

Rapid Response Retainer Professional Service Description

Cyber Incident Capability Assessment: Executive Breach Simulation

This service description describes the Executive Breach Simulation (Simulation), which may be selected as the Customer's annual Cyber Incident Capability Assessment choice included in the Rapid Response Retainer base program (see Rapid Response Retainer Statement of Work). An Engagement Letter will describe the specific scope and Deliverables for the assessment described below.

1. **SERVICE DESCRIPTION.** Following signature on an Engagement Letter, Verizon will conduct a kick-off call to discuss resources, confirm the trusted agents and Simulation attendees, date location and agenda for the Simulation, and confirm other details contained in the Engagement Letter. The objective of the Simulation is to evaluate Customer's existing processes and procedures for responding in real time to a computer security emergency. The Simulation will be based on a mock security emergency scenario agreed by Verizon and Customer in advance (the "Scenario," as further defined below), but not known in advance by Customer's Simulation participants. Verizon will moderate the Simulation by introducing the Scenario and prompting Customer participants for feedback and participation relative to their respective areas of organizational responsibility. Verizon will then lead the Customer participants through the Scenario. In advance of the Simulation exercise, Verizon will work closely with one to two Customer personnel ("Trusted Agents") to define the Scenario and the objectives, stages and duration of the Simulation. The Simulation exercise will be performed at a Customer location, as further identified in the Engagement Letter. The duration for the Executive Breach Simulation shall be one business day and run for up to a four hour period, unless otherwise agreed in writing by the Parties.
2. **DELIVERABLES AND DOCUMENTATION.** Any Deliverables provided by Verizon are intended for Customer and Verizon use only and will be identified in the engagement letter. Customer may disclose a Deliverable to a third party pursuant to the confidentiality terms of the Agreement. Upon completion of the Simulation, Verizon will provide a report of observations and recommendations.
3. **CONDITIONS.** Delivery of the Services by Verizon is predicated on the following conditions:
 - The Services are based on Verizon's understanding of Customer's requirements. Should the scope of the Project change, Verizon will continue to work only after mutual execution of an amended Engagement Letter.
 - Customer must provide an overhead projector and compatible overhead projector screens on which to display the overhead projector material.
 - Customer must identify in advance the Trusted Agents, who will work with Verizon to define the Scenario and develop the stages, discussion points, and duration of the Simulation.
 - Customer must assure the participation during the Simulation of senior executive staff from each of the Customer's functional organizations with a role within Customer's computer emergency management processes and procedures.
 - At or before the kick-off call, Customer shall provide appropriate on-site authorization documentation (where applicable).

