

Cyber Lorica 24/7 Monitoring Service for

WorkNet Pinellas, Inc.



Prepared for:

Jennifer Brackney
CEO
WorkNet Pinellas, Inc.

Contract ID:

1974786-CL01

12/12/2019

Dear Jennifer Brackney:

Abacode provides a full spectrum of cybersecurity consulting services to help you plan, implement, and maintain governance and/or compliance, assess your security posture, and train your staff to create a culture of security.

Our value proposition:

- **We serve as your trusted cybersecurity and compliance advisors:** An organization would need full-time security personnel with the background, knowledge, and training to implement and maintain security controls defending against constant attacks. Most organizations now are also required to undergo annual third party and customer compliance audits to satisfy customer requirements and differentiate services from competitors. Abacode provides customers with full 24/7 security and compliance program implementation, strategy, and support at a fraction of the cost of hiring in house.
- **We provide separation of duties:** An organization's IT staff, third-party managed IT, and cloud service providers are responsible for configuring the enterprise IT Infrastructure. A separate entity should be responsible for auditing and monitoring the enterprise security to avoid conflict of interest and ensure separation of duties consistent with governance best practice.
- **We provide visibility:** into your enterprise and being able to correlate security-relevant events and raise alerts for appropriate incident response is critical to network security. Abacode offers the **Cyber Lorica™** solution as a monthly subscription-based program that includes configuration and maintenance of the AlienVault® Unified Security Management™ (USM) Anywhere solution, as well as 24/7 monitoring service from our Security Operations Centers (SOCs) staffed by all US citizens.
- **We help limit your liability:** The average cost per record in a data breach is more than \$150,¹ in replacement/cleanup, legal fines, reputation loss, and other costs. By implementing our cybersecurity program, we help minimize the risk of successful attacks and limit the damage from breaches to reduce your exposure and liability drastically.

Please contact us at jeremy.rasmussen@abacode.com or 813-321-4949 with any questions. We look forward to the opportunity to work with you.



Jeremy Rasmussen, CISSP, CEH, PMP
Chief Technology Officer

¹ Source: 2019 Ponemon Institute Study

Cybersecurity Services for WorkNet Pinellas, Inc.

Engagement Objective

Abacode is pleased to provide WorkNet Pinellas, Inc., (or "client") with this proposal for cybersecurity services to assist in improving the overall cybersecurity posture of WorkNet Pinellas, Inc.

Scope

24/7 Cyber Lorica SIEM/SOC Monitoring

- 500GB AlienVault USM Anywhere Subscription
- 2 virtual sensors (included in the subscription)

The scope of this assessment does not include any services or systems not explicitly described in the above section.

Assumptions


We've made the following general assumptions:

1. **Management Commitment** – Our experience shows that successful projects require strong management commitment. Executive sponsorship of this project is essential. It is proven that projects with strong executive involvement go more smoothly, produce expected budget results, and have strong client satisfaction.
2. **Key Contacts** – WorkNet Pinellas, Inc. will provide a single point of contact for project coordination with Abacode. WorkNet Pinellas, Inc. will also provide a list of key resources for areas affected by the project to the Abacode Project Manager prior to the project kick-off, including Name, Title, Responsibility, Phone, and E-mail wherever possible. IT operations staff will be available for interview.
3. **Permission** – WorkNet Pinellas, Inc. gives Abacode permission to conduct testing on its systems and on any third party hosted servers. WorkNet Pinellas, Inc. will contact and verify complete cooperation of any external hosting agencies.
4. **Facility Access** – WorkNet Pinellas, Inc. will ensure access to all facilities as necessary and to all documentation in a timely and reasonable manner.
5. **Availability** – WorkNet Pinellas, Inc. understands that Abacode relies on immediate clarification and resolution regarding the integrity of data/information supplied to Abacode. WorkNet Pinellas, Inc. will make necessary resources available to answer questions and provide additional detail as necessary.
6. **Project Start Date** – Upon delivery of an executed contract, we will work with you to determine a project start date that both meets your business objectives and allows us to staff the project effectively.
7. **Scheduling** – Project work will be performed during normal business hours. In the event that WorkNet Pinellas, Inc. requires Abacode to perform work after hours, additional charges will apply.
8. **Scope** – WorkNet Pinellas, Inc. will provide application files, IP addresses, domain names, etc., included in project scope.

Methodology

Abacode's methodology is based on guidance found in Standards for Attestation Engagements 16, the National Institute of Standards and Technology (NIST) 800-53 rev 4, and ISO 27001/2013. Abacode's risk identification and management process implementation methodology is based on guidance from NIST 800-53 and ISO 27005/2011.

Service Descriptions

Cybersecurity Services		
Service	Service Description	Timeline
<p>24/7 Cyber Lorica SIEM/SOC Monitoring</p> 	<p>Activities</p> <ul style="list-style-type: none"> • Configuration, management, and reporting utilizing logs, USM Anywhere sensor devices, and Security Operations Center (SOC) staff; along with continuous cybersecurity engineering support and advice. • USM Anywhere automatically discovers and enables you to monitor not only on-premises events but also cloud based events. Threat intelligence from AlienLabs' Threat Research team maximizes the effectiveness of our security monitoring and provides a global view of emerging threats. • Team of US-based Cybersecurity Experts – Our trained expert IT Security Professionals monitor your security information 24 hours a day, 7 days per week, along with the alerts and incidents reported by the SIEM platform. In addition, this team will follow your incident response protocols and provide remediation recommendations when threats and vulnerabilities are detected. Abacode operates redundant and replicated Security Operations Centers in Tampa, Florida, to monitor the security of your enterprise. <p>Deliverables</p> <ul style="list-style-type: none"> • Standard Monthly SOC Activity Report which includes a list of: <ul style="list-style-type: none"> ○ Alarm Summaries (Intent, Strategy, Method) ○ Alarm Priority Levels ○ Attack Sources ○ Attack Destinations/Targets • Documented remediation steps to mitigate escalated alarms • Proactive threat-feeds to reduce the risk of compromise due to global zero-day events <p>Note: Additions/customizations to the Standard Monthly SOC Activity Report, including frequency of reporting or reported information (such as compliance reporting), will result in additional costs to be quoted separately in a change order</p>	<p>Planning & Design (4 Days)</p> <p>USM Anywhere Configuration (1 Weeks)</p> <p>Incident Response Planning (2 Days)</p> <p>Baselining (1 Weeks)</p> <p>Normal Monitoring (Ongoing)</p>

Terms and Conditions

This proposal is valid for 30 days from 12/12/19. If this Order Form is executed and/or returned to Abacode, LLC by WorkNet Pinellas, Inc. (the Client) 30 days after 12/12/19, Abacode LLC may adjust these terms. Following activation, any adjustments to these terms must be confirmed by the Client. Prices provided as part of this proposal do not include any taxes that may apply. Any such taxes are the responsibility of the Client.

Abacode, LLC may reject this Proposal if: (1) changes have been made to this Proposal (other than completion of the signature block) or (2) the requested signature is incomplete or does not match our records or the rest of this Proposal. By signing this form, you represent that you have the authority to bind such entity and its affiliates to the terms and conditions on this Order Form.

Timing is estimated elapsed time for Abacode effort to complete the activities and deliverables described. Our professional fees associated with the effort would be dependent on the scope of the work to be performed, cooperation of Client and vendor resources, and the extent and quality of existing process documentation.

Abacode will not begin to provide the Services as described WorkNet Pinellas, Inc. has returned the signed statement of work.

WorkNet Pinellas, Inc. will designate one or more employees to serve as a primary Point of Contact (PoC) for the Abacode project team. WorkNet Pinellas, Inc. PoC will have authority to schedule customer resources for required meetings, interviews, and other needs deemed necessary to complete the project work within the specified project parameters.

WorkNet Pinellas, Inc. will provide adequate access to information, applications, and systems necessary to the success of this project.

Abacode will not perform any additional work outside of the scope of work described in this proposal without the expressed permission of WorkNet Pinellas, Inc. authorized personnel; including a signed statement of work change order.

Cancellation: One (1) weeks' written notice in advance of the engagement start date is required for cancelling or rescheduling any services. If cancellation or rescheduling occurs with less than One (1) weeks' notice of the scheduled start date, WorkNet Pinellas, Inc. agrees to pay a fee of \$1,000.

Acceptance

To confirm acceptance of the terms of the proposal, we require for you to provide your signature below. The Statement of Work described in this proposal will be governed by the terms and conditions in the Master Service Agreement to be executed by Abacode and WorkNet Pinellas, Inc.

Amount	Generation Date	Total
Cyber Lorica™ - 500 GB – 1-Year – 24/7 Monitoring Solution¹		
WAIVED	One-time SIEM implementation/configuration fee due upon execution of the SOW	\$5,050 (per month)
\$5,050	Monthly SOC monitoring fee	

¹This subscription shall renew for a period of one (1) year from the expiration date of the SOW unless written notice is received by Abacode no later than 60 days before the expiration date. Quoted fees from the original SOW cannot increase by more than 10% for each year of the SOW unless the scope of work within the SOW materially changes. Early cancellation of subscription will result in penalty fees.

Jennifer Brackney
CEO
WorkNet Pinellas, Inc.

Shane Wiseman
Executive VP & CFO
Abacode, LLC

Signature: Jennifer Brackney

Signature: _____

Date: 12/12/2019

Date: _____