

SERVICE DESCRIPTION

Information Security Advisory (ISA)

Service Description Overview

The Trustwave Information Security Advisory (ISA) service provides Client access to security expertise and enhanced service management and leverages use of advanced tools and enhanced communication methods. Trustwave ISA service is instrumental in providing the world-class customer delivery that Trustwave is known for in its global Managed Threat Detection and Response Programs.

Service Features

The Trustwave ISA service provides Enterprise-class resources with strong information security backgrounds, many years of industry experience, and one or more technical certifications. ISAs are Trustwave MSS service and organization experts that serve as a single point of contact for obtaining analytical support and escalating technical and security-related activities for the Client.

The Trustwave Information Security Advisory (ISA) service provides the Client with an enhanced set of service features and capabilities that compliment Trustwave's Managed Security Services offerings:

- Provides a point of contact between the Client and Trustwave for Managed Threat Detection and Response services.
- Client will be assigned a primary ISA, but will have an available pool of skilled resources who will be engaged as necessary to meet Client needs.
- Ability to have virtual chat conversations with primary and backup ISAs as an additional, collaborative means of communication. Please note, Client must leverage the Trustwave supported chat platform to take advantage of this feature.
- Advise Client on a variety of security and threat related topics through direct experience and research as well as the engagement of additional Trustwave expertise as appropriate.
- Provide analysis of Client telemetry collected in the MTDR service to identify threats and tuning opportunities; as well as engaging additional Trustwave expertise when appropriate.
- Maintenance and optimization of Client specific runbooks and in-scope customized Threat Detection content.
- Synthesize Threat Intelligence published by SpiderLabs and deliver tailored briefings and recommendations to Client.
- Darkweb monitoring and ad-hoc searches for Client executive and other sensitive information.

- Create and review standard MSS Service reports and metrics relating to Client on a weekly basis.
- Hold regular meetings which may include discussions on Client security status, tuning opportunities, Incident reviews, service updates, and other pertinent information.
- A Trustwave Executive Sponsor will be assigned to engage regularly with Client executives.
- Coordinate regular Executive Business Reviews with the Trustwave Account Team, Project Stakeholders, and Trustwave Executive Sponsors.

An ISA is available to the Client in increments of 20 (ISA50) and 40 (ISA100) hours per week.

Table 1: ISA option comparison

Task	ISA50	ISA100
Point of Contact	Named Point of Contact, fronting a collaborative team of resources	
Communication	Email, ticket, persistent chat	
Time allocation	20 hours/week	40 hours/week
Technology/Service Recommendations	Ongoing, as required	Ongoing, as required
Threat Analysis and Security Landscape, Notices	Weekly and during significant security events	Weekly and during significant security events
Threat, Security and Detection Advisory	Weekly	Weekly
Darkweb Monitoring	Monthly	Monthly
Report Generation	Monthly	Monthly
Runbook Maintenance	Ongoing	Ongoing
Meeting	Bi-weekly	Weekly
Reporting	Bi-weekly	Weekly
Executive Sponsor	X	X
Executive Business Review	X	X

Service Responsibilities

Trustwave Responsibilities

- Review associated documents with Client’s Point of Contact to coordinate and manage technical activities in scope.
- Work with Client’s Point of Contact to maintain communication throughout project duration.
- Coordinate, manage or execute technical and advisory tasks as defined in the applicable scoping document.
- Provide applicable data, reports, decisions and approvals as required.
- Help resolve Service issues, escalating with Client or Trustwave organization as applicable.

Client Responsibilities

- Maintain communication with Trustwave Point of Contact.
- Collaborate with Trustwave and ISA resources as required.
- Configure Client systems as required to enable MTDR services.
- Provide information and documentation to Trustwave as required to perform service.
- Respond timely to Trustwave initiated Security Incidents.
- Participate in tuning and service optimization activities as required.
- Resolve deviations from the project plan or scope of work in a timely manner.
- Reimburse travel and expenses when Client requests on site ISA assistance