

## Vulnerability Assessment

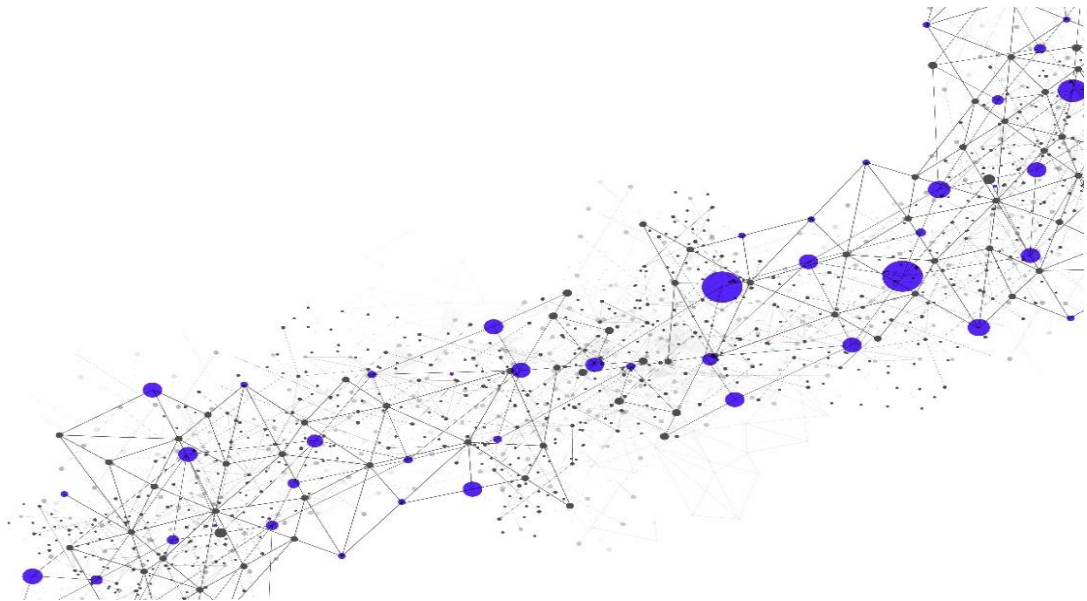
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## 1 Service Introduction

This Service Description (“SD”) describes the Vulnerability Assessment Service (“Service”). All capitalized words and phrases shall have the meanings set forth herein, or within the Secureworks-applicable agreement, such as the Customer Relationship Agreement for direct or indirect purchases (individually referenced herein as “CRA”), that is incorporated herein by reference. For avoidance of doubt, the CRA available at [www.secureworks.com/eula](http://www.secureworks.com/eula) (or at [www.secureworks.jp/eula-jp](http://www.secureworks.jp/eula-jp) for Customers located in Japan) applies to Customer’s purchases through an authorized Secureworks’ reseller.

### 1.1 Overview

Secureworks will conduct a Vulnerability Assessment as defined in this Service Description. The objective of a Vulnerability Assessment is to produce a list of identified vulnerabilities, validating that hosts are patched properly and are configured in a secure manner—from the perspective of an external attacker. Testing is limited to relatively safe validations that are designed to limit any negative impact for risk-averse environments.

### 1.2 Customer Obligations

Customer will perform the obligations listed below, and acknowledges and agrees that the ability of Secureworks to perform the Service is contingent upon the following:

- Customer personnel are scheduled and available to assist as required for the Service(s).
- Customer will have obtained 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.
- This service is delivered remotely, but exceptions can be requested. Secureworks will evaluate these requests, and if approved for on-site activities, Customer will provide a suitable workspace for Secureworks personnel, and necessary access to systems, network, and devices. Secureworks reserves the right to deny any and all on-site travel requests.
- Replies to all requests are prompt and in accordance with the delivery dates established between the parties.
- Customer’s scheduled interruptions and maintenance intervals allow adequate time for Secureworks to perform the Service.
- Customer will promptly inform Customer personnel and third parties of Secureworks testing activities as needed, to prevent disruption to Secureworks business and performance of the Service (e.g., takedown requests, ISP deny list).
- Customer will provide to Secureworks all required information (key personnel contact information, credentials, and related information) at least two (2) weeks before initiating the Service.

For Edge Service, Customer will perform the obligations listed below:

- Provide a suitable hypervisor, outbound connectivity, and access to technical personnel for troubleshooting.
- Assist in the proper placement of the Edge Service(s) and provide the necessary network connectivity to enable Service delivery.
- Securely remove any Edge Service(s) virtual hosts upon completion of the Service.

### 1.3 Scheduling

Secureworks will contact a Customer-designated representative within five (5) business days after the execution of a Transaction Document to begin the Service Initiation activities described herein. These activities will ensure effective and efficient use of the Service.

Secureworks will use commercially reasonable efforts to meet Customer's requests for dates and times to deliver the Service(s), taking into consideration Customer-designated downtime windows, Customer deliverable deadlines, and other Customer scheduling requests. Written confirmation of an agreed-upon schedule shall constitute formal acceptance of such schedule.

If an exception for on-site work is approved, and scheduling of any on-site work at Customer facility has been mutually agreed to, any changes by Customer to the on-site work within two (2) weeks of the on-site work to be performed will incur a \$2,000 re-scheduling fee. This re-scheduling fee does not apply to work that does not require travel by Secureworks.

### 1.4 Timeline

- Remote work will occur Monday – Friday, 8 a.m. – 6 p.m. US Eastern time.
- Approved on-site work will be performed Monday – Friday, 8 a.m. – 6 p.m. Customer's local time or similar daytime working hours.
- To simulate real-world threat actors, goal-based testing, such as Penetration Tests and Red Team Tests, can occur at any time, within the testing dates, at Secureworks' discretion.
- Work performed outside of the hours listed above, as requested or required by Customer, will incur additional service charges.

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## 2 Service Details

The subsections below contain details about the Service and how it will be initiated.

### 2.1 Service Initiation

The rules of engagement for testing are established during staging and an introductory meeting. Topics to be discussed include the following:

- Goals and objectives for the test
- Definition of scope and validation of targets
- Rules of engagement, levels of effort, and risk acceptance
- Testing timelines and schedules
- Reporting requirements, timelines, and milestones
- Key personnel, roles and responsibilities, and emergency planning
- Secureworks source Internet Protocol ("IP") address ranges, and tools and techniques

After completion of all staging tasks and the introductory meeting, Secureworks will send a confirmation email to ensure agreement on the above-listed items.

A member of the Secureworks' team will engage with Customer between the introductory meeting and the start of testing to help Customer in completing any pre-testing tasks. These tasks include collecting IP addresses / targets / scope, configuring any remote testing connectivity, and other mandatory pre-testing tasks.

## 2.2 Service Scope

Vulnerability Assessment is available in the following scopes:

- Small Vulnerability Assessment: One (1) Vulnerability Assessment, up to 500 IP addresses
- Medium Vulnerability Assessment: One (1) Vulnerability Assessment, up to 1,000 IP addresses
- Large Vulnerability Assessment: One (1) Vulnerability Assessment, up to 2,500 IP addresses

The Secureworks' team will execute the scope per requirements as outlined in a Transaction Document.

## 2.3 Service Methodology

Vulnerability Assessments are designed to identify deficiencies in Customer's network that an attacker can exploit. Secureworks uses Taegis™ VDR ("VDR") for scanning and assessing Customer's environment.

The types of vulnerabilities typically detected by this testing includes the following:

- Microsoft Windows, Linux, and Unix operating system vulnerabilities and patches
- Known and published host application and service vulnerabilities
  - Apache, Microsoft IIS, IBM WebSphere, and other web servers
  - Email servers
  - Remote access services, such as SSH, Telnet, and RDP
  - Other server services (NTP, FTP, SSL wrappers, etc.)
- Network device vulnerabilities, such as on firewalls, VPNs, and routers

### Scope Validation

The Secureworks' team will validate the target list provided by Customer. This is a safety measure and will ensure the accuracy of subsequent findings. We may perform such activities as the following:

- Discovery: port-scanning a range of IP addresses to identify top TCP ports in use
- Identifying specific applications and potential version information through banner grabbing
- Domain name service (DNS) lookups

### Enumeration and Vulnerability Mapping

Enumeration involves actively trying to identify services in operation, applications used, version numbers, service banners, etc. In vulnerability mapping, Secureworks uses what has been learned about Customer's environment and attempts to determine vulnerabilities that are present.

Secureworks will interrogate network services to determine additional information about Customer's network that could lead to compromise. Examples include the following:

- DNS host name lookups, brute-force zone transfers, and DNS relays

- SNMP operating system, software, and network and user enumeration
- SMTP open mail relays and user enumeration
- NetBIOS/SMB domain policy disclosure, including password policy
- LDAP domain policy disclosure and enumeration
- Network service banners for exploitable software

**Note:** To detect misconfigured administrator user accounts, VDR conducts testing that, on occasion, may temporarily disable generic administrator user accounts (i.e., user account lockout). Secureworks makes every effort to avoid disabling these accounts; however, if this occurs, then Customer will need to identify and re-enable these accounts.

## 2.4 Service Delivery

The subsections below contain information about how Service is delivered to Customer.

### 2.4.1 Edge Service (Internal Scan Only)

To facilitate remote testing in an internal network segment, an Edge Service Virtual Machine (VM) must be deployed to reach the assets to be scanned. This Edge Service will be provided to Customer in the form of a VM disk image using the Internet as the delivery method.

The Edge Service VM implementation process is as follows:

- Secureworks works with Customer to pre-configure the Edge Service VM, determine the best source-network placement, and provide Customer with a download of the Edge Service VM configuration URL
- Customer downloads a generic VM image and the Edge Service configuration URL (**Note:** Customer will need to assign an IP address in Customer's network for this VM)
- Once the Edge Service VM is operational, Secureworks verifies connectivity before testing begins, and works with Customer to resolve any connectivity issues
- Visit the following page in our online documentation for Edge Service VM requirements: [https://docs.ctpx.secureworks.com/vdr/userGuide/faq/installing\\_edge\\_services\\_vms/](https://docs.ctpx.secureworks.com/vdr/userGuide/faq/installing_edge_services_vms/).

### 2.4.2 Delivery Coordination

Secureworks will provide coordination for the Service(s) with appropriate communication and updates to the stakeholder community. The coordinator will oversee logistics for people, processes, and tools as well as timeline and meeting facilitation.

The scope of delivery coordination includes the following:

- Develop delivery timeline with Customer and with Secureworks personnel
- Work with Customer to identify and address issues or concerns that impact service delivery
- Periodic, high-level updates on progress
- Confirm delivery and procure project sign-off

Services will be delivered remotely from a secure location or, if an exception has been approved then from the Customer's site(s).

Secureworks solely reserves the right to refuse to travel to locations deemed unsafe by Secureworks or locations that would require a forced intellectual property transfer by

Secureworks. Secureworks solely reserves the right to require a physical security escort at additional Customer expense to locations that are deemed unsafe by Secureworks. Customer will be notified at the time that services are requested if Secureworks refuses to travel or if additional physical security is required, and Customer must approve the additional expense before Secureworks travel is arranged. In the event any quarantines, restrictions, or measures imposed by governmental authority or Secureworks restrict travel to any location, Secureworks may at its election (i) deliver the Services remotely or (ii) postpone the Services until travel is permitted. If neither option (i) nor (ii) in the preceding sentence is feasible, Secureworks may terminate the affected Services and provide Customer with a refund of any unused, prepaid fees.

**2.4.3 Deliverables**

Listed in the tables below are the standard deliverables for the Service. Secureworks will work with Customer to determine appropriate specific deliverables, delivery method, and cadence.

Service	Deliverable(s)	Delivery Schedule	Delivery Method
Vulnerability Assessment	Scan Results and Related Information	Upon completion of the assessment	Within VDR
	Final Review Session	Upon delivery of Scan Results	Teleconference

**2.4.3.1 Scan Results and Related Information**

On the last day of the service delivery, Secureworks will issue Scan Results and related information in a form of a report to Customer within VDR and will notify Customer’s point of contact that the report is available. Scan Results and Related Information from the vulnerability assessment are tailored to work performed, and to Customer’s needs.

The scan results and other information will be delivered to Customer within VDR. As part of this Service, Customer will receive temporary access to Taegis VDR for up to 30 days. Customer has the option to extend the term for the VDR license for one year through a separate Transaction Document. Customer can contact Account Manager for details.

Customer can export the Scan Results and Related Information in .CSV or .PDF format. Upon request from Customer, Secureworks can export Scan Results and Related Information for Customer and deliver it to Customer’s point of contact. Requests to perform this export can be sent to your Secureworks vulnerability assessment consultant

Upon delivery of the Scan Results and Related Information, the Secureworks’ team will work with Customer to schedule the Final Review Session.

During the three (3) weeks after delivering the Service, the Secureworks Technical Quality Assurance (“TQA”) process for reporting may require validation and investigation of issues raised in the report. This will result in a small amount of testing outside the primary testing interval that will stop prior to delivery of the report. At the end of the TQA process, Secureworks will issue a formal report to the Customer-designated point of contact.

Customer shall have one (1) week from delivery of the report to provide comments to be included in the final report. If there are no comments received from Customer before expiration of the review period, the report will be deemed final.

Upon completion of the Service, the Customer-designated contact will receive a secure/encrypted email confirmation from Secureworks. Unless otherwise notified in writing



to the contrary by Customer-designated contact, within five (5) business days of such email confirmation, the Service shall be deemed complete.

## 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. Secureworks reserves the right to decline requests that:

- Are beyond the scope of the Service(s) described herein
- Are beyond the capability of Secureworks to deliver within the contracted service levels
- Might violate legal or regulatory requirements

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## 3 Service Fees and Related Information

See Secureworks applicable CRA and Transaction Document for details, including the following:

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

### 3.1 Invoice Commencement

See the Service-specific Addendum incorporated herein by reference at <https://www.secureworks.com/legal/product-terms>, as updated from time to time (the “Product Terms Page”) or Transaction Document for information about invoice commencement. Provisions related to the term of the Service and payment terms within the Product Terms Page shall not apply to Customer’s consumption of Services in case of purchases through a Secureworks’ reseller but instead shall be subject to Customer’s agreement with its reseller.

### 3.2 Expenses

Customer agrees to reimburse Secureworks, directly or indirectly (in case of purchases through an authorized reseller), for all reasonable and actual expenses incurred in conjunction with delivery of the Service.

These expenses include but are not limited to the following:

- Travel fees related to transportation, meals, and lodging to perform the Services, including travel to Customer location(s)
- Digital media storage, specific equipment necessary for delivering the Service, or licensing necessary for tailored digital forensic analysis work.
- Monthly fees for other purchased infrastructure to support service delivery (e.g., public cloud computing services) may apply, if Customer and Secureworks agree that usage is necessary to complete Service delivery.

### 3.3 Term

The term of the Service is defined in the Transaction Document. Service will expire according to the Transaction Document provided that, if there is currently an in-progress delivery of the Service at the time of expiration, then the term shall automatically extend and expire upon completion of such in-progress delivery of the Service. During such extended term (if applicable), the terms and conditions of the CRA shall be in full force and effect.

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## 4 Additional Terms

### 4.1 For Approved On-site Services

Notwithstanding Secureworks' employees' placement at Customer's location(s), Secureworks retains the right to control the work of such employees. For international travel, on-site Services may require additional documentation, such as visas, visitor invitations, and related documentation, which may affect timing of the Services and reimbursable expenses.

### 4.2 Security Services

Customer acknowledges that the Security Services described herein could possibly result in service interruptions or degradation regarding Customer's systems and accepts those risks and consequences. Customer hereby consents and authorizes Secureworks to provide any or all of the Security Services with respect to Customer's systems. Customer further acknowledges that it is Customer's responsibility to restore network computer systems to a secure configuration after Secureworks completes testing.

### 4.3 Record Retention

Secureworks will retain a copy of the Customer Reports in accordance with Secureworks' record retention policy. Unless Customer gives Secureworks written notice to the contrary prior thereto and subject to the provisions of the applicable CRA and DPA, all Customer Data collected during the Services and stored by Secureworks will be deleted within 30 days from issuance of the final Customer Report. . If Customer or its authorized agent requests that Secureworks retain Customer Data for longer than its standard retention policy, Customer shall pay Secureworks' costs and expenses associated with the extended retention and storage of such Customer Data. Notwithstanding the foregoing, Secureworks shall be entitled to retain Customer Data as necessary to comply with its own legal, regulatory, judicial, audit, or internal compliance requirements.

### 4.4 Compliance Services

Customer understands that, although Secureworks' Services may discuss or relate to legal issues, Secureworks does not provide legal advice or services, none of such Services shall be deemed, construed as or constitute legal advice and that Customer is ultimately responsible for retaining its own legal counsel to provide legal advice. Furthermore, any written summaries or reports provided by Secureworks in connection with any Services shall not be deemed to be legal opinions and may not and should not be relied upon as proof, evidence or any guarantee or assurance as to Customer legal or regulatory compliance.

### 4.5 Post-Engagement Activities

Subject to any applicable legal or regulatory requirements, thirty (30) days after completing delivery of the Service, Secureworks will commence with the appropriate media sanitization

and/or destruction procedures of the Customer acquired images, hard drives or other media obtained by Secureworks in the performance of the Services hereunder (the “**Engagement Media**”), unless prior to such commencement, Customer has specified in writing to Secureworks any special requirements for Secureworks to return such Engagement Media (at Customer’s sole expense). Upon Customer’s request, Secureworks will provide options for the transfer to Customer of Engagement Media and the related costs thereto. If so requested, Secureworks will provide a confirmation letter to Customer addressing completion and scope of these post-engagement activities, in Secureworks’ standard form. Unless agreed to otherwise by the parties, and subject to any applicable legal or regulatory requirements, Secureworks shall, in its sole discretion, dispose of the Engagement Media on or after the engagement conclusion and only maintain a copy of the completed engagement-specific deliverables.

#### 4.6 Legal Proceedings

If Customer knows or has reason to believe that Secureworks or its employees performing Services under this Service have or will become subject to any order or process of a court, administrative agency or governmental proceeding (e.g., subpoena to provide testimony or documents, search warrant, or discovery request), which will require Secureworks or such employees to respond to such order or process and/or to testify at such proceeding, Customer will (i) promptly notify Secureworks, unless otherwise prohibited by such order or process, (ii) use commercially reasonable efforts to reduce the burdens associated with the response, and (iii) reimburse Secureworks for (a) its employees’ time spent as to such response, (b) its reasonable and actual attorneys’ fees as to such response, and (c) its reasonable and actual travel expenses incurred as to such response. Nothing in this paragraph shall apply to any legal actions or proceedings between Customer and Secureworks as to the Service.

#### 4.7 Endpoint Assessment

Unless otherwise agreed upon in writing, if a software agent has been deployed as part of the Service, within thirty (30) days following the date of the Completed Final Report (the “**Thirty Day Period**”), Customer shall uninstall any and all copies of the software agent used for the Service. During the Thirty Day Period, (i) Customer shall not use the software agent, and (ii) the license and use restrictions that apply to the software agent remain in effect notwithstanding the expiration of termination of the Service. Customer will install Secureworks’ proprietary software agent if Endpoint Assessment Services are in scope. Customer (i) will use the Endpoint Assessment software agent for its internal security purposes, and (ii) will not, for itself, any Affiliate of Customer or any third party: (a) decipher, decompile, disassemble, reconstruct, translate, reverse engineer, or discover any source code of the software agent; and (b) will not remove any language or designation indicating the confidential nature thereof or the proprietary rights of Secureworks from the software agent. Customer will uninstall the software agent as described in this Service.