

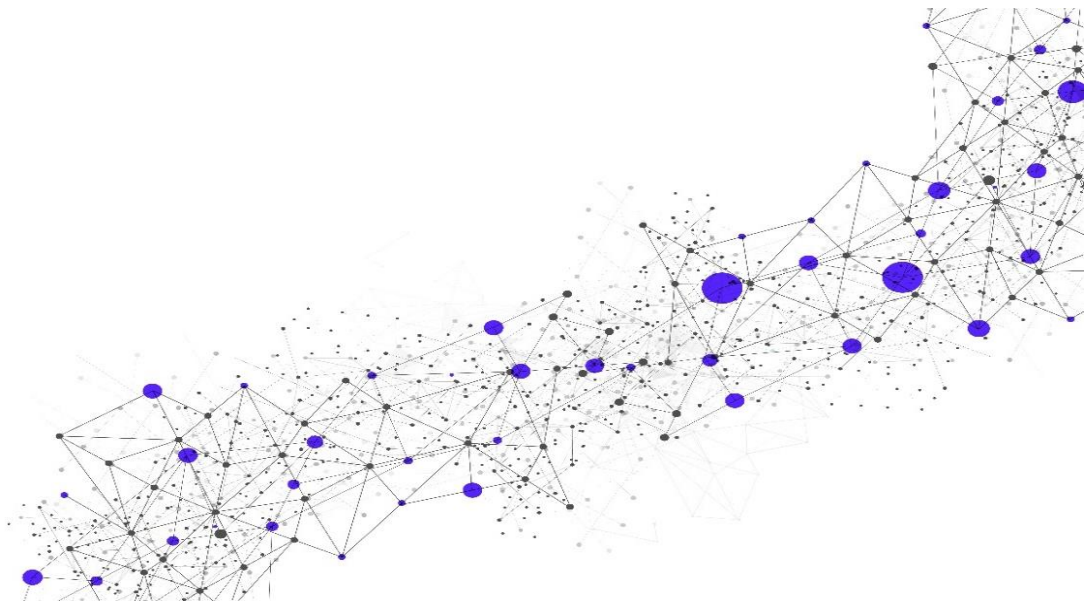
Taegis™ VDR Quick Start

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Table of Contents

1	Service Introduction	3
1.1	Overview	3
1.1.1	Summary of activities	3
1.1.2	Scope and Limitations	3
1.2	Customer Obligations	4
2	Service Details	4
2.1	Quick Start Process	4
2.1.1	Introduction	4
2.1.2	Discovery Workshop	5
2.1.3	Deployment and Configuration	5
2.1.4	Training and Transition	5
2.2	Final Deliverables	5
2.2.1	VDR Data Onboarding Worksheet	6
2.2.2	VDR Operations Guide	6
2.2.3	Project Completion Report	6
2.3	Customer and Secureworks Responsibilities	6
2.4	Business Days and Business Hours.....	7
2.5	Out of Scope	7
3	Service Fees and Related Information	7
3.1	Invoice Commencement and Related Information.....	7

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1 Service Introduction

This Service Description (“SD”) describes the Secureworks® Taegis™ VDR Quick Start Service (“Service”). All capitalized words and phrases shall have the meanings set forth herein, as defined in the Glossary, or within the Secureworks-applicable agreement, such as the Customer Relationship Agreement.

1.1 Overview

Secureworks will provide support to Customer for quick setup of Vulnerability Detection and Response (“VDR”) and provide initial training to Customer’s designated administrators for VDR. All activities for this Service will be conducted remotely through teleconferences during a targeted period of two weeks (the “Engagement”). Secureworks will work with one or more of Customer’s technical personnel (e.g., administrators for servers, workstations, networks) to help ensure successful deployment, initial configuration, and operation of VDR. This Service enables Customer’s technical personnel to maintain Customer’s instance of VDR on an ongoing basis (e.g., manage users, make configuration changes as needed). Setup for VDR may require Customer’s technical or other personnel to make infrastructure changes to Customer’s environment for VDR to operate properly.

Note: This Service is for customers with 10,000 or less assets. For customers with more than 10,000 assets, additional scoping may be required along with a separate Transaction Document.

1.1.1 Summary of activities

Secureworks will do the following:

- Schedule an introductory meeting with Customer’s designated point of contact (“POC”) to discuss roles, responsibilities, scope, and schedule for the Engagement
- Collect information from Customer for Customer’s environment that will be scanned
- Develop the VDR Data Onboarding Worksheet in collaboration with Customer and explain the process for the Service
- Assist Customer with initial configuration of VDR according to the Data Onboarding Worksheet and according to the quantities defined in Section [1.1.2, Scope and Limitations](#)
- Provide initial training to Customer’s designated administrators for VDR (these trained administrators will then be able to train users and any additional administrators)

1.1.2 Scope and Limitations

During the Engagement, Customer will receive expert VDR-specific support and guidance from a Secureworks consultant. The consultant guides and enables Customer’s successful deployment and initial configuration of VDR. The Service includes support (through remote teleconferences) for the following:

- Customer’s deployment of up to three (3) Secureworks Taegis VDR Edge Service virtual machines (“**Edge Service VMs**”) for scanning internal assets
- Initial asset auto-discovery scheduling (up to 3x the number of licenses purchased by Customer—e.g., if Customer purchases 1,024 licenses, then Secureworks will assist Customer with initial auto-discovery for up to 3,072 assets (Customer’s administrators will complete any additional asset auto-discovery scheduling)
- Initial creation and demonstration of how to create one (1) Team, one (1) User, one (1) API credential, and up to ten (10) Tags; of the 10 Tags, Secureworks will provide support for only a maximum of three (3) Tags to assign credentials for enabling authenticated scanning

Customer will receive a Project Completion Report that documents milestones and results achieved during the Engagement. Customer will also receive a VDR Operations Guide that will include the details gathered in the Data Onboarding Worksheet during the Discovery Workshop and other information that is specific to Customer's deployment. This guide and the support provided for completing the above-listed activities will help Customer's technical personnel maintain and evolve Customer's risk-based vulnerability management program and maintain Customer's instance of VDR basis (e.g., manage users, make configuration changes as needed).

Migrating Customer Data from other sources to VDR is out of scope for this Service; however, information from those sources can serve as input during development of the VDR Data Onboarding Worksheet.

1.2 Customer Obligations

Customer will perform the obligations listed below and acknowledges and agrees that the ability of Secureworks to perform its obligations hereunder are dependent on Customer's compliance with these obligations. Customer will do the following:

- Ensure that Customer personnel are scheduled and available to assist as required for the Service
- Obtain consent and authorization from the applicable third party, in form and substance satisfactory to Secureworks, to permit Secureworks to provide the Service if Customer does not own network resources such as IP addresses, Hosts, facilities or web applications
- Promptly reply to all requests from Secureworks
- Add additional users in VDR as applicable, after Secureworks creates the initial administrator
- Ensure that appropriate Customer personnel are available to participate in teleconferences such as the introductory meeting and Discovery Workshop teleconferences
- Begin deploying Edge Service VMs after the introductory meeting
- Validate any pre-populated information in the Secureworks-provided VDR Data Onboarding Worksheet
- Ensure that appropriate Customer personnel—e.g., platform administrators—participate in training sessions as applicable

2 Service Details

2.1 Quick Start Process

Listed below are activities that Secureworks conducts for each stage of the Service.

2.1.1 Introduction

- Secureworks will establish Customer's instance of VDR and send Customer the initial registration for accessing VDR and online documentation.
- Once the initial registration information is provided, the Secureworks consultant will contact Customer-designated POC to schedule the introductory meeting and Discovery Workshop, which will occur on the same day unless prevented by extenuating circumstances.
- In addition, the Secureworks consultant will provide the VDR Data Onboarding Worksheet to Customer, which contains data requests and preparatory activities for Customer to complete before the introductory meeting and Discovery Workshop. Secureworks will pre-populate the VDR Data Onboarding Worksheet with any information previously gathered during the pre-sales process.

- During the introductory meeting, roles, responsibilities, scope, and schedule for the Engagement will be discussed.
- After the introductory meeting, Secureworks will send an email to Customer's POC(s) summarizing the meeting and the agreed-upon schedule for the remainder of the Engagement.

2.1.2 Discovery Workshop

- Secureworks will host the Discovery Workshop through teleconference on the same day as the introductory meeting unless a different date was previously agreed upon.
- During the Discovery Workshop, Secureworks will discuss Customer's environment and confirm Customer's scope as it relates to VDR. Items discussed will be validated or added to the VDR Data Onboarding Worksheet. In addition, Secureworks will help Customer identify and prioritize scanning configuration.
- Customer and Secureworks will determine agreed-upon dates and times for teleconferences that will occur during the next stage.

2.1.3 Deployment and Configuration

During the Engagement, Secureworks will provide procedural guidance and address issues with technical personnel for initial configuration of VDR. As specified in the Data Onboarding Worksheet and according to the quantities defined in Section [1.1.2, Scope and Limitations](#), Secureworks will host multiple teleconferences to assist Customer with the following:

- Customer's deployment of Edge Service VMs and initial auto-discovery scheduling for assets
- Customer's initial configuration for authenticated scanning
- Customer's initial creation of tags (for assets), users, and teams in VDR

After completion of Deployment and Configuration, Secureworks will provide to Customer the VDR Operations Guide through email, which documents the initial VDR configuration and contains other Service-specific information.

2.1.4 Training and Transition

Towards the end of the Engagement, Secureworks will host one (1) three-hour training session to provide Customer's platform administrators with an overview of VDR, train them to use VDR, and outline strategies for maturing Customer's VDR implementation.

After completion of the training session, Secureworks will validate Customer's VDR configuration and status of Customer's deployment and will provide to Customer the methods for obtaining ongoing support from Secureworks.

Secureworks will also do the following:

- Verify that VDR is scanning up to 30% of licensed Customer-specified assets as documented in the VDR Data Onboarding Worksheet
- Provide a Project Completion Report to Customer through email, which documents milestones and results achieved; this report is the final activity and concludes the Service

2.2 Final Deliverables

Service Name	Deliverable	Delivery Schedule	Delivery Method
VDR Quick Start	VDR Data Onboarding Worksheet	Within one (1) day of completing Deployment and Configuration	Email to Customer's POC(s)

Service Name	Deliverable	Delivery Schedule	Delivery Method
	VDR Operations Guide	Within one (1) day of completing Deployment and Configuration	Email to Customer's POC(s)
	Project Completion Report	Within twelve (12) days of completing Training and Transition	Email to Customer's POC(s)

2.2.1 VDR Data Onboarding Worksheet

The VDR Data Onboarding Worksheet documents details about scope and configuration that will be used for initial setup of VDR for Customer. Also documented in this worksheet are CIDR/IP Address ranges, Edge Service VMs, Users, Teams, Tags, Credentials, and auto-discovery and scanning intervals.

The VDR Data Onboarding Worksheet is first pre-populated by Secureworks with information gathered during the pre-sales process and is then provided to Customer to complete prior to the Discovery Workshop. Any missing information will be discussed and added during the Discovery workshop and used during the Deployment and Configuration stage.

2.2.2 VDR Operations Guide

The VDR Operations Guide documents in-scope configuration for VDR such as the Edge Service VMs, Users, Teams, Tags, Credentials, and initial auto-discovery and scanning configuration. The VDR Data Onboarding Worksheet will be included as an Appendix.

The primary benefits of this deliverable are as follows:

- Documents VDR configuration as applicable to Customer's deployment
- Serves as a reference for Customer to create additional Edge Service VMs, maintain proper configuration, and expand operational capabilities

2.2.3 Project Completion Report

The Project Completion Report indicates completion of the Service and documents milestones and results achieved as part of the Service. It documents both onboarding and primary training activities executed as part of the Service, and it is delivered through email to Customer's POC within twelve (12) days of completing the Training and Transition stage.

2.3 Customer and Secureworks Responsibilities

The responsibility assignment matrix below describes the participation required of both Customer and Secureworks in completing tasks or deliverables for a project or business process to facilitate successful service delivery. Secureworks uses the standard RACI role criteria for managing Customer projects and deliverables. These roles are defined as follows:

- R – Responsible: Role(s) assigned to do the work. For any individual task, there could be multiple roles responsible.
- A – Accountable: Role(s) that make the final decision and has ultimate ownership.
- C – Consulted: Role(s) consulted as the subject matter expert (“SME”) before a decision or action is taken.
- I – Informed: Role(s) updated with status of work being done, status of ongoing work, and results of work completed.

VDR Quick Start		
Task	Customer	Secureworks
Provide contact information to Secureworks for initial VDR Administrator (Tenant Administrator) user	R, A	C, I
Send VDR registration and initial invitation (for Tenant Administrator) to Customer	C, I	R, A
Validate pre-populated information in the VDR Data Onboarding Worksheet; make any changes that are needed and provide any missing information	R, A	C, I
Provision all additional VDR users	R, A	C, I
Manage all user account information in VDR to ensure accuracy and completeness	R, A	C, I
Configure and manage virtual platform to support deployment of the Edge Service VMs	R, A	C, I
Deploy and configure Edge Service VMs for scanning internal assets	R, A	C, I
Provide in-scope support (through teleconferences) as Customer deploys/configures Edge Service VMs and as specified herein	C, I	R, A
Train Customer's platform administrators to use VDR	C, I	R, A

2.4 Business Days and Business Hours

Business Days for Secureworks global headquarters are Monday – Friday and Business Hours are 8 a.m. – 5 p.m. US Eastern Time, excluding US holidays. Business Days and Business Hours for all other Secureworks locations vary according to local time zone and country. The Secureworks Security Operations Center (“SOC”) is available 24 hours a day, 7 days a week, for questions and support. During non-Business Days and Hours, some SOC inquiries may be sent to other support groups to address during Business Days and Hours.

2.5 Out of Scope

The information in Section 2 comprises the Secureworks standard in-scope offering for the Service. Any other services or activities not specifically listed as in scope are out of scope. Upon request, Secureworks can provide out-of-scope technical support on a time and materials basis pursuant to a separate Transaction Document.

3 Service Fees and Related Information

Service Fees are based on a fixed fee; Customer is billed upon execution of Transaction Document. See Customer's MSA or CRA (as applicable), and Transaction Document) for details, including the following:

- Billing and Invoicing
- Out-of-Pocket Expenses
- Services Term

3.1 Invoice Commencement and Related Information

See the Service-specific Addendum or Transaction Document for information about invoice commencement.