criteria to meet Customer's incident alerting requirements as a result of Security Event tuning calls	I	R, A
	Submit through Portal (or otherwise contact SOC to submit) request to create custom IP watch lists and related alerting procedures (submit changes to watch lists and alerting procedures through Portal as needed)	R, A	C, I
	Implement Customer-provided custom IP watch lists and related alerting procedures (update as needed, upon request from Customer)	C, I	R, A
	Remediate all malware and threat actor activity	R, A	I
Support	Advise Secureworks of appropriate timing for maintenance window to perform changes (e.g., Customer-submitted change requests)	R,A	I
	Work directly with Device vendor for RMA	R, A	
	Install vendor-provided RMA replacement Device(s) for Secureworks remote access	R, A	
	Notify Secureworks after RMA Device is installed and connected to Customer's network	R, A	I
	Provide support to Customer for issues relating to the Portal (including mobile access)	C, I	R, A
	Send electronic notification (e.g., auto-E-mail or auto-SMS) to Customer about Secureworks-identified event flow issues ***Note:*** Auto-SMS is out of scope in Japan.	I	R, A
	Ensure Secureworks has current contact information for authorized contacts regarding Customer's account	R, A	I
General	Provide Secureworks with advance notice of Customer-authorized scans or Customer	R, A	I

Security Event Monitoring with Advanced Analytics			
Activity	**Task**	**Customer**	**Secureworks**
	network maintenance periods (to avoid unnecessary Secureworks escalations resulting from these activities)		
	Provide Customer network design and specification for integration with Secureworks services (includes auditing and providing updated designs and specifications when changes are made)	R, A	I
	Download and register mobile application (named "Secureworks Mobile") to mobile device from an application store	R, A	C
	Maintain network ranges (e.g., public, DMZ, and private) and network translation devices (e.g., NAT pools, proxies, and load balancers)	R, A	C, I
	Notify Secureworks of any changes to network ranges (e.g., public, DMZ, and private) and changes to network translation devices (e.g., NAT pools, proxies, and load balancers)	R, A	C, I
	Submit through Portal (or otherwise contact SOC to submit) all change requests for in-scope changes; ensure requests are internally vetted and approved within Customer's organization, and include all information necessary to implement each request	R, A	I

2.3.6 Secureworks Platform Maintenance

To ensure Customer receives the highest level of Service possible, Secureworks will conduct platform maintenance (updates, upgrades, patching, and other platform-specific work) on a periodic basis, as maintenance changes are validated and approved for release into the Secureworks platform. Secureworks follows internal change control processes to ensure platform stability. Generally, maintenance does not require a network outage. Secureworks will conduct platform maintenance without Customer approval or a maintenance window when a network outage is not required. Customer acknowledges and agrees that approval or a maintenance window is only mandatory when a network outage is required.

2.4 Training and Documentation

Each new Secureworks Customer can participate in foundational training for Secureworks Managed Security Services Integration. Foundational training (primarily webinar-based) is offered to align and mature Customer’s Secureworks Managed Security Services Integration and compliment the service implementation process. The training is scheduled during the service implementation process, and is delivered through live, interactive training sessions. Other Service-specific training may be provided. Foundational training includes the following topics, as applicable to the Service:

- Secureworks Client Portal Training
- Secureworks Client Portal User Roles and Audit
- Escalation Procedures
- MPLE Rules Review
- Ticket Review and Baseline Portal Reports
- Managed Device Alignment (e.g., ensuring understanding of expectations between Customer and Secureworks with regard to Devices being managed by Secureworks)

Customer is responsible for its own training and documentation for any third-party products used as part of the Service.

Secureworks will provide Service-related documentation to Customer. Documentation is generally provided through the Portal.

2.5 Support for Private Virtual Environments

Depending on Device types, Customer's environment, Customer's requirements, and other criteria, Secureworks will provide support as described herein, for a single-tenant Private Virtual Environment that is located on Customer's premises as part of a service that Customer purchases from Secureworks. The information in this section is part of Customer agreement with Secureworks, and takes precedence over any conflicting information elsewhere in this SD. The subsections below contain information about Customer responsibilities, Secureworks responsibilities, and out-of-scope services with regard to a Customer's Private Virtual Environment. See the Glossary for definitions of terms related to virtualization that are used in this SD.

2.5.1 Customer Responsibilities

Customer agrees to the responsibilities explained in the subsections below and acknowledges and agrees that Secureworks' ability to perform its obligations and responsibilities, and its liability under the SLAs, are dependent upon Customer's compliance with these responsibilities.

2.5.1.1 Provisioning and Maintenance

Customer is responsible for all aspects of provisioning (installation, configuration, and setup) of supported Hypervisor technology, such as VMware, including but not limited to the following:

- Virtual switches
- Virtual network interfaces
- Virtual networks
- VMs

Customer must perform all maintenance for the Guest VM, which includes the items listed below.

- Guest VM snapshot backup
- Restoration of the image on the Guest VM
- Underlying Hypervisor that provides in-band management access (e.g., access to Customer's network through Simple Network Management Protocol/SNMP) for Secureworks (*Customer must resolve in-band access issues in case of loss of network connectivity for Secureworks to manage the vCTA and if applicable, Virtual Security Appliance*)
- Troubleshooting (Hypervisor, hardware, and Host/Guest VM)

2.5.1.2 VMs

Customer is responsible for providing the Guest VM(s) on which the Secureworks-provided image (the vCTA) and, if applicable, Virtual Security Appliance ("**VSA**") will be installed. Customer must provision the VM with the required central processing unit ("**CPU**"), memory, storage capacity, and network resources needed for proper functionality and delivery of the Service. Customer shall provide Secureworks with a privileged account with access to the Guest VM(s). This account may also be used for automation purposes. The OS on the Guest VM must have a valid license for support. Secureworks will not provide any assistance without in-band access to the Guest VM and without a valid license.

2.5.2 Secureworks Responsibilities

Secureworks is responsible for providing the vCTA and, if applicable, VSA, providing support to Customer during provisioning of the vCTA and VSA, and managing and monitoring the vCTA and VSA that are operating on the Guest VM(s). Customer must maintain a suitable environment in which to operate the Guest VM(s) that is being used for the vCTA and VSA. This includes using a Secureworks-supported Hypervisor version.

2.5.3 Shared Responsibilities

2.5.3.1 VSA and vCTA Upgrades

Secureworks will implement upgrades only for the VSA and vCTA on the Guest VM, as applicable to the Service; Customer is responsible for any other upgrades (e.g., Host/Guest VM, Hypervisor).

2.5.3.2 VSA and vCTA Backups

Secureworks will back up the configuration for the VSA and vCTA only. It is Customer's responsibility to back up (and otherwise maintain) the image or virtual hard disk for the Guest VM. If a Guest VM requires a rebuild, then Secureworks will restore the prior vCTA configuration after Customer restores the Guest VM and its connectivity. Secureworks recommends that any virtual infrastructure be deployed on redundant systems.

2.5.4 VSA and vCTA Health, and Adding Capacity

Secureworks will perform health-related validations on the VSA. Secureworks must be able to connect to the VSA through the Internet using ICMP and SSH. Each VSA is always assumed to be powered on, and any disappearance of a VSA from the network is considered a failure.

Secureworks will monitor the vCTA. If it is determined that a health-related issue caused by performance of the Host/Guest VM hardware, or insufficient capacity for the Guest VM, is negatively affecting the vCTA, then it is Customer's responsibility to resolve the performance issue or add sufficient capacity to the Guest VM.

Secureworks will perform availability monitoring of the VSA and vCTA using periodic polling (approximately every 1-5 minutes; timing is subject to change) of each Device. If a failed or negative response is received through polling, then an automatic alert is sent to Secureworks, which then generates a ticket. Secureworks will conduct troubleshooting and contact Customer as applicable to the Service.

Health monitoring is limited to VSAs, CTAs, and other Devices. Secureworks does not perform health monitoring for Hypervisors or underlying hardware.

2.5.5 Out-of-Scope Services in a Virtual Environment

The following are considered out-of-scope for this Service:

- Restoring the VM image backups

- Troubleshooting issues at the Hypervisor level
- Troubleshooting performance issues not directly related to the VSA or the vCTA (i.e., the image on the Guest VM) such as hardware, Hypervisor, or Host-level issues
- Anything not specifically described herein as part of the standard offering for the Service

2.6 Out of Scope

The information in Section 2 comprises the Secureworks standard in-scope offering for the Service. Any other services or activities not specifically listed as in scope are out of scope. Items described in the subsection(s) below are examples of services and activities that are out of scope. Upon request, Secureworks can provide out-of-scope technical support on a time and materials basis pursuant to a separate SO or SOW.

- Incident management services
- On-site installation and provisioning of device ***Note:*** *In Japan, Customer and Secureworks can agree to on-site installation and device provisioning per a SOW as applicable*.
- Analysis of Low Severity events
- Integration of complementary products that Secureworks is not managing (e.g. anti-virus software, web reporting software)
- Custom analysis
- Custom reports
- Forensics
- Health monitoring beyond EFD
- Any activity associated with direct management of monitored Devices and/or technologies (e.g., upgrades, configurations, network solution design)

3 Service Fees and Related Information

Service Fees are based on the relevant unit of measure, which depends on the type of technology being monitored - for example, the number of Devices being monitored. See Customer's MSA or CRA (as applicable), and SO or SOW (as applicable) for details, including the following:

- Billing and Invoicing
- Out-of-Pocket Expenses
- Services Term

3.1 Invoice Commencement

See the Service-specific Addendum or SO for information about invoice commencement.

4 Recommended Add-on Services

The Secureworks offerings listed below are optional and are sold independent of this Service or bundled with this Service. In addition, output from the Service can be used in delivering these add-on services for an additional charge.

- **Managed Security Services**
  - **Global Threat Intelligence ("TI"):** Secureworks will make available to Customer through the Secureworks Client Portal a collection of threat intelligence (i.e., reports, data feeds, and related

content and information about any technique or software used to exploit vulnerabilities) that will help Customer to understand the threat landscape, protect against cyber threats and vulnerabilities, and mitigate risk in its environment. The TI provides Customer with analysis of emerging threats and vulnerabilities, and deliver early warnings and actionable global TI. A monthly TI webinar that Secureworks hosts will be available to Customer.

- **Professional Services**
  - **Incident Management Retainer ("IMR"):** Secureworks will provide Customer with emergency and/or proactive incident response services such as incident response readiness, planning, workshops, and related services; digital forensic analysis; and targeted threat hunting.

5 Service Level Agreements ("SLAs")

The table below contains the SLAs that are applicable to the Service.

SLA	Definition	Credit
Security Monitoring *(Security Incident analysis)*	Customer shall receive electronic notification of a Security Incident in accordance with Customer's defined escalation procedures within fifteen (15) minutes of the determination by Secureworks that the given activity constitutes a Security Incident. This is measured by the difference between the time stamp on the incident ticket created by Secureworks SOC personnel or technology and the time stamp of the correspondence documenting the initial escalation. Security Incidents generated from long-term correlation logic and retroactive analyses based on newly identified threat indicators are not subject to this SLA. Event(s) deemed low severity may be sent to Customer for review, and will be available through the Portal for reporting.	1/30th of monthly fee for Service for the affected Device
Service Request	A service request (applies to all non-change and non-incident tickets) submitted through telephone or the Secureworks Client Portal will be acknowledged through human or electronic notification (e.g., Portal, mobile app) within one (1) hour from the creation time stamp on the ticket. Customer must contact SOC through telephone or the Chat in the Portal for immediate engagement with urgent service request tickets.	1/30th of monthly fee for Service for each calendar day the service request was not acknowledged within the specified timeframe
Availability	Communications availability to the Internet and Customer access to the Secureworks Client Portal and the Red Cloak Portal shall equal no less than 99.9% of the time during any calendar month. "Communications availability" is defined as the ability of a Secureworks SOC to send and receive TCP/IP packets between the CTP and its upstream Internet service provider. "Customer access to the Portal and Red Cloak Portal" is defined as the ability of the Secureworks monitoring service to successfully log in to these portals. Secureworks does not provide a guarantee with regard to	1/30th of monthly fee for Service each day in which the Service fails to meet this SLA

SLA	Definition	Credit
	availability or performance of the Internet. Measurement of 99.9% is executed from multiple sites connecting to a Secureworks SOC.	

Warranty Exclusion: While the Service is intended to reduce risk, it is impossible to completely eliminate risk, and therefore Secureworks makes no guarantee that intrusion, compromises, or any other unauthorized activity will not occur on Customer's network.

The SLAs set forth above are subject to the following limitations:

- Secureworks schedules maintenance outages for Secureworks-owned equipment that is being used to provide the Service and will provide Customer-designated contact(s) with 24 hours of notice of an outage. The SLAs shall not apply during scheduled maintenance outages, and no SLA credit shall apply during a maintenance outage.
- The SLAs shall not apply if any act or omission by Customer prohibits or otherwise limits Secureworks from providing the Service or meeting the SLAs, including but not limited to misconduct, negligence, provision of inaccurate or incomplete information, modifications to the Service, or any unauthorized modifications made to any managed hardware or software Devices, by Customer or its employees, or third parties acting on behalf of Customer.
- The SLAs shall not apply to the extent Customer does not fulfill and comply with the obligations and responsibilities set forth within this SD. The obligations of Secureworks to comply with the SLAs with respect to any Security Incident response or Service Request are also dependent on Secureworks' ability to connect directly to Customer-Side Technology on Customer's network.
- The SLAs shall not apply if Customer-Side Technology is unreachable due to network connectivity issues, authentication issues, configuration issues, or public cloud downtimes that are outside the direct control of Secureworks.

For Customer to receive an SLA credit, subject to the limitations above, the notification of the SLA failure must be submitted to Secureworks within thirty (30) days of the date of such SLA failure. Secureworks will research the notification and respond to Customer within thirty (30) days from the date such notification is received. The total amount credited to Customer in connection with any of the above SLAs in any calendar month will not exceed the monthly Service fees paid by Customer for such Service. The foregoing SLA credit(s) shall be Customer's sole and exclusive remedy for failure to meet or exceed the foregoing SLAs.

6 Additional Considerations

6.1 Secureworks Lifecycle Policy and Related Information

Secureworks provides its Lifecycle Policy through this link: https://www.secureworks.com/client-support/lifecycle-policy. This policy includes information for customers purchasing service bundles and products. Use the following link for direct access to the Policy ***in PDF format***: Secureworks Lifecycle Policy. Customer can also access the Secureworks Hardware and Software Support Status matrix, End-of-Sale ("**EOS**") and End-of-Life ("**EOL**") notifications, and other information through the aforementioned link. Secureworks reserves the right to alter the General Availability ("**GA**"), EOS, and EOL dates at any time for any reason. Secureworks is not responsible for errors within the Hardware and Software Support Status matrix.

6.2 Customer's Splunk Environment

The following additional obligations and limitations apply to the Service when the optional Splunk agent (the "**Agent**") is deployed to collect monitoring data from a Customer-managed Splunk Enterprise ("**Splunk**") system:

1) Customer must have an active Splunk Enterprise software license and support contract. The Service cannot be used with free or unlicensed instances of Splunk Enterprise. Secureworks will specify which versions of the Splunk Enterprise software are supported.
2) Customer is responsible for installation, configuration, and ongoing maintenance of the Splunk software itself as well as administration and maintenance of the hardware platform and/or the virtualization environment the Splunk software runs on.
3) Customer will configure the Splunk software in accordance with minimum required configuration guidelines provided by Secureworks in order to establish and maintain interoperability.
4) SLAs will not apply in the event that Customer is running an unsupported version of the Splunk Enterprise software.
5) Customer must create and maintain a Splunk user account with appropriate privileges for use by the Agent. Configuration guidelines describing this account will be provided during Service Activation. Customer must provide device information during Service Activation as described in the configuration guidelines.
6) SLAs will not apply in the event that Customer's Splunk system is unreachable by the Agent due to network connectivity issues, authentication issues, Splunk configuration issues, or Splunk downtime.
7) Customer is responsible for providing adequate Splunk search resources to handle the Agent's search queries. Secureworks will provide sizing recommendations. Customer is responsible for evaluating the combined impact of the Agent's activity and other Splunk users and applications to deliver appropriate Splunk search capacity for the agent.
8) In some cases, issue resolution may require discussion of Customer's Splunk environment between Splunk representatives and Secureworks representatives. Customer must authorize Splunk to participate in such discussions if necessary.
9) Splunk sizing guidelines provided by Secureworks are estimates and Customer will be responsible for adding resources (RAM, CPU, Additional servers) or reducing log volume in order to improve system performance if Secureworks determines that this is necessary. Service SLAs will not apply if Customer's Splunk configuration is determined to be inadequate to send the data to Secureworks.
10) Secureworks makes no representations as to the compatibility of the Agent with Splunk Applications developed by Splunk or third parties.

6.3 Customer's Amazon Web Services Environment

The following additional obligations and limitations apply to the Service when the Virtual Counter Threat Appliance for Amazon Web Services (the "**AWS vCTA**") is deployed to collect monitoring data from a Customer's Amazon Web Services ("**AWS**") infrastructure.

1) During all phases of Service Activation, Customer will be required to provide information about their AWS infrastructure and may be required to make modifications to AWS configuration as specified in the Secureworks deployment instructions for AWS.
2) Customer must assign and maintain appropriate privileges within their AWS infrastructure to Secureworks credentials for use by Secureworks as a part of delivering the Service. Configuration guidelines describing accounts and privileges will be provided during Service Activation.

3) Customer will configure the AWS infrastructure in accordance with required configuration guidelines provided by Secureworks in order to establish and maintain serviceability. If Customer's AWS infrastructure varies from the specified configuration guidelines, there is risk that some data sources may not be monitored correctly.

4) Customer is responsible for all AWS charges incurred within their AWS infrastructure while consuming the Service. These may include but are not limited to: Amazon Elastic Compute Cloud (EC2) instance charges, bandwidth charges, Application Program Interface (API) request charges, and storage charges. It is recommended that Customer consult AWS pricing pages to estimate costs and to consider cost-reducing strategies such as utilizing reserved EC2 instances.

5) SLAs will not apply in the event that Customer's AWS infrastructure is unreachable due to Customer network connectivity issues, authentication issues, configuration issues, or AWS downtime.

6) During Service Activation, Secureworks will provide sizing recommendations and sample deployment scripts, and will describe supported AWS EC2 instance types for the AWS vCTA. SLAs will not apply if Customer chooses an unsupported instance type for its AWS vCTA.

7) In some cases, issue resolution may require discussion of Customer's AWS environment between AWS representatives and Secureworks representatives. Customer must authorize AWS to participate in such discussions if necessary.

8) The following terms and conditions apply to the Service when the Service is used to monitor groups of virtual servers ("**Logical Devices**") running in AWS:

   a) Monitoring for Logical Devices is purchased with a fixed upper limit on the number of virtual servers per group (using "up to n" descriptions, where n represents the maximum expected number of EC2 instances in the group), with bursting exceptions as described below. Secureworks will monitor as few as one server instance per group, regardless of the maximum size.

   b) Bursting: The ability to handle dynamic workloads is one of the hallmarks of cloud computing, and so the Secureworks AWS monitoring service is designed to accommodate occasional spikes, or bursts, of high utilization. Logical Device monitoring will therefore allow group sizes to exceed their listed limits for brief periods without affecting the delivery of the Service or any SLAs, with the following caveats:

      i) For group sizes of less than 250, bursts of up to 200% of the listed size will be accommodated (a group of up to 100 servers may burst to 200 servers).

      ii) For group sizes between 250 and 1000, bursts of up to 150% of the listed size will be accommodated (a group of up to 300 servers may burst to 450 servers).

      iii) For group sizes greater than 1000, bursts of up to 125% of the listed size will be accommodated (a group of up to 3000 servers may burst to 3750 servers).

      iv) SLAs will not apply in the event that group membership bursts above the levels indicated above.

   c) Auditing: Secureworks may audit Customer's AWS infrastructure to ensure proper licensing of group sizes and numbers of groups to be monitored.

   d) Group Membership: During Service Activation, Secureworks will provide information about how Customer must identify group membership of AWS instances for the purposes of Logical Device monitoring. It is Customer's responsibility to maintain alignment with specified group membership. If Logical Device grouping is not maintained, there is the risk that some Logical Devices may not be monitored.

6.4 Customer's Microsoft Azure Environment

The following additional obligations and limitations apply to the Service when the Virtual Counter Threat Appliance for Microsoft Azure (the "**Azure vCTA**") is deployed to collect monitoring data from a Customer's Microsoft Azure ("**Azure**") infrastructure.

1) During all phases of Service Activation, Customer will be required to provide information about their Azure infrastructure and may be required to make modifications to Azure configuration as specified in the Secureworks deployment instructions for Azure.
2) Customer must assign and maintain appropriate privileges within their Azure infrastructure to Secureworks credentials for use by Secureworks as a part of delivering the Service. Configuration guidelines describing accounts and privileges will be provided during Service Activation.
3) Customer will configure the Azure infrastructure in accordance with required configuration guidelines provided by Secureworks in order to establish and maintain serviceability. If Customer's Azure infrastructure varies from the specified configuration guidelines, there is risk that some data sources may not be monitored correctly.
4) Customer is responsible for all Azure charges incurred within their Azure infrastructure while consuming the Service. These may include but are not limited to: Azure virtual machine or compute charges, bandwidth charges, function charges, and storage charges. It is recommended that Customer consult Azure pricing pages to estimate costs and to consider cost-reducing strategies such as reserved Virtual Machine instances.
5) SLAs will not apply in the event that Customer's Azure infrastructure is unreachable due to Customer network connectivity issues, authentication issues, configuration issues, or Azure downtime.
6) During Service Activation, Secureworks will provide sizing recommendations and sample deployment scripts, and will describe supported Azure virtual machine configurations for Azure vCTA. SLAs will not apply if Customer chooses an unsupported instance type for its Azure vCTA.
7) In some cases, issue resolution may require discussion of Customer's Azure environment between Azure representatives and Secureworks representatives. Customer must authorize Azure to participate in such discussions if necessary.
8) The following terms and conditions apply to the Service when the Service is used to monitor groups of virtual servers ("**Logical Devices**") running in Azure:
    a) Monitoring for Logical Devices is purchased with a fixed upper limit on the number of virtual machines per group (using "up to n" descriptions, where n represents the maximum expected number of virtual machine instances in the group), with bursting exceptions as described below. Secureworks will monitor as few as one virtual machine instance per group, regardless of the maximum size.
    b) Bursting: The ability to handle dynamic workloads is one of the hallmarks of cloud computing, and so the Secureworks Azure monitoring service is designed to accommodate occasional spikes, or bursts, of high utilization. Logical Device monitoring will therefore allow group sizes to exceed their listed limits for brief periods without affecting the delivery of the Service or any SLAs, with the following caveats:
        i) For group sizes of less than 250, bursts of up to 200% of the listed size will be accommodated (a group of up to 100 virtual machines may burst to 200 virtual machines).
        ii) For group sizes between 250 and 1000, bursts of up to 150% of the listed size will be accommodated (a group of up to 300 virtual machines may burst to 450 virtual machines).

iii) For group sizes greater than 1000, bursts of up to 125% of the listed size will be accommodated (a group of up to 3000 virtual machines may burst to 3750 virtual machines).

iv) SLAs will not apply in the event that group membership bursts above the levels indicated above.

c) Auditing: Secureworks may audit Customer's Azure infrastructure to ensure proper licensing of group sizes and numbers of groups to be monitored.

d) Group Membership: During Service Activation, Secureworks will provide information about how Customer must identify group membership of Azure instances for the purposes of Logical Device monitoring. It is Customer's responsibility to maintain alignment with specified group membership. If Logical Device grouping is not maintained, there is the risk that some Logical Devices may not be monitored.

6.5 Red Cloak Agent Installation, Management, Maintenance and Limitation of Liability

1) The installation, ongoing management, and maintenance of the Red Cloak Agents are the sole responsibility of Customer.

2) Customer can install and perform ongoing management of the Red Cloak Agents by utilizing both the Red Cloak Portal and the Red Cloak Portal guide in combination with Customer's software distribution process.

3) Customer is responsible for ensuring all Endpoints report into the Red Cloak Portal at least once every thirty (30) days. Any Endpoint that has not communicated properly in the last thirty (30) days will no longer be monitored, will not be included in other analytics, and will not be included in the total Endpoint count displayed in the Red Cloak Portal.

4) Secureworks will make available a list of supported Red Cloak Agent versions. Secureworks will provide 60 days' notice of upcoming end-of-support for a given version. Any Endpoint that is past the end-of-support date will not be supported or allowed to be connected to the Red Cloak Portal.

5) SECUREWORKS WILL NOT BE RESPONSIBLE FOR ANY LOSSES, COSTS, OR DAMAGES RELATING TO THE INSTALLATION OF THE END POINT USER SOFTWARE. SECUREWORKS STRONGLY RECOMMENDS THAT CUSTOMER INSTALL AND EVALUATE THE RED CLOAK AGENT IN A TEST ENVIRONMENT AND DEPLOY IT IN SMALL BATCHES IN ACCORDANCE WITH CUSTOMER'S CHANGE MANAGEMENT POLICIES TO ENSURE THERE ARE NO ISSUES BEFORE IMPLEMENTING IT AS TO ITS ENTIRE INFRASTRUCTURE.

6) SECUREWORKS WILL NOT BE RESPONSIBLE FOR ANY IMPACT THAT MAY BE INCURRED FROM INSTALLING RED CLOAK AGENT ON AN UNSUPPORTED OPERATING SYSTEM OR CUSTOM BUILT IMAGE.

7) SECUREWORKS WILL NOT BE RESPONSIBLE FOR ANY IMPACT FROM CUSTOMER'S FAILURE TO COMPLY WITH THE RED CLOAK AGENT UPDATING PROCESS.

8) SECUREWORKS WILL NOT BE RESPONSIBLE FOR ANY LOSSES, COSTS, OR DAMAGES RELATING TO THE INSTALLATION OF THE END POINT USER SOFTWARE ON ANY ENDPOINTS NOT OWNED BY CUSTOMER.

9) THE SOFTWARE MAY COME BUNDLED OR OTHERWISE BE DISTRIBUTED WITH OPEN SOURCE OR OTHER THIRD PARTY SOFTWARE, WHICH IS SUBJECT TO THE TERMS AND CONDITIONS OF THE SPECIFIC LICENSE UNDER WHICH IT IS DISTRIBUTED. OPEN SOURCE SOFTWARE IS PROVIDED BY SECUREWORKS "AS IS" WITHOUT ANY WARRANTY, EXPRESS, IMPLIED, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. SECUREWORKS SHALL HAVE NO RESPONSIBILITY FOR ANY DIRECT,

INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF OPEN SOURCE SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UNDER CERTAIN OPEN SOURCE SOFTWARE LICENSES, YOU ARE ENTITLED TO OBTAIN THE CORRESPONDING SOURCE FILES. YOU MAY FIND CORRESPONDING SOURCE FILES FOR THE SOFTWARE IN THE RED CLOAK PORTAL.

6.5.1 Endpoints and Contract Alignment

It is Customer's responsibility to ensure the contracted number of Endpoints on which Red Cloak Agents are installed is not exceeded. If at any time throughout the course of the agreement, Secureworks determines that Customer's total number of Endpoints exceeds the number of Endpoints contracted for, a change order will be required. The change order will reflect both the change in the number of Endpoints, and the corresponding increase in charges. Customer herby agrees to execute any such change order and to pay for any corresponding increase in charges.

6.5.2 Contract Termination and Red Cloak Agent Removal

Secureworks will decommission all Customer domain(s) immediately upon the termination date or end date of the Agreement. Once a contract is terminated it is Customer's responsibility to remove all Red Cloak Agents from its environment by the termination date. SECUREWORKS WILL NOT BE RESPONSIBLE FOR ANY LOSSES, DAMAGES, OR COSTS RELATING TO CUSTOMER'S FAILURE TO REMOVE ALL RED CLOAK AGENTS FROM ITS ENVIRONMENT AS OF THE TERMINATION DATE.

7 Glossary

Term	Description
Counter Threat Appliance ("**CTA**")	Equipment that specifically allows Secureworks to collect data while performing a Secureworks-defined service for Customer, such as monitoring Customer's network and environment for security threats.
Counter Threat Platform ("**CTP**")	A Secureworks proprietary MSS Services platform that ingests log data to produce events within the CTP system, which are then correlated and analyzed to protect Customer's organization from emerging and existing threats.
Counter Threat Unit ("**CTU**")	Internal team of security experts that research and analyze threat data across Secureworks global Customer base and actively monitors the threat landscape. Provides threat intelligence that extends visibility into cyber threats beyond the edges of the networks of Secureworks Customers. The threat intelligence, applied to technology and the Secureworks suite of services, enables Customers to expand visibility and reduce the time it takes to see and respond to them, thereby resisting and avoiding cyberattacks.
Customer / Customer's Device(s)	One or more Devices that are owned by Customer and were not purchased from Secureworks.
Device(s)	Equipment that is in scope for the Service.
Due Diligence	Validating the accuracy of information used to create Customer's original Service Order against the actual environment in which Services will be performed.

Term	Description
End of Life (“**EOL**”)	The date on which all support for a product ends, which includes any software upgrades, hardware upgrades, maintenance, warranties or technical support.
End of Sale (“**EOS**”)	The date on which a product is no longer available for purchase.
Endpoint	An Internet-capable computing machine or end unit such as a desktop computer, laptop, smart phone, tablet, thin client, or another similar device.
Event Flow Disruption (“**EFD**”)	A proactive method that detects differences with logs being sent to Secureworks from individual Devices – e.g., complete loss of log flow, incorrect log format, or an overall lack of logs to trigger Security Event generation within the CTP.
Identified Changes	Differences (e.g., Device quantity, make, model, software package, or software version) that are discovered while conducting due diligence for the Service.
In-Band	Activity within a defined telecommunications frequency band.
Incident Investigation	The process and output of Secureworks examining a specific, in-scope security issue that arises and is escalated to Customer.
Multi-Purpose Logic Engine (“**MPLE**”)	Secureworks proprietary tool that uses specific rules to identify, in real time, patterns that may indicate malicious activity.
Private Virtual Environment	Customer’s on-premises virtual infrastructure.
Public Cloud Environment	Third-party virtual infrastructure that hosts Customer’s network and security devices.
Security Event	Identified occurrence of a system or network state that may be malicious, anomalous, or informational, which is ingested into the Secureworks technology infrastructure.
Security Incident	One or more related and identified Security Events that can potentially impact the confidentiality, integrity, or availability of a Customer's information or systems, and requires further analysis and disposition.
Service Level Agreement (“**SLA**”)	A legally-binding arrangement to meet defined standards for the Service.
Definitions for Virtual Environments	
Guest	Separate and independent instance of operating system and application software that operates on a Host.
Host	Virtual Machine host server that provides the physical computing resources, such as processing power, memory, disk, and network I/O.
Hypervisor	Virtual machine monitor that isolates each Guest, enabling multiple Guests to

Term	Description
	reside and operate on the Host simultaneously.
Virtual Contexts	A form of virtualization where one physical firewall is divided into two (2) or more virtual firewalls.
Virtual Machine ("**VM**")	A logical instance of the physical Host that houses the operating system of the Guest.
Virtual Security Appliance ("**VSA**")	Software implementation of a security device—e.g., a log retention appliance, scanner appliance (VMS), intrusion detection system—that executes programs in the same manner as a physical machine.