RAPID7

SERVICE BRIEF

Vulnerability Management Deployment Package

Rapid7 Security Consulting & Education

In today's network, it's not just about servers and desktops, but also about remote workers, cloud and virtualization, as well as mobile devices. Your risk exposure changes every minute. As a result you need a vulnerability management solution as dynamic as your company; one that is quickly deployed and provides rapid time-to-value.

Rapid7's Security Consulting & Education team is composed of field experts with years of security experience, helping you extract the maximum value of our vulnerability management solutions. Our deployment services are tailored to operationalize your vulnerability management program, augmenting your deployment with product configurations, process automation, and reporting workflows. Working directly with your team and your current tools—onsite if you choose- we help you align InsightVM or Nexpose with industry best practices.* Our deployment services make the best use of valuable budget dollars and position you to maximize the success of your vulnerability management program.

STANDARD DEPLOYMENT PACKAGE

Days

- Up to five (5) days of deployment services

Overview

- Automated Scanning and Technical Reporting for Larger Environments
- Deployment of
  - Security console;
  - Distributed scan engine;
  - Insight Agents;
- Best practice alignment of
  - User management;
  - Backup, maintenance and data retention;
  - Sites, Asset groups, and Tags;
- Creation and tuning of scan templates;
- Demonstration of console reporting;
- Walkthrough of
  - Cloud dashboards;
  - Vulnerability Goals and SLAs; and
  - Remediation Projects

Primary Goals

- Set up InsightVM** using Rapid7's suggested best practices (up to 50K live endpoints)
- Review technical reporting best practices that focus on prioritized remediations
- Establish a workflow for backup/restore of the InsightVM Console

The Methodology

- Phase I — Architecture
  - Mapping out the placement, resource requirements and connectivity for the InsightVM Console and Scan Engines
- Phase II — Configuration
  - Scan engine pairing to the security console and insight platform.
  - Best practice setups of sites, asset groups, tags, and users to ensure that scanning and reporting can be tailored to your vulnerability management program
  - Scan template tuning based on distributed scan engine Resources & Operating System, along with environment considerations
  - Deployment of Insight Agents, and verification that agents are reporting in correctly to the InsightVM cloud platform
- Phase III — Scanning
  - Overview of the best methodology to adopt when performing authenticated scans
  - Ensuring devices are being authenticated appropriately
- Phase IV — Reporting
  - Walk through InsightVM's built-in reports to understand the different reporting details that are available
  - Demonstration of InsightVM cloud reporting capabilities - Dashboards, Remediation Projects, and Goals & SLAs
  - "Focusing on prioritized remediations to deliver relevant information to technical teams and stakeholders
- Phase V — Cloud Capabilities
  - Hands-on overview of Cloud Capabilities functionality and use cases, including
    - Dashboards
    - Query Builder
    - Remediation Projects
    - Goals & SLA Metrics
- Phase VI — Maintenance
  - Automation of backup and maintenance tasks
  - Setting up a process for disaster recovery
  - Configuration of data retention settings
- Phase VII — Integrations
  - Configure and implement dynamic connections using best practices to capture devices that dynamically connect to the network
- Phase VIII — Documentation
  - Compilation of the Implementation Guide

The Hard Deliverable

- Implementation Guide
- Daily Status Updates

Requirements

Rapid7 Requirements

The following includes responsibilities of Rapid7:

- Provide consultant(s) with adequate training and certifications to conduct the Services.
- Provide the appropriate hardware and software to perform the Services.
- Work with the Client appointed Project Manager and Rapid7 Project Manager to schedule the work.
- Complete all deliverables and documents.

Customer Requirements

The following includes the responsibilities of Client to be performed prior to the engagement:

- Designate a Project Manager to work with Rapid7. Where onsite services are necessary, the Project Manager will arrange for access to the business site during normal business hours.
- Ensure all key Network, Security, Infrastructure, Cloud, or other Client personnel are accessible to provide guidance, access or the provision of services as necessary for the deployment.
- Provide Rapid7 with a list of relevant documentation necessary for Services, prior to the commencement of Services. This may include policies, procedures, network diagrams, system flow charts, and the like.
- Deployment
  - Items within the InsightVM Deployment Handbook are complete prior to the start of the deployment
  - Rapid7 will, during remote engagements, provide Client with a Zoom (or similar) meeting link which will be used during the meeting to interact with the customer's InsightVM Console and engines.
  - Client has dedicated resource(s) available to work with Rapid7 consultant during working hours of the deployment
  - Client will have change control approvals in place to allow for the following during the deployment:
    - Security console installation and deployment;
    - Scan engine installation and deployment;
    - Discovery scans; and
    - Vulnerability scans

*All deployment packages can be delivered as an onsite service with the exception of Quick Start. Additional charges for travel and expenses will apply.

**All mentions of Rapid7 InsightVM associated with deployment services also apply to Rapid7 Nexpose, except where noted. Some features unique to InsightVM are listed above that are not included as part of Nexpose.

Terms and Conditions

Services are performed between standard business hours, 9:00 AM to 5:00 PM local time, Monday through Friday, excluding nationally observed holidays, and in contiguous business days once commenced unless otherwise agreed upon in advance. Rapid7 will provide final deliverables no later than ten (10) business days from completion of work. Rapid7 requires written confirmation ten (10) business days prior to scheduled Services for cancellation or postponement of Services. If fewer than the ten (10) business days' notice is given, only the portion of the Services falling after the ten (10) day notice period may be available for rescheduling. Client understands that Rapid7 must allocate resources in advance and that if Client cancels the Services within 10 business days of the Services' scheduled start date, Rapid7 would suffer damages and costs. Accordingly, in the event Client cancels the start date of the Services in each case within ten(10) business days of the Services' scheduled start date, Client shall remain responsible for, as an early termination fee and not as a penalty, the portion of the Services that were canceled without the required ten (10) day notice. Pricing is for all tasks defined by this Service, will be itemized in a Rapid7 quotation, based on the established terms and conditions between client and Rapid7. Service fees are non-refundable and good for a period of twelve (12) months from the effective date of the aforementioned quotation.