Trustwave®

SERVICE DESCRIPTION

DbProtect

Overview

Trustwave's DbProtect ("**Service**") is database security and compliance software that offers Client the ability to both automate and streamline its database security processes. The following description sets out the parameters of the Service, as may be further modified by an applicable SOW or Order Confirmation between Trustwave and Client.

Service Features

The Service includes the following features:

Database Scanning & Monitoring

The Service is installed on a Windows server operating system (OS), which the Client may host in either a traditional data center or in a cloud environment using standard virtual machine capabilities. The Service is comprised of a web application server (or console server), data repository (or database server), and distributed components (or scan engines) for database scanning and monitoring. Trustwave will provide Client with credentials for the agreed number of users (as defined in an applicable SOW or Order Confirmation). Client's credentialed users may log in to the Service using a web browser. The Service will authenticate such logins against a Windows domain or accounts created locally on the web application server. Once logged in, those same users are authorized to use the Service with the privileges associated with their roles.

The Service's browser and distributed components communicate with one another using secure protocols, including vendor-supported open database connectivity (ODBC) and .Net database drivers. The following components are standard to the Service:

- **Console Server** – the primary server that hosts the application and web user-interface
- **Database Server** – the primary data repository that hosts the application databases, any Client data included in the DAM module (see below), and one (1) or more of the following sensor components:
    - **Host-Based Sensor** – an agent-based sensor installed on the database server (physical or virtual) to monitor supported platforms
    - **Agentless Sensor** – an agentless sensor deployed on a server (physical or virtual) to remotely monitor supported platforms
- **Scan Engine(s)** – distributed component(s) deployed across Client's environment to facilitate scanning activities in both the VM and RM modules

Modules

There are three (3) modules available for Client to license as part of the Service (as indicated in an applicable SOW or Order Confirmation):

Vulnerability Management (VM)

This module assists Client in locating, examining, and reporting on database security weaknesses, such as vulnerabilities, sensitive data, and misconfigurations. Client may generate an assessment report containing suggestions on how to proactively remediate any such issues. Client acknowledges that that it retains all responsibility in ensuring issues are remediated appropriately.

Rights Management (RM)

This module assists Client in examining and reporting on its database user and object privileges, ownership, and access controls. This module allows Client to define access control changes, resulting in more control over which users and which applications or services have privileged access to critical or sensitive data.

Database Activity Monitoring (DAM)

This module assists Client in customizing its database monitoring policies to help target critical data and those databases Client deems most important. Such policies may include tracking, identifying, and alerting on all database activities, suspicious behavior, and other threats. This module includes an anomaly detection engine, which machine learns normal user access activity and alerts to develop a baseline of such activities and seeks out anomalous activity outside of that baseline.

Technical Support

Client may elect either standard support and maintenance ("**Standard Support**") or premium support and maintenance ("**Premium Support**") and the selection will be indicated in the applicable SOW or Order Confirmation. Both service tiers include the following Fusion ticketing, telephone, and e-mail support features:

- Clarification of functions and features of the Service.
- Clarification of the documentation accompanying the Service.
- Guidance in operation of the Service.
- Assistance in identifying and verifying the causes of suspected errors in the Service.
- Advice on remediating identified errors in the Service, if reasonably possible.

Hours of operation for Standard Support are Monday through Friday, local business hours. Hours of operation for Premium Support are (i) Standard Support hours of operation and (ii) 24x7 on-call support for Priority 1 issues (as defined in the Threat Protection Support Guide). If Client contacts Trustwave outside of the Standard Support hours of operation, Client must do so by telephone.

For detailed information on technical support deliverables, services, escalation process, priority definitions, SLAs, and other support items, please request a copy of the Threat Protection Support Guide.

Optional Features

Client may purchase implementation services and training services to supplement the Service. These services will be agreed in the applicable SOW or Order Confirmation.

Implementation

Implementation services assist Client in the successful deployment of the Service. These services may be performed either on-site or remotely and are available between 8:30 AM and 5:15 PM local time (based on where Trustwave is providing the Service feature from), Monday through Friday excluding holidays.

Client Obligations

For Trustwave to provide this feature of the Service, Client will

- Provide personnel required for deployment of the software, including
  - System administrators;
  - Database administrators;
  - Security analysts; or
  - If Client requires, project managers;
- Provide server and system resources as agreed upon between Client and Trustwave based on architectural and system requirement discussions; and
- Work with Trustwave personnel to complete all required implementation tasks as further defined in the SOW.

Trustwave Obligations

For this Implementation feature, Trustwave will

- Provide trained staff to perform implementation;
- Engage with Trustwave's product support team as required;
- Work with Client to design architectural and system requirements for Service deployment;
- Work with Client to deploy and configure the Service (as licensed) for some or all the following components in Client's environment:
  - Console
  - Scan engine(s)
  - Sensor(s)
- Work with Client to build an organizational structure within the Service;
- Work with Client to add users to the Service;
- Work with Client to add assets to the Service;
- Work with Client to create and run a test audit job; and
- Work with Client to review the outcome of the test audit job and any reporting artifacts.

Training

The training feature includes courses designed for up to eight (8) of Client's personnel, including those in both the administrator and user roles. This feature may be performed on-site or remotely and are available between 8:30 AM and 5:15 PM local time (based on where Trustwave is providing the Service feature from), Monday through Friday excluding holidays.

Client Obligations

For Trustwave to provide this feature, Client will

- Schedule a mutually agreeable time with Trustwave to host the course sessions;
- If onsite, provide access to appropriate resources to ensure successful delivery of training material, which may include:
  - Conference or training room
  - Projector or another large format display
  - Network connectivity; and
- If remote, ensure that relevant Client personnel are fully available during the scheduled training.

Trustwave Obligations

For this feature, Trustwave will

- Provide an electronic copy of the training material;
- Provide trained personnel to deliver training; and
- Conduct role-specific training for Client personnel.

Definitions

All capitalized terms not defined in this document have the meanings ascribed to them in Trustwave's Master Terms and Conditions available at https://www.trustwave.com/en-us/legal-documents/contract-documents/ or in the applicable SOW between Trustwave and Client.