

## **Service Description**

### Information Security Risk Assessment Remediation

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# Information Security Risk Assessment Remediation

SecureTrust™ is a division of Trustwave Holdings, Inc.

## SERVICE DESCRIPTION

SecureTrust's Information Security Risk Assessment (ISRA) Remediation Service is a professional services engagement. The ISRA Remediation Service is designed to assist and guide organizations in remediation of risks identified as the result of a risk assessment.

## BASE SERVICE FEATURES

SecureTrust's ISRA Remediation Service 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.

**ISRA Remediation Consulting** – Remote consulting and guidance for remediation of risks identified as the result of a risk assessment. SecureTrust will work with Client resources to develop prioritized action plans and processes for remediation.

## DELIVERY AND IMPLEMENTATION

### **Project Initiation**

The SecureTrust 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.

## Remote Consulting Engagement

SecureTrust's information security consultant will work with Client and provide guidance and recommendations to create prioritized action plans and target processes for remediation. Remediation service activities may include providing guidance or recommendations on one or more of the following areas:

- Business processes and/or applications that transmit, process, or store critical data;
- Network infrastructure;
- Security infrastructure;
- Security procedures and/or guidelines;
- Information security policy; and
- Governance charter

SecureTrust will conduct a closeout meeting with Client.

## 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 Client environment maintenance activity and changes that may impact the Services.
- Accurately respond to requests from SecureTrust 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.
- 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 engagement consists of remote consulting activities.
  - SecureTrust may request information about Client's systems and processes as required to describe Client data privacy management programs. Client agrees to provide all such information 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 assessment.
- SecureTrust will perform the service in the English language.
- SecureTrust will not offer any legal guidance or counseling.
- The quality and accuracy of the ISRA is dependent on Client's provision of accurate information and access to Client systems and resources to SecureTrust.