tenable

CYBER EXPOSURE WORKSHOP

SERVICES BRIEF

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1. INTRODUCTION

This Services Brief ("Brief") incorporates and is governed by the Master Agreement located at http://static.tenable.com/prod_docs/tenable_slas.html, or any negotiated agreement between the parties that covers Professional Services ("Agreement"). Any capitalized terms used herein but not defined will have the definitions ascribed to them in the Agreement.

Any installation, configuration, knowledge transfer, or instruction not specifically referenced in this Brief is considered out of scope for this engagement. This includes, but is not limited to, any integrations related to third party products.

2. SCOPE

Tenable will facilitate a Cyber Exposure Workshop where Tenable will learn more about the Customer's environment and the Customer will learn more about Tenable product capabilities, features, and functions relative to implementation. The results of the workshop will be documented in the Cyber Exposure Workshop Summary document deliverable for the engagement that Tenable collaborates and drafts with input and guidance from Customer.

Activity Tasks

(a) Define the scope for the organization's vulnerability management (VM) program

(b) Discuss security objectives and associated business processes related to vulnerability management

(c) Explore internal and external business drivers for vulnerability management

(d) In-depth review of current vulnerability management security controls and challenges

(e) Define desired state of vulnerability management program

(f) Define Service Level Agreements (SLAs) for VM program

(g) Discuss critical business functions and their associated assets

(h) Define network scope and understand complete infrastructure

(i) Understand scan policies, windows and techniques

(j) Understand categorization and management of assets

(k) Understand location of in-scope assets

(l) Review application scanning procedures

(m) Understand how assets are defined and managed

(n) Review vulnerability management service level agreements

(o) Review scan templates and utilized plugins

(p) Review hardening guides for existing VM program

(q) Review existing scan strategy and coverage

(r) Discuss trusted scans

(s) Review credential and configuration management tools

(t) Discuss existing vulnerabilities and patching tools

(u) Discuss vulnerability exposure and scoring systems

(v) Understand existing prioritization protocols and measures

(w) Review remediation process and workflow

(x) Review mitigation actions, capabilities, and tools

(y) Discuss risk acceptance and business communication

(z) Understand how discovered vulnerabilities are remediated

(aa) Determine reporting and dashboard requirements for VM stakeholders

(bb) Determine reporting frequency and distribution groups

(cc) Define Key Performance Indicators (KPIs) essential for success of VM program

(dd) Define VM process

(ee) Understand SLA performance gaps

(ff) Determine VM Committee members

3. DELIVERABLES

At the conclusion of the Cyber Exposure Workshop, Tenable provides an actionable documentation set with clear guidance for maturity. They are outlined in the table below.

Deliverable	Item Description	Work Product
Quick Win Recommendations	Suggested updates to processes or technology to achieve a near-term goal	Presentation
Maturity Roadmap	Mapping of program maturity across a 1–2 year timeframe	Presentation
VM Program Operations Guidance	Defines current state of scanning, analysis, existing processes and workflows, communication protocols, and reporting metrics. Identifies gaps in existing programs and outlines recommendations for ideal end-state as compared to similarly sized industry peers	Document

4. ASSUMPTIONS AND CONSTRAINTS

Tenable will rely on the following assumptions, together with those stated elsewhere in this Brief, in performing the service in this Brief. Should any of these assumptions prove incorrect or incomplete, or should Customer fail to comply with any of the responsibilities set forth in this Brief, Tenable reserves the right to modify the price, scope, level of effort, or schedule for the service in this Brief.

(a) Customer has valid licenses for all Tenable software covered by this Brief.

(b) Tenable will perform the service both remotely and on-site at a mutually agreed upon Customer location.

(c) Customer will provide Tenable access to key individuals, information and network resources at Customer site that are required in order for Tenable to perform the required tasks and deliverables of this Brief. Timely access to these key Customer individuals is required during the duration of this Brief, either onsite or remotely.

(d) When at a Customer facility, the Customer will provide Tenable Consultant with a professional workspace such as a conference room and access to personnel with sufficient privileges to the relevant hardware and software required to perform the engagement.

(e) Customer shall provide the Tenable Consultant with reasonable and safe access to Customer's facilities and ensure that its facilities constitute a safe working environment.

(f) The Customer systems meet or exceed the specifications found in the Tenable General Requirements document,

available at https://docs.tenable.com/generalrequirements/.

(g) All workdays under this Brief are based upon an eight (8) hour workday and all work will be completed during normal working hours defined as Monday through Friday.

(h) Tenable personnel will not be exposed to hazardous environments. Customer will provide any safety equipment needed. Customer personnel will mount the hardware in the appropriate locations.

(i) Tenable is not responsible for any impact caused by Active Querying or any other network communication.

ABOUT TENABLE

Tenable® is the Exposure Management company. Approximately 40,000 organizations around the globe rely on Tenable to understand and reduce cyber risk. As the creator of Nessus®, Tenable extended its expertise in vulnerabilities to deliver the world's first platform to see and secure any digital asset on any computing platform. Tenable customers include approximately 60 percent of the Fortune 500, approximately 40 percent of the Global 2000, and large government agencies. Learn more at tenable.com.

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