

## **Rapid Response Retainer Professional Service Description**

### **Cyber Incident Capability Assessment: Cybersecurity First Responder's Training**

This service description describes the Cybersecurity First Responder's Training (Training), 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 designate a point of contact for the Training, who will develop and provide a Training agenda (Training Agenda), and conduct a kick-off call to discuss resources and confirm details contained on the Engagement Letter. Delivery of the Training will include up to two Verizon instructors who will provide a two-day Training to Customer's cybersecurity and incident response employees (Attendees). The Training incorporates industry practices and standards for responding to, and investigating cybersecurity incidents and data security breaches, and leverages real-world cybersecurity incident and data breach scenarios experienced by the Verizon Threat Research Advisory Center team (VTRAC). The Training will focus on the practical application of tasks and techniques commonly encountered during cybersecurity incidents, and will include the following topics:
  - Incident Response Concepts and Preparations;
  - Windows Memory Dump Acquisition;
  - Windows Volatile Data Capture and Analysis;
  - Windows Live System Auditing;
  - Windows Full Disk Imaging;
  - Windows File Collection and Tactical Timelining;
  - Windows Memory Dump Parsing and Analysis;
  - Windows File System Artifact Parsing and Analysis.

After the Training, Verizon will provide Customer with a PDF version of the Power Point presented in Training (Training Materials).

- 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. Verizon will provide:
  - Training Agenda; and
  - Training Materials.
- 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.
  - Each Attendee will bring a laptop to the course, or will use a computer provided by Customer in Customer's training facility.
  - Each course will have a maximum of twenty Attendees.
  - As requested by Verizon, Customer will download the requisite tools from the internet to Attendees' computers prior to the start of the course.