

~~SERVICE ORDER ATTACHMENT~~  
~~STATEMENT OF WORK~~

S-200-3030 CSA ADVISOR QUARTERLY

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## 1 Overview

This Statement of Work ("SOW"), with appendices included by reference, is part of a master agreement that incorporates this document by reference.

### 1.1

## SilverSky Proprietary

- Risk assessment process
- Incident Response Plans
- End user security program
- vulnerability management program
- Vendor/third party management program
- Protection and Detection Controls
  - Email security
  - Network security monitoring
  - Incident response program
  - Physical security
  - Device security
  - Endpoint controls
  - Anti-virus
  - Wireless and mobile security
  - Risk Management
  - Third Party Oversight
  - Vulnerability and patch management

### 3.2 SilverSky Assumptions

- Customer will provide SilverSky with readily requested information upon which SilverSky can rely to be current, accurate and complete.
- Customer will provide access to Customer's personnel with the knowledge of Customer security architecture, network architecture, computer environment and related infrastructure.
- Customer will provide access to Customer's personnel who understand Customer's security policies, regulations and requirements.
- Customer will evaluate SilverSky deliverables and immediately notify SilverSky of any perceived problems or issues with SilverSky obligations.
- SilverSky will immediately notify the Customer of any perceived problems or issues regarding Customer obligations.
- Customer is responsible for any additional costs if SilverSky is unable to perform the Services due to Customer's delay or failure to fulfill its obligations under this Statement of Work.

## 4 Project Parameters

### 4.1 Project Scope

The scope of the project is based on the above description with the additional details listed as follows:

Project Component	Parameter(s)
Project Start Date	Typically within 30 days of the Effective Date
Project duration	12 months
Project Work	Work hours not to exceed 55 hrs annually. Any work requested over the allotted hours will require the purchase of an additional block of service hours.