

SERVICE DESCRIPTION

Information Security Advisor (ISA)

Overview

Trustwave's Information Security Advisor service ("**Service**") is an add-on service and offers Client access to a Trustwave representative with security expertise to customize and enhance the utility of other Trustwave services. The Service provides Client with a main point-of-contact for the Term of its services with Trustwave. The following description sets out the parameters of the Service, as may be further modified by an applicable SOW or Order Confirmation between Trustwave and Client.

Service Features

The Service includes the following features:

Single Point-of-Contact

An Information Security Advisor (ISA) serves as Client's single point-of-contact for obtaining analytical support and escalating technical and security-related activities. Trustwave will assign a primary Trustwave representative (an ISA) to Client during the Term of the Service. Trustwave reserves the right to change the individual representative at any time provided it does not materially disrupt the Service. The ISA will be available to Client to advise on a variety of security- and threat-related topics according to the service tier indicated in the SOW or Order Confirmation between Client and Trustwave. The ISA will host regular meetings with Client on topics which may include security status, tuning opportunities, incident reviews, and service updates.

Monitoring & Reviews

During the Term of the Service, Trustwave will perform the following monitoring tasks and topical reviews:

- **Dark Web Monitoring** – Trustwave will continuously monitor the dark web resources, noting any findings it deems relevant to Client.
- **Fusion Data Review** – Trustwave will perform a regular human-led investigation of Client specific data in the Trustwave Fusion platform data lake.
- **Architecture Review** – Following initial onboarding to the Service or following a significant change to Client's security environment, Trustwave will review any provided materials relating to Client's network topology diagrams, policies, processes, and procedures to both familiarize Trustwave with Client's environment and to provide recommendations for security improvements (at Trustwave's discretion).

- **Industry Monitoring** – Trustwave will conduct ongoing monitoring of information security activities and trends which may affect Client’s industry (as indicated by Client and agreed with Trustwave).
- **Emerging Threat Monitoring** – Trustwave will conduct ongoing monitoring of various cybersecurity intelligence sources with regard to emerging cybersecurity threats.

Client-Specific Customization

This Service also helps to tailor any other ongoing Trustwave services purchased by Client to Client’s specific environment. This may include:

- **Customized Reporting** – Trustwave reviews Client’s Trustwave Fusion data lake to produce Client-specific reports focusing on information agreed upon between Trustwave and Client.
- **Educate and Update Delivery Teams** – Trustwave reviews Client’s security environment to provide delivery teams for concurrent Trustwave services with additional context into Client’s security environment.
- **Tuning** – Trustwave will review use cases and perform tuning exercises at Trustwave’s discretion. This will vary depending on the Client security technology included in the Service as indicated in the applicable SOW or Order Confirmation.

Executive Sponsor

In addition to the assigned ISA, Trustwave will assign an executive- or management-level representative to Client (“**Executive Sponsor**”). The Executive Sponsor will be available to participate in meetings with Client’s executives (as agreed between Client and Trustwave). Trustwave reserves the right to change the individual representative at any time provided it does not materially disrupt the Service. Client may request Trustwave to facilitate an executive business review (EBR) in which Trustwave hosts a formalized meeting to cover operational topics and present metrics and updates to Client’s senior leadership.

Service Management

The Service includes technology and further services recommendations. Trustwave will provide guidance regarding additional Trustwave technologies and services that Client may benefit from in improving their security maturity. Trustwave will monitor Client’s data usage thresholds with regard to any limitations established in the applicable SOW or Order Confirmation to inform Client of possible room for expansion of such services.

Client Obligations

For Trustwave to provide this Service, Client will

- establish and maintain communication with Trustwave;
- collaborate with Trustwave as required;
- configure Client’s systems as required to enable the Service and any other service purchased by Client from Trustwave;
- provide information and documentation to Trustwave as required to perform the Service;
- where Client has purchased Managed Detection and Response (MDR) services, respond in a timely manner to Trustwave regarding Incidents (see service descriptions) logged in the Trustwave Fusion platform;
- participate in tuning and service optimization activities as required;

- resolve deviations from any agreed project plan in a timely manner; and
- reimburse Trustwave's travel and expenses when incurred from activities requested by Client.

Trustwave Obligations

For this feature, Trustwave will

- review relevant documents with Client to coordinate and manage technical activities;
- work with Client to maintain communication throughout the Term;
- coordinate, manage, or execute technical and advisory tasks as may be agreed between Trustwave and Client;
- provide reports at Trustwave's discretion; and
- help resolve Service issues, escalating with Client or within Trustwave, as applicable.

Additional Information

Service Options

The Service is available at two service tiers: **ISA50** and **ISA100**.

For ISA50, Client has access to an ISA available during the ISA's local business hours. Trustwave will schedule up to two (2) meetings with Client per month for the Term of the Service and provide two (2) monthly reports on the status and activities of the Service.

For ISA100, Client has access to an ISA during the ISA's local business hours. Trustwave will schedule up to one (1) meeting with Client per week for the Term of the Service and provide a weekly report on the status and activities of the Service.

Communications

The ISA will be available to Client via virtual chat sessions. Client may choose to host such virtual chat sessions on a Trustwave recommended platform or on a platform of Client's choice (subject to Trustwave's agreement). Where Client elects to use a platform of its choice, Client represents such platform meets minimum reasonable security standards and Client accepts the risk of using such platform. Client may also contact Trustwave via email or by entering a ticket in the Trustwave Fusion platform. Trustwave's response times are subject to any posted service level agreements.

Definitions

All capitalized terms not defined in this document have the meanings ascribed to them in Trustwave's Master Terms and Conditions available at <https://www.trustwave.com/en-us/legal-documents/contract-documents/> or in the applicable Statement of Work or Order Confirmation between Trustwave and Client.