

SERVICE DESCRIPTION

Tabletop Exercises

SpiderLabs DFIR

Trustwave SpiderLabs is an industry leader in responding to and providing incident response to customers who have suffered data compromises or security breaches involving credit card fraud, unauthorized access, data theft, insider threat, malware outbreaks or other security incidents.

Alone, most organizations are not adequately protected and are poorly prepared to detect, respond to and investigate such security incidents. Together, Trustwave SpiderLabs and Client can better prepare Client's systems to prevent and respond to such security incidents.

Trustwave SpiderLabs provide Client with Digital Forensics and Incident Response (“**DFIR**”) consulting services, which are based on the following engagement principles:

- Work product that is built on the foundation of Trustwave's leading industry expertise.
- A well-defined engagement model that helps to ensure a premium and consistent client experience.
- Clarity in communications to improve Client's understanding of complex technical findings.
- A rigorous quality assurance process to standardize deliverables on a global scale.
- Prompt notification procedures for alerting Client to any material, high, or critical risk issues affecting Client's environment.
- Continual innovation based on people, process, and technology.

Overview

This service description outlines the Tabletop Exercises service (the “**Service**”). The Service is available to Client as a part of certain DFIR retainers or as an ad hoc service. The Service tests Client's in-house ability to react to and deal with security incidents and its processes to resolve them. The Service continues to evolve to meet current needs. The following are examples of the types of exercises that may be included in the Service.

Examples of Tabletop Exercises

1. Technical Tabletop Exercise

This exercise is best suited for Client's technical security team. During the exercise, Client's team will identify actions it takes within certain breach scenarios and how those actions can, where necessary, be modified to better respond to security incidents. The exercise helps identify gaps in Client's incident response plans and processes and assist with the improvement of programs to strengthen overall security posture.

2. Executive Tabletop Exercise

This exercise is best suited for Client's executive-level staff. During the exercise, Client's team will look at the overarching decisions that need to be made during security incidents, and how the executive-level staff can leverage their position to positively assist security teams during or outside a security incident.

Service Level Agreements

An experienced consultant from Trustwave SpiderLabs will deliver the Service either onsite at Client's place of business or remotely as agreed between Trustwave and the Client. As directed by Trustwave, Client will distribute materials and information as needed and provide requested documentation and information to Trustwave.

Client Requirements

Client will provide the following details for all participants in the Service: names, function, specific IR role, and contact details. Client will provide suitable on premises training facilities or appropriate remote communication mechanisms.

Retainer Hours Consumption

The Service consumes 40 hours of any available DFIR retainer hours under the Standard DFIR Retainer or the Comprehensive DFIR Retainer.