

Service Description

General Consulting

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General Consulting

SecureTrust™ is a division of Trustwave Holdings, Inc.

SERVICE DESCRIPTION

SecureTrust's General Consulting is a professional services engagement. General Consulting is designed to assist and guide organizations in review and examination of compliance solutions, policy, procedures, processes, technology and documentation for compliance and security management programs.

BASE SERVICE FEATURES

SecureTrust's General Consulting includes the following standard features:

SecureTrust Portal

The SecureTrust Portal consists of, among other features, a Compliance Manager application to manage the engagement process as well as collect and securely store evidence, documentation, and final deliverables.

Global Compliance & Risk Services

The Global Compliance and Risk Services (GCRS) team consists of, among others, the following key personnel and functions:

Security Consultant – An information security consultant is the primary resource for the fulfillment of the service and is responsible for scheduling and conducting consulting activities.

Managing Consultant (MC) – An MC provides guidance, project oversight and reporting quality assurance to the Security Consultant and serves Client as a secondary point of contact for escalations and queries.

General Consulting – Consulting services to assist and guide Client in review and examination of compliance solutions, policy, processes and documentation. The Security Consultant will provide Client with guidance and recommendations for compliance solutions, policies, procedures and technologies to optimize Client efforts, resource allocation, and support business priorities.

DELIVERY AND IMPLEMENTATION

Project Initiation

The GCRS team is assigned to facilitate delivery of the service which includes scheduling and conducting the remote kickoff meeting to define and agree to a high-level project plan consisting of milestone dates, key steps, estimates for duration, deliverables, resource requirements and escalation procedures.

Consulting Engagement

SecureTrust's Security Consultant will work with Client to help review and examine their information security protection requirements. The information security consultant will help Client understand threats

and potential impacts which are applicable to Client's line of business, and specific to Client's operations. Information security consulting activities may include, but are not limited to the following:

- Help Client understand compliance and security requirements;
- Prepare and coach Client;
- Review and provide guidance for the design and implementation of compliance and security controls;
- Advise Client of identified compliance or security gaps;
- Identify and prioritize remediation actions to achieve and maintain compliance and security; and
- Provide recommendations for remediation of compliance and security issues.

SecureTrust will conduct a closeout meeting with Client, if desired.

SECURETRUST RESPONSIBILITIES

- Establish and maintain contact with Client.
- Establish communication and escalation plans.
- Create a Client account in the SecureTrust Portal.
- Define high-level project plan consisting of milestone dates, key steps, estimates for duration and resource requirements.
- Schedule and conduct kickoff, periodic status and closeout meetings.

CLIENT RESPONSIBILITIES

- Establish and maintain contact with SecureTrust.
- Establish communication and escalation plans.
- Agree to high-level project plan consisting of milestone dates, key steps, estimates for duration, deliverables and resource requirements.
- Accurately provide all necessary information including key stakeholders, applicable Client environment information, and configuration requirements.
- Inform SecureTrust of all activity and changes that may impact the service.
- Accurately respond to requests from SecureTrust teams when establishing contact and collecting information.
- Provide complete and accurate details of the relevant environment and other business operations information.
- Make available resources capable of participating in consulting activities in relation to Client's environment.
- Participate in and understand materials explained during calls, meetings, interviews, discussions, facilities inspection and controls analysis.
- Client acknowledges:
 - All security and feature updates for SecureTrust Portal software will be included in major version release upgrades.
 - The service consists of remote or onsite consulting activities.
 - SecureTrust may request evidence from Client's systems and processes as required to prove compliance with any specific requirements. Client agrees to provide all such evidence in a timely manner.
 - SecureTrust is not responsible for defining systems in scope or whether information provided by Client is accurate.

- SecureTrust retains the right to reject or accept Client comments based on the facts and circumstances of the service.
- SecureTrust will perform the service in the English language.
SecureTrust will not provide remediation services as part of the General Consulting service.
- SecureTrust will not offer any legal guidance or counseling.
- The quality and accuracy of the service is dependent on Client's provision of accurate information and access to Client systems and resources to SecureTrust.