

SERVICE ORDER ATTACHMENT
STATEMENT OF WORK

S-266-2730 SOCIAL ENGINEERING (EMAIL) TESTING

1 OVERVIEW

This Statement of Work ("SOW"), with any appendices included by reference, is part of any agreement which incorporates this document by reference.

1.1 Service Summary

The purpose of the Social Engineering (Email) Testing service (the "Service") is to examine Customer employees' overall awareness and knowledge of social engineering tactics to ensure they do not improperly disclose confidential or sensitive information to unauthorized or suspicious persons. SilverSky's social engineering testing emulates common techniques and methods used by hackers. SilverSky will work with Customer's project team to determine the scope of the testing and 'rules of engagement.' This includes clarifying or determining specific aspects such as the email template, target selections, notification requirements, and timing.

The Email (Malicious Website) Social Engineering test is performed remotely from the SilverSky offices and typically there is minimal interaction required on the Customer's part once the rules of engagement are established.

Project Deliverables:

Comprehensive Report

1.2 Project Summary

SilverSky will provide the following primary tasks, subject to modification or extension based on the engagement.

1. Kick-off Meeting
2. Information Gathering/Discovery
3. Content Creation
4. Security Testing
5. Analysis of Findings
6. Reporting

2 SCOPE

2.1 SilverSky Obligations:

Kick-off Meeting - Meet to discuss and agree upon the rules of engagement for the project. This includes project scoping, the timeframe for testing, and procedures to follow should any issues occur during the testing. Any additional precautions or provisions are also considered before testing.

SilverSky Proprietary

Information Gathering Phase - Use Customer input to identify or a supplied list of users and departments to test against. SilverSky recommends sampling from several high-risk departments, such as executive, finance, help desk, and/or customer support, to help determine if certain departments

- Details of pass/fail of each target
- Template(s) details used during the test.

2.3 Out of Scope

Any activity not explicitly included in this SOW is considered out of scope. In the event that the Customer requests additional services, such services will be the subject of a change request.

3 CUSTOMER OBLIGATIONS AND ASSUMPTIONS

Services, fees and work schedules are based on the assumptions, representations and information supplied by the Customer. The Customer's fulfillment of these responsibilities is critical to the success of the engagement.

3.1 Customer Obligations

4 PROJECT PARAMETERS

4.1 Project Scope

The scope of the project is based on the above description with the additional details listed as follows:

Project Component	Parameter(s)
Project Start Date	Typically within 30 days of the Effective Date
Project Duration	Approximately 1 week, subject to project variables
S-266-2730 Social engineering (email) testing Tier 2	Up to 500 Email addresses in scope. Work hours not to exceed 60.
S-266-2730 Social engineering (email) testing Tier 1	Up to 100 Email addresses in scope. Work hours not to exceed 40

4.2 Location and Travel Reimbursement

The Service defined in this SOW does not require onsite participation by SilverSky staff at Customer location(s).

4.3 Acceptance

Delivery of all stated project deliverables will constitute acceptance of services provided under this SOW.