

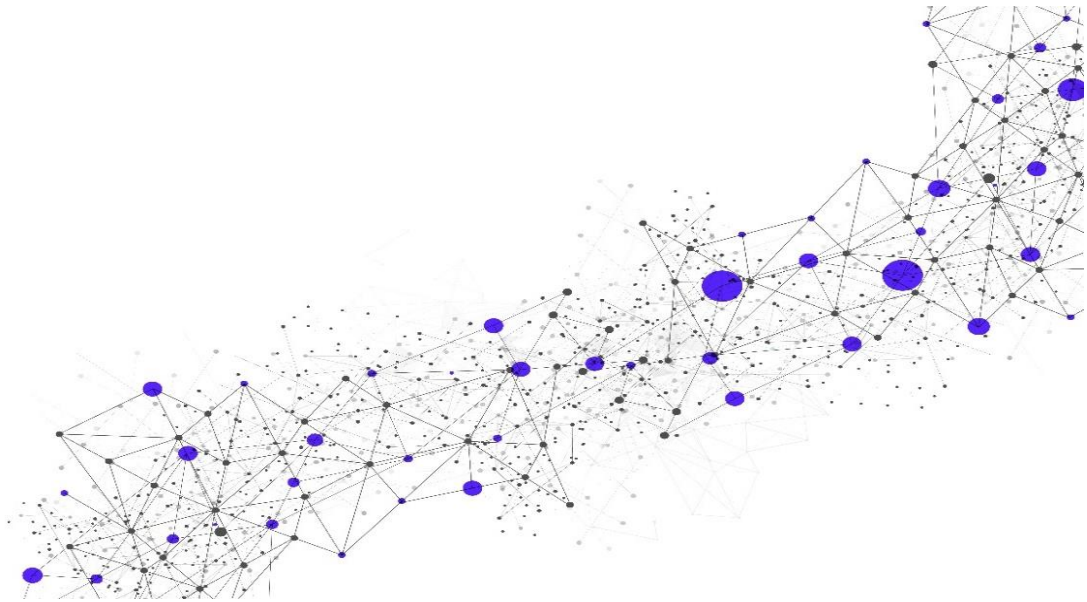
Taegis™ XDR Training (XDR, ManagedXDR, and ManagedXDR Elite)

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www.secureworks.com

A Dell Technologies Company

Global Headquarters

1 Concourse Pkwy NE #500

Atlanta, GA 30328

Phone: +1 877 838 7947

Email: info@secureworks.com

Additional office locations: <https://www.secureworks.com/about/offices>

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1 Service Introduction

This Service Description (“SD”) describes the Secureworks® Taegis™ XDR Training 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

Customer’s designated personnel will be provided with training for Taegis™ XDR (“XDR”). Training will be delivered remotely through teleconference (e.g., Microsoft Teams).

Notes:

- If Customer also purchased Taegis™ ManagedXDR or ManagedXDR Elite, then Customer will also receive training as applicable to engage with the Secureworks team.
- This is a per-tenant Service. If Customer has more than one tenant (i.e., **Additional Managed Tenant**) for which training needs to be provided, then this Service must be purchased as an add-on for each of Customer’s tenants.

Training includes the following Instructor-Led sessions:

- **Training session 1:** Up to four (4) hours for Customer’s security analysts
- **Training session 2:** Up to four (4) hours for Customer’s platform administrators

The sessions can be scheduled on the same day or on different days within a 30-day period.

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 generate the necessary XDR invitations for Customer’s additional users of XDR. (**Note:** Generating invitations for Customer’s initial users occurs during XDR/ManagedXDR onboarding and is therefore not part of this Service.)
- Customer will ensure that appropriate Customer personnel are available to participate in planning and teleconferences such as the preparatory meeting.
- Customer will ensure that appropriate Customer personnel – e.g., security analysts, data source administrators, and potentially security leadership – participate in training sessions as applicable.

2 Service Details

2.1 Preparatory Meeting

Secureworks will schedule a preparatory meeting (up to 1 hour in length) with Customer to plan for and discuss delivery of the training.

2.2 Training for Security Analysts

Listed below are the planned topics for training Customer’s security analysts. As the Service evolves, Secureworks reserves the right to update these topics as needed. Customer’s security analysts will be provided with training materials to use during and after training.

- Overview of XDR
- Ask an expert (feature for communicating with Secureworks subject matter experts through chat or support ticket)
- How to use the Chat function to communicate with Secureworks experts
- Operating model explanation for XDR
- XDR detailed architecture
- XDR Filtering and Search
- XDR APIs
- MITRE ATT&CK Framework Overview and XDR applicability
- How to perform investigations in XDR
- XDR Detectors
- Manager Dashboard

2.3 Training for Platform Administrators

Listed below are the planned topics for training Customer’s platform administrators. As the Service evolves, Secureworks reserves the right to update these topics as needed. Customer’s security analysts will be provided with training materials to use during and after training.

- User management
- Deploying a data collector and verifying health
- Configuring data Integrations and verifying health
- Deploying and managing Secureworks® Taegis™ endpoint agents

2.4 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.

XDR Training		
Task	Customer	Secureworks
Schedule and facilitate preparatory meeting	C, I	R, A
Ensure required XDR users are provisioned	R, A	C, I
Manage all user account information in XDR to ensure accuracy and completeness	R, A	C, I
Provide list of Customer personnel who will attend training	R, A	C, I
Schedule training sessions	C, I	R, A

XDR Training		
Task	Customer	Secureworks
Schedule and facilitate preparatory meeting	C, I	R, A
Ensure scheduled Customer personnel attends training	R, A	C, I
Deliver training for XDR to Customer personnel	C, I	R, A

3 Service Fees and Related Information

Service Fees are based on a fixed fee; Customer is billed upon execution of Service Order. See Customer's MSA or CRA (as applicable), and SO or SOW (as applicable) 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 SO for information about invoice commencement.

4 Glossary

Term	Description
Additional Managed Tenant	An add-on service for ManagedXDR and ManagedXDR Elite that provides Customer with more than one XDR tenant.
Integration	Application Programming Interface ("API") calls or other software scripts for conducting the agreed-upon Service(s) for the connected technology.