

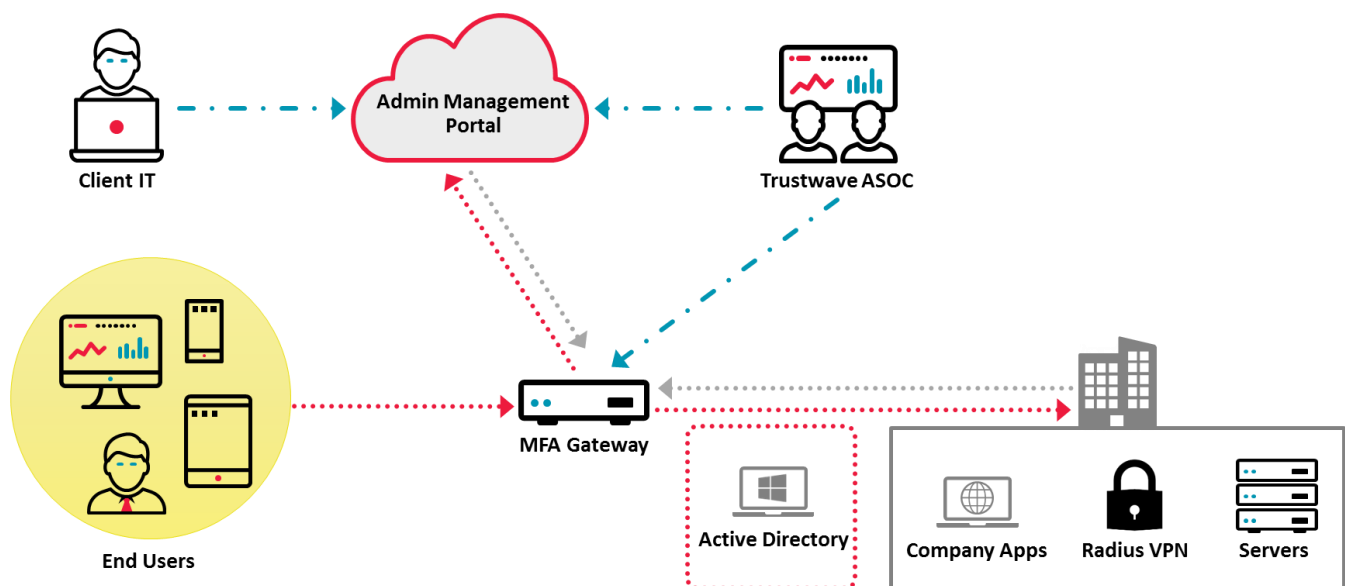
## ADDENDUM TO SECURITY TECHNOLOGY MANAGEMENT SERVICE DESCRIPTION

# Multi Factor Authentication (MFA)

## Scope, Features and Responsibilities

The Security Technology Management service provides support for Multi Factor Authentication (MFA) solutions. These provide an added authentication factor to VPN platform and on-premise applications, as a single integrated solution.

- Trustwave and Client responsibilities are covered under the ‘Service Responsibilities’ section in the Security Technology Management Service Description document.
- Client will be configured access to the admin management portal in order to apply self-service tasks.
- Client should ensure the availability of an active directory / LDAP for import and synchronization of users and user groups on the platforms.
- Service does not provide direct support to end users. Client shall assume responsibilities for end user helpdesk services and any communications of procedures for self-registration of credentials to Client’s end users. Trustwave will support Client IT staff with any technical enquiries.
- Minimum license subscription count applies.



## Supported authentication types

Trustwave Security Technology Management for MFA addresses a variety of user needs with a broad range of authentication methods including;

- Software Authenticators (Soft Tokens) – Mobile or Desktop
- Mobile Push Notification
- Security code through SMS
- Security code through Voice Call
- Security Tokens
- Security Cards
- Identification of a Trusted Device

## RACI Chart

Task ownership for this service is outlined below using a RACI\* Model, noting for each task which party is Responsible, Accountable, Consulted and/or Informed:

		Customer	Trustwave
On-boarding and Provisioning	Creation and configuration of customer accounts.	I	RAC
	Installation of MFA gateway software.	RA	CI
	Provision of information required to configure the service.	RA	CI
	Configuration of admin management portal and gateway management portal required for the Service.	I	RAC
	Integration and synchronization with corporate directory servers, such as Active Directory, LDAP for user and user group synchronization.	I	RAC
Ongoing Operations	Self-registration, testing, reset, or removal of end-users' individual credentials on end-user self-service portal	RACI	-
	Application of necessary configurations on customer-owned devices and services for integration with authentication services	RA	CI
	Application of necessary configurations on gateway management portal for integration of authentication services with customer-owned devices and services	I	RAC
	Customer self-service tasks on the Admin management portal, such as: <ul style="list-style-type: none"> <li>• Viewing, creation and management of user groups and users</li> <li>• Viewing, creation and management of end user credentials, such as credential resets and generation of temporary security codes</li> <li>• Generation and viewing of reports</li> <li>• Other administration</li> </ul>	RACI	-
	Trustwave management of the Admin management portal: <ul style="list-style-type: none"> <li>• Creation and management of administrator groups and administrators</li> </ul>	CI	RA

		Customer	Trustwave
	<ul style="list-style-type: none"> <li>• Credential assignments or deletion for administrators</li> <li>• MFA policy configuration</li> <li>• On-demand export of reports for customer credentials</li> </ul>		
	Trustwave management of the MFA gateway software and gateway management portal: <ul style="list-style-type: none"> <li>• Changes to MFA gateway configurations and settings</li> <li>• Changes to Active Directory/ LDAP synchronization configurations</li> <li>• Configuration for end-user self-service portal access</li> <li>• Product and security updates</li> </ul>	CI	RA
	Other Trustwave management activities for the MFA gateway software and gateway management portal: <ul style="list-style-type: none"> <li>• Certificate management for MFA gateway</li> <li>• Backup of MFA gateway configuration</li> <li>• Up/down monitoring of MFA gateway services</li> </ul>	I	RAC
Support Services	Technical assistance	I	RAC
	Escalations to solution vendor	I	RAC

\* For the Consulted roles (“C”), certain tasks may require bi-directional consultation and exchanges of information between Customer and Trustwave.