

Service Attachment

ROUTING CODE 8  
February 3, 2010 VERSION 4.1 | 1 of 7  
Bidscrip # CT1369

**CYBERTRUST SERVICES - SERVICE ATTACHMENT  
Security Management Program ("SMP") Services**

**I. AGREEMENT:**

This Service Attachment is subject to the terms and conditions of the Cybertrust Security Services Agreement entered into by and between Verizon Business Network Services Inc. on behalf of Cybertrust, Inc. ("Verizon"), and Fort Bend County ("Customer"), executed by Customer on March 4, 2008 (the "Agreement") with a Verizon Contract ID No. 186735. Unless otherwise stated, the services contemplated by this Service Attachment ("Services") will be provided by Cybertrust, Inc., a Verizon affiliate ("Cybertrust"). In the event of a conflict between the terms of this Service Attachment and the Agreement incorporating this Service Attachment, the terms of this Service Attachment shall govern. References to the term "Service Attachment" shall be deemed to mean "Statement of Service."

**II. CUSTOMER INFORMATION:**

Customer Company Name: Fort Bend County  
Address: 500 Liberty Street  
Suite 212  
Richmond, TX 77469  
Business Point of Contact: Kenneth Ford  
Phone: 281.341.4588  
Email: [Kenneth.Ford@co.fort-bend.tx.us](mailto:Kenneth.Ford@co.fort-bend.tx.us)

**III. VERIZON INFORMATION:**

Presented By: Patrick Kollar  
Phone: 703-886-2350  
Email: [Patrick.m.kollar@verizonbusiness.com](mailto:Patrick.m.kollar@verizonbusiness.com)

**IV. ORDER SUMMARY:**

A detailed project description can be found in the attached documents which are referenced below under Section IX, 'Attachments'. Below is a summary of Services being purchased and the associated fixed price fees, in which all prices shall be invoiced in accordance with Section VI, 'Payment Terms' as described below:

Services	Customer Location(s)	Contract Length	Annual Total	Contract Total
Security Management Program -- Perimeter	Fort Bend County Libraries 1001 Golfview Drive Richmond, TX 77469	One (1) Year	\$56,458.00	\$56,458.00
Security Management Program -- Perimeter (Additional Site)	Fort Bend County IT 500 Liberty Street Suite 212 Richmond, TX 77469	One (1) Year	\$21,492.00	\$21,492.00
<b>SERVICE TOTAL</b>				<b>\$77,950.00</b>
<b>TRAVEL / EXPENSES</b>				<b>ACTUAL COST</b>

**V. TERM:**

The Service Attachment will become effective as of the date of the later signature on this Service Attachment (the "Service Attachment Effective Date") and will expire on December 31, 2010 and shall not renew automatically.

**VI. PAYMENT TERMS:**

An invoice for the Service Total will be issued on or soon after the Service Attachment Effective Date. This invoice is due net thirty (30) days from the date of the invoice.

Subject to compliance with Customer's normal and customary policies communicated in advance to Cybertrust regarding substantiation and verification of business expenses, Cybertrust is authorized to incur customary and reasonable travel, lodging, and other associated expenses in connection with the Services. Customer will reimburse Cybertrust for those expenses in accordance with the Customer's Travel Policy, copy attached as Exhibit A to this Service Attachment. Expenses are not included in the Service Total provided above, and any related travel or expenses incurred as part of these Services shall be invoiced to the Customer, at cost, monthly in arrears.

In the event that Customer provides Cybertrust, Inc. with a valid, duly executed sales tax exemption certificate, Cybertrust, Inc. will exempt Customer in accordance with the law, effective on the date Cybertrust, Inc. receives the exemption certificate.

**VII. PURCHASE ORDER: (Customer shall indicate purchase order requirements below)**

Customer shall indicate below as to whether or not its internal procedures require the issuance of a purchase order ("Purchase Order" or "PO") to process invoices and/or payment. If neither option is marked by Customer, Customer confirms that a Purchase Order is NOT required:

☒ Yes (If yes, a copy of the PO is required at the time of signature)  
Purchase Order #: \_\_\_\_\_

☐ No (If no, please provide invoice address below)

Invoice Address
Company:
Name:
Address:
City/State/Zip:

Cybertrust's acceptance of a Customer PO is for the sole purpose of facilitating Customer's payment procedures. All Services furnished in conjunction with a PO shall be governed solely by the terms and conditions of the Agreement and this Service Attachment (together, the "Contract"). The terms of the Contract shall supersede and replace any terms and conditions contained in the PO and such terms and conditions shall not modify the Contract and shall not be binding on Cybertrust.

**VIII. SERVICE SPECIFIC TERMS:**

This Service Attachment shall be construed under and in accordance with the laws of the State of Texas, and all obligations of the parties created hereunder are performable in Fort Bend County, Texas. Venue shall lie in Fort Bend County, Texas, for any suit regarding this Service Attachment.

**IX. ATTACHMENTS**

Attachment 1: Service Description for Security Management Program – Perimeter (Version 4.0, November 15, Verizon and Customer, by signing below, agree to this Service Attachment, the referenced Cybertrust Security Services Agreement, and all attachments listed above. Intending to be legally bound and having reviewed this Service Attachment in its entirety, Verizon and Customer have caused this Service Attachment to be executed by their authorized representatives effective as of the date of the later signature below.

**Signatures on following page**

Service Attachment

ROUTING CODE 8  
February 3, 2010 VERSION 4.1 | 3 of 7  
Bidscrip # CT1369

Verizon Business Network Services Inc., on  
behalf of Cybertrust, Inc.

By: [Signature]  
Authorized Agent -Signature:  
Suleiman Hessami  
VP Pricing/Contracts Management

Title: Vice President, Pricing and Contract  
Management

Date: 2/17/2010

FORT BEND COUNTY

By: [Signature]

Print Name/Title: Robert Hebert, County Judge

Date: March 2, 2010

ATTEST:

Date: 3-2-10

By: [Signature]

Print Name/Title: Dianne Wilson, County Clerk

AUDITOR'S CERTIFICATE:

I hereby certify that funds in the amount of \$ 78,000.00 are available to pay the Obligation of Fort Bend  
County within the foregoing Agreement.

By: [Signature]

Print Name/Title: Ed Sturdivant, County Auditor

## EXHIBIT A

# Fort Bend County Travel Policy

Approved in Commissioners' Court on November 3, 2009

Effective November 4, 2009

The Commissioners' Court allocates funds annually for the payment of travel expenditures for county employees and officials within the individual departmental budgets. Travel expenditures paid from these budgets must serve a public purpose for Fort Bend County. These expenditures may be paid directly to the vendor or provided as a reimbursement to the employee/official upon completion of their travel. Advance payments to vendors may be accommodated by issuance of a check or use of a County procurement card. Eligible expenditure categories under this policy include: Lodging, meals, transportation, registration fees, and other fees (with justification). Each category is further defined below.

**CONTRACT RATES:**

Fort Bend County is a 'Cooperative Purchasing Participating Entity' with the State of Texas. This program is also known as TPASS (Texas Procurement and Support Services) State Travel Management Program (STMP). This gives County employees and officials access to the contract rates negotiated by the State for hotels and rental cars. Procurement procedures for these contract services are explained within the categories below.

**OUT OF STATE TRAVEL:**

**Authorization:** The traveler must obtain Commissioners' Court approval for out-of-state travel before departure. The duration must include travel days along with the event scheduled days. To prevent delays in processing travel reimbursement, ensure that the travel duration is accurately defined when submitting the agenda request.

**Documentation:** The traveler must provide an excerpt from the Commissioners' Court minutes (<http://www.co.fort-bend.tx.us/getSitePage.asp?sitePage=7269>) with the travel reimbursement form.

**LODGING:****Hotel:**

**Texas:** Hotel reimbursements are limited to contract hotel rates near the event site. Participating contract hotels are listed at [http://portal.cpa.state.tx.us/hotel/hotel\\_directory/index.cfm](http://portal.cpa.state.tx.us/hotel/hotel_directory/index.cfm). When making a reservation the traveler must ask for the State of Texas Contract rate and be prepared to provide the County's agency #: C0790. Contract hotels must be used unless a non-contract hotel provides a lower total cost or no contract hotel is available. If the organizer of a conference/seminar has negotiated discount rates with a hotel(s), the traveler may choose

these lodging services without penalty. The traveler will be responsible for the excess charge over the contract hotel rates near the event site if they choose not to stay at a contract hotel or a conference sponsored discounted hotel. The traveler may choose any hotel that is less than the contract hotel rates near the event site to save additional county funds. If no contract hotels are listed for the destination city, the traveler is required to choose lodging services near the event site that meet their needs at an economical rate.

**Out-of-State:** The traveler is required to choose lodging services near the event site that meet their needs at an economical rate.

**Travel Days:** If the traveler must leave before 7:00AM to arrive at the start of the event and/or return to the County after 6:00PM after the event concludes, an additional night's lodging is allowable before and/or after the event.

**Additional fees:** Fees for additional services (internet, telephone, valet, parking...) require justification to be allowable.

**Gratuities:** Gratuities are not reimbursable for any lodging services.

**Overpayments by County:** Any lodging overpayment by the County must be reimbursed by the hotel before processing a reimbursement to the traveler for any of the categories addressed in this policy. Prepaid lodging services should be accurately calculated or underestimated by excluding the taxes to prevent delays in processing travel reimbursements.

**Procurement Card:** The traveler may use the procurement card to make lodging reservations. Contact Purchasing to arrange or use the procurement card assigned to the department or traveler.

**Documentation:** The original itemized hotel statement must be submitted with the travel reimbursement claim showing a zero balance due if paid by the traveler. A copy of the itemized hotel statement must be submitted with the travel reimbursement claim if the traveler used a County procurement card to purchase lodging services or prepaid by County check. Event agenda/documentation or a letter from the traveler describing the event/meeting is required.

## **MEALS:**

**Texas:** Meals including gratuities will be reimbursed to the traveler at a flat rate of \$36/day. If a traveler departs after 2:00PM or returns by 12:00PM the reimbursement rate will be \$18/day for that day.

**Out-of-state:** Meals including gratuities will be reimbursed to the traveler at a flat rate of \$48/day. If a traveler departs after 2:00PM or returns by 12:00PM the reimbursement rate will be \$24/day for that day.

**Day trips:** Meals will not be reimbursed for trips that do not require an overnight stay.

**Procurement Card:** No meal purchases are allowed on any County procurement card.

**Documentation:** No meal receipts are required for reimbursement. Event agenda/documentation or a letter from the traveler describing the event/meeting is required.

## **TRANSPORTATION:**

**Personal Vehicle:** Use of personal vehicle will be reimbursed at the current rate/mile set by Commissioners' Court (\$0.55/mile as of 1/1/2009). Mileage should be calculated using the County office location of the traveler and the event location. Mileage may not be calculated using the traveler's home. If actual mileage exceeds the estimate provided by the State Mileage Guide (<http://ecpa.cpa.state.tx.us/mileage/Mileage.jsp>) by 20%, the traveler must provide a letter explaining the purpose of the excess mileage or limit the reimbursement request to the State Mileage Guide estimate.

**County Vehicle:** Fuel purchases when using a County vehicle must be made with the County fuel card. Original receipts must be provided with reimbursement request.

**Airfare:** Airfare is reimbursable at the lowest available rate based on 14 day advance purchase of a discounted coach/economy full-service seat. The payment confirmation and itinerary must be presented with the travel reimbursement form.

**Rental Car:** Rental cars are limited to the negotiated TPASS rates listed at: <http://www.window.state.tx.us/procurement/prog/stmp/stmp-rental-car-contract/vendor-comparison/>. The contact information for Avis is listed here: <http://www.window.state.tx.us/procurement/prog/stmp/stmp-rental-car-contract/Avis/>. The contact information for Enterprise is listed here: <http://www.window.state.tx.us/procurement/prog/stmp/stmp-rental-car-contract/Enterprise/>. You will need to make your reservations at least 14 days in advance and provide the County's agency #: C0790. The instructions for reserving with each agency are explained at the individual web sites above. The traveler will not be reimbursed for any amount over the negotiated contract rates if a non-contract company is used at a higher rate. The traveler may use a non-contract vendor at a rate lower than the contract rates with no penalty. The original contract/receipt must be presented with the travel reimbursement form or a copy if a County procurement card is used.

**Other Transportation:** Other forms of transit (bus, taxi, train) are reimbursable with an original receipt.

**Additional fees:** Fees for additional services (tolls, parking...) require justification to be allowable. Optional rental car fees are not reimbursable (GPS, prepaid fuel, premium radio, additional insurance...). Original receipts or documentation are required for allowable fees.

**Gratuities:** Gratuities are not reimbursable for any transportation services.

**Procurement Card:** The traveler may use a County procurement card to make transportation reservations for air travel and rental car services. Contact Purchasing to arrange or use the procurement card assigned to the department or traveler.

**Documentation:** Original receipts are required for all transportation reimbursements paid by the traveler. Transportation services obtained with a County procurement card require a copy of the receipt. Additional requirements are noted within each category above. Event agenda/documentation or a letter from the traveler describing the event/meeting is required.

**REGISTRATION:**

**Registration fees:** Registration fees are reimbursable for events that serve a Fort Bend County purpose.

**Procurement Card:** The traveler may use a County procurement card to register for an event. Contact Purchasing to arrange or use the procurement card assigned to the department or traveler.

**Documentation:** An original receipt must be obtained upon registration and submitted with the reimbursement request if paid by the traveler. A copy of the receipt must be provided if registration is paid on a County procurement card. Event agenda/documentation or a letter from the traveler describing the event/meeting is required.

**GRANTS:**

Travel expenditures from Federal and State grants must also conform to the granting agency's funding requirements.

**PACKAGE AND GROUP TRAVEL RATES:**

The traveler may obtain a package travel rate for airfare, hotel, and/or rental car services for a combined rate of less than the individual rates pursuant to the category requirements above without penalty. The traveler may also participate in group lodging or rental car services for a combined rate of less than the individual per person rates pursuant to the category requirements without penalty.

**TRAVEL REIMBURSEMENT FORM:**

The traveler must use the current travel reimbursement form ([http://cww.co.fort-bend.tx.us/departments/auditor/auditor\\_forms.htm](http://cww.co.fort-bend.tx.us/departments/auditor/auditor_forms.htm)) for all travel related services addressed in this policy. No other expenditures may be submitted for reimbursement on the travel reimbursement form. After completing all required information, the travel form must be signed/dated by the traveler and the department head/elected official.



## Service Description for Security Management Program – Perimeter

Version: 4.0

Date: November 15, 2006

[www.cybertrust.com](http://www.cybertrust.com)



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### NOTICE

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## Service Description

The Cybertrust Security Management Program (SMP) – Perimeter is a comprehensive security risk reduction and certification program that focuses on the security of an organization's perimeter network and devices. The program integrates multiple security practices and procedures to help an organization identify and mitigate risk to the organization's critical IT assets, and then assists maintaining an optimal security posture across its boundary environment. Compliance with Cybertrust's set of Essential Practices (EP) results in industry-recognized security certification that provides the organization with confidence and assurance that its mission-critical networks and physical environments are protected against external threats.

## Cybertrust Security Management Program – Perimeter Components

Cybertrust SMP – Perimeter consists of critical analysis, assessment and security intelligence services including:

- External Risk Assessments
- On-site Internal Risk Assessments
- On-site EP Evaluation and Validation
- Email Filter Check Tests
- Limited Security Assurance First Emergency Response (SAFER) Team Support
- Security Consultant Access
- Eligible for Cybertrust Certification
- Access to the Management Console
- Vulnerability Research Database and Action Alerts
- Emerging Risk Testing

### External Risk Assessments

Cybertrust will conduct external risk assessments which occur on prearranged dates and times. The results are used to identify possible risk areas in the organization's network infrastructure and assess compliance with the EPs.

The External Risk Assessment identifies:

- Unnecessary Services – determines whether a "Default Deny Strategy" has been implemented.
- Unusual Use – identifies devices that may not have vulnerabilities or dated software but have atypical characteristics that indicate increased risk.
- Historically Vulnerable Software – identifies software (i.e., applications, operating systems and services) that should require more frequent updates or additional monitoring due to a history of constant security problems and exploits.
- Intelligent Vulnerability scanning – provides a more efficient and less intrusive assessment by selecting vulnerability tests based on the operating system and configuration.

External Risk Assessments are conducted as often as necessary to position the organization in a security posture that is compliant with the EPs. Upon achieving certification, Cybertrust will



perform additional External Risk Assessments on a *quarterly* basis over the remainder of the contract period.

#### **On-Site Internal Perimeter Assessments**

Cybertrust will conduct an on-site review of the organization's facility to assess both the physical and electronic aspects of the internal environment. This review provides comprehensive asset identification and classification (scoring) of systems in the traditional DMZ. In addition, Cybertrust will conduct targeted vulnerability scans across the traditional DMZ and conduct wireless "walk-through" assessments.

##### Internal Perimeter (Traditional DMZ) Assessment identifies:

- Unusual Use – identifies devices that may not have vulnerabilities or dated software but have atypical characteristics that indicate increased risk.
- Historically Vulnerable Software – identifies software (i.e., applications, operating systems and services) that should require more frequent updates or additional monitoring due to a history of constant security problems and exploits.
- Intelligent Vulnerability scanning – provides a more efficient and less intrusive assessment by selecting vulnerability tests based on the operating system and configuration.

##### Wireless Assessment includes:

- Verification of encryption.
- Verification of identifiable and broadcasted SSIDs.
- Verification of existence and enforcement of wireless LAN policy.

#### **On-Site EP Evaluation and Validation**

Cybertrust will conduct an onsite evaluation of the organization's compliance with the EPs, which are categorized into five risk groups: 1) physical, 2) device, 3) network, 4) human, and 5) policy. Coverage areas include:

- Inspection of the facility's physical perimeter.
- Inspection of the data center's physical security.
- Inspection of physical security of critical equipment.
- Review of HVAC systems.
- Inspection of power distribution and UPS systems.
- Inspection of the hardened routers and/or firewalls.
- Inspection of the configuration of randomly-selected critical servers.
- Inspection of the configuration of the e-mail server.
- Review of the Operational Management Policies and Procedures.
- Inspection of Remote Administration Mechanisms.

#### **Email Filter Check Tests**

Cybertrust will conduct e-mail filter tests to evaluate the effectiveness of the organization's perimeter gateway and desktop defenses. For this test, Cybertrust sends a series of electronic



mail messages with payloads that the organization's network should detect and respond to as malicious; these messages are neither invasive nor dangerous. The recipients of the test attachments will be asked to answer a series of questions that are designed to determine the actions taken by the network to defend against the simulated threat. The Email Filter Check test is used to validate whether the organization is compliant with applicable EPs.

#### **Limited Security Assurance First Emergency Response (SAFER) Team Support**

Cybertrust will provide a foundation-level of emergency response support called SAFER. SAFER includes initial emergency triage assistance in the event that a suspected breach has occurred, and is applicable to any site that is currently contracted with and undergoing the Cybertrust SMP.

The following incidents qualify as a breach, and will enable the engagement of the SAFER event response team:

- Attempts (failed or successful) to gain unauthorized access to a system or its data
- Denial of service (DoS) caused by malicious unnatural events
- Unauthorized malicious use of a system for the processing or storage of data
- Loss of Internet e-mail or transactional services due to malicious activity
- Public defacement of a web page (by hostile modification of publicly viewable HTML code)
- Malicious alteration, damage, or destruction of sensitive or important data
- Loss of information by malicious eavesdropping of an encrypted link or session, such as a VPN or SSL session

The SAFER Team will provide the following services within approximately 30 minutes from initially contacting Cybertrust:

- Provide assistance in analyzing apparent network or system security breaches (e.g., denial of service attacks, virus, trojan, worm infections, etc.).
- Provide triage assistance in recovery methods and tactics from an apparent security-related incident.
- Assist with initial research during a security-related incident as defined, and provide appropriate assistance to meet foundation-level Investigative Response objectives; additional Investigative Response work that involves pursuing legal action or relevant follow through by Cybertrust is not included and must be contracted separately from this engagement.
- Perform liaison duties with the Cybertrust Investigative Response Team, if contracted for follow-on Investigative Response services.

#### **Security Consultant Access**

The Cybertrust Security Consultant Team consists of consultants that are experienced and trained in all aspects of information security, and holds a wide range of professional certifications. The organization's team is available for telephone support throughout the term of the organization's contract Monday through Friday ( Normal Business Hours, excluding holidays). In addition, Cybertrust provides a 24x7x365 support hotline to assist with remote scanning and emergency issues.

Security-related questions and requests that required additional research and knowledge can be forwarded to experts in Cybertrust's Risk Intelligence Team, Research and ICSA Labs



organizations. These security professionals can also be available for conference calls and discussions surrounding pertinent product or market issues or questions.

#### **Eligible for Cybertrust Certification**

Upon achieving compliance with all of the EPs, the organization's contracted location(s) will be submitted for Cybertrust Perimeter Certification.

Achieving Cybertrust Perimeter Certification will enable the organization to display the "Cybertrust Perimeter Certified" seal. This certification seal can be displayed in the organization's marketing materials, as well as on its web site as a validation of the organization's achievement and commitment to ongoing risk reduction. The certification seal links back to the Cybertrust database to display the certification date and status, as well as provide access the Assessor's Report of Certification.

#### **Access to the Management Console**

The Management Console is the web-based console which provides the ability to securely manage the organization's progress toward achieving compliance with the EPs. Graphical views provide access to updated status and metrics in key areas including your compliance standing, the status of your vulnerability findings and tasks, and scheduled activities within the SMP program. These views are easy to interpret and allow the organization to navigate down to the detailed, actionable data needed to remediate risk and implement compliance controls, as well as download or export the detailed information to a spreadsheet.

#### **Vulnerability Research Database and Action Alerts**

The Cybertrust Risk Intelligence Team of highly experienced and knowledgeable security experts gathers and analyzes computer- and network-security related threat and vulnerability information from public and private sources for emerging risks using proprietary tools and methodologies.

Cybertrust provides access to the resulting information including detailed reports, analysis and advice on key risk categories, high-profile security issues and early-warning intelligence, along with actionable guidance on how to counter or protect your business. In addition, as the Risk Intelligence Team discovers new threats deemed "RED HOT," "HOT," or "IMPORTANT," Cybertrust pro-actively notifies you of these critical issues via Action Alerts, which include recommendations for remedial actions. Cybertrust may "push" targeted alert information to your organization via email, pager, phone, text, or voicemail.

#### **Emerging Risk Testing**

As a critical part of the Cybertrust methodology, Cybertrust will often perform ad hoc testing for newly discovered and/or severe problems. These tests are not vulnerability scans, but remote assessments of the organization's environment, based on Cybertrust's understanding of the newly discovered threat. This testing typically occurs, *without notification*, between 8AM - 6PM EST and utilizes a proprietary, non-invasive tool. Tests are run as soon as there is a practical means of detecting known issues. This enables both Cybertrust and the organization to receive up-to-the-minute information about the organization's environment on pertinent threats.

#### **Cybertrust Security Management Program – Perimeter Deliverables**

The deliverables for this service include:

- SMP Introduction Package – Cybertrust will provide an introductory package with specific information on the dedicated security consultant team and customer support, as well as guidance on how to access the Management Console.



- **SMP Welcome Webinar** – Cybertrust will conduct a Welcome Presentation webinar with the organization to introduce and further explain the Cybertrust SMP process.
- **External Risk Assessment Report** – This report documents the findings from the External Risk Assessment including summary results, analysis, and action plan, as well as several appendices with more detailed data and results.
- **Internal Risk Assessment Report** – This report documents the findings from the Internal Risk Assessment including summary results, analysis, and action plan, as well as several appendices with more detailed data and results.
- **Post-Certification Management Report** – This report is provided upon achieving certification and includes an executive summary, SMP overview and technical summary.
- **Assessor's Report of Certification**– This letter is provided upon achieving certification and states that the organization has taken appropriate and acceptable measures to meet the requirements of the Cybertrust Security Management Program – Perimeter.

### Service Performance Measurements

Category	Activity	Frequency
<b>General</b>	SecureID Tokens (2 Tokens)	Once
	Welcome Webinar	Annually
	Network Configuration Form	Bi-Annually
	Certification	Annually
<b>Assessments</b>	External Risk Assessment (10 Class C Networks)	Quarterly
	Onsite Internal Risk Assessment: DMZ (10 Class C Networks) Wireless	Bi-Annually
	Email Filter Check Test (All Perimeter Gateway Domains)	Bi-Annually
	On-site EP Evaluation and Validation	Annually
<b>Security Standards</b>	Cybertrust 6.1	Included
<b>Tool Access</b>	Email Filter Check Tool	Included
<b>Support</b>	Limited Security Assurances First Emergency Responders (SAFER)	4 hours (per annum)
	Security Consultant Support	Weekdays Normal Business Hours (excluding holidays)
	Customer Care	24x7

## Response Agreements

General	Response	Contact
Maximum time to respond to general customer inquiry. A general inquiry may include the following: <ul style="list-style-type: none"> <li>• Scheduling</li> <li>• Conference call or onsite agenda</li> <li>• Description of deliverable</li> <li>• Deliverable status</li> <li>• Project status</li> <li>• User Account Maintenance</li> </ul>	Next Business Day from Request	Project Manager
Maximum time to respond to routine technical customer inquiry. A routine technical inquiry may include the following: <ul style="list-style-type: none"> <li>• Scan Results</li> <li>• Cybertrust Methodology</li> <li>• EP Requirements</li> <li>• Certification Status</li> <li>• Research Request</li> </ul>	Next Business Day from Request	Consultant
Maximum time to respond to security incidents (i.e. hacking, virus, defacement, denial of service)	30 minutes from Request	SAFER Team
Maximum time to respond to remote scan-related emergencies.	30 minutes from Request	Customer Care
Management Console availability	98.00%	Customer Care
Reports		
<i>External Risk Assessment Report</i>		
Expert analysis of scans	14 days from Assessment Completion	Consultant
Reporting Frequency	Quarterly	N/A
<i>Internal Risk Assessment Report</i>		
Expert analysis of scans	14 days from Assessment Completion	Consultant
Reporting Frequency	Bi-Annually	N/A
<i>Post-Certification Management Report</i>		
Reporting Frequency	Annually	Consultant
<i>Assessor's Report of Certification</i>		
Reporting Frequency	One Time	Consultant