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# Scope of Service

## InsightVM Hosted Console

Rapid7's InsightVM (IVM) Hosted Console is sold in conjunction with Rapid7's InsightVM product and provides hosting of the customer's InsightVM console in the Rapid7 AWS environment as well as monitoring of the console for availability and performance against defined resource utilization thresholds.

The console is the interface through which you will interact with the InsightVM application (e.g. to configure scans, setup sites, organize devices, and prioritize remediation). With Rapid7 taking responsibility for hosting and health monitoring of the console, our goal is for customers to focus their efforts on configuring the console to best suit their vulnerability management program needs, while delegating the hardware and/or software issues that may arise with an on-premises console to Rapid7.

This document outlines the details of Rapid7's InsightVM Hosted Console offering and how we plan to achieve this goal, including:

- Scope
- Service Deployment
- Resource and Utilization Monitoring
- Customer and Rapid7 Roles & Responsibilities
- Privacy and Security
- Migrating Existing InsightVM Console Data
- Support Resources

Any responsibilities and/or actions not explicitly defined in this Scope of Service are not part of the Rapid7 InsightVM Hosted Console offering.

## Scope of Service

The Rapid7 InsightVM Hosted Console offering includes:

- Initial installation of the InsightVM application on Rapid7's AWS infrastructure
- Initial application and renewal of the hosted console SSL certificate
- Hosted console health and availability monitoring
- Hosted infrastructure maintenance, including hardware and software updates as available
- Proactive notification of Nexpose process failure and resource utilization threshold attainment for HDD storage

- Customer access to the InsightVM console web interface for ongoing service configuration and visibility

## Service Deployment

Rapid7 will be responsible for initial installation of the InsightVM application on the AWS infrastructure. The InsightVM Hosted Console will be deployed on a single-tenant EC2 instance in the Rapid7 AWS infrastructure.

The customer is responsible for configuring their network access to allow inbound/outbound communication with the InsightVM Hosted Console.

It is required that one or more InsightVM scan engines be deployed and paired to the InsightVM Hosted Console. Responsibility for deploying and pairing of scan engines is determined by the scan engine type. The customer is responsible for deployment and pairing of distributed scan engines. Rapid7 is responsible for provisioning and pairing of scan engines hosted through Rapid7's External Scanning Service.

## Resource and Utilization Monitoring

Rapid7 will monitor the health and availability of the InsightVM Hosted Console based on a defined hardware resource allocation tier purchased by the customer which specifies the CPU/RAM and HDD storage capacity for the console. The hardware resource allocation tier is provisioned based on the number of InsightVM assets to be allocated to the IVM Hosted Console as specified by the customer in the relevant sales order.

Resource utilization metrics will be tracked and monitored, with alerting configured for relevant Rapid7 staff. When possible, Rapid7 will attempt to notify customers of Nexpose process failure and when their current allocation of HDD storage approaches defined resource utilization thresholds. To facilitate notification by Rapid7, during onboarding, customers will provide Rapid7 with a primary and secondary point of contact to whom such notifications should be sent during the service term. Customers requiring assistance remediating console performance issues caused by CPU/RAM and/or HDD storage utilization may contact Rapid7 Technical Support for guidance. Customers requiring expanded CPU/RAM and/or HDD storage capacity to accommodate their current usage may upgrade to the next hardware resource allocation tier. InsightVM Hosted Console upgrades will incur additional costs and associated reconfigurations will be performed in such a manner as to minimize downtime.

The customer will be able to track how much available HDD storage they have at any given time with command-line utilities within the InsightVM product.

### Hardware Resource Allocation Tiers

#### Compute Tiers

Customer will be provisioned to a hosted console "compute" tier from the table below based on the IVM asset count being allocated to the IVM hosted console in the relevant sales order. The hosted console hardware allocation configuration for each tier is intended to optimize hosted console performance for the listed asset count under normal usage for scanning, report generation, backups, etc. Based on consultation with Rapid7 prior to purchase, Rapid7 may recommend upgrading to a higher tier than

indicated by the asset count for anticipated aggressive usage. Compute tiers may be upgraded at any time at applicable rates.

| Provisioning Tier | Asset Count | Default HDD (TB) |
|---|---|---|
| **1** | Up to 5000 Assets | 4 |
| **2** | 5001 - 15000 Assets | 6 |
| **3** | 15001 - 30000 Assets | 8 |
| **4** | 30001 - 75000 Assets | 10 |
| **5** | 75001 - 110000 Assets | 12 |
| **6** | 110001 - 225000 Assets | 14 |
| **7** | 225001 - 350000 Assets | 16 |

### HDD Storage Tiers

Requests for additional HDD storage beyond what is included for the contracted number of assets may be subject to additional charges. Once a storage tier is provisioned, downgrades will not be supported during the service term.

## Customer and Rapid7 Roles & Responsibilities

(Customer) (Rapid7)

| Responsibility | | On-Premise Console | InsightVM Hosted Console (Iaas/PaaS) |
|---|---|---|---|
| **Layer** | **Component** | | |
| Data | InsightVM | | |
| | Scans | | |
| | Reports | | |
| Application | InsightVM Console Deployment | | |
| | InsightVM Configuration | | |
| | InsightVM Maintenance & Backups | | |

| | | | |
|---|---|---|---|
| | InsightVM Restart (UI) |  |  |
| | Insight VM Updates |  |  |
| | Console SSL Certificate |  |  |
| Operating System | OS Restart |  |  |
| | Disk Capacity |  |  |
| | OS Updates |  |  |
| Infrastructure | AWS Configuration & Maintenance |  |  |
| | AWS Snapshots |  |  |
| | Instance Restart |  |  |

## Data Layer - Customer Responsibility

| Component | Description |
|---|---|
| InsightVM | Customer is responsible for data created and stored in InsightVM as part of their use of the application. |
| Scans | Customer is responsible for scheduling or manually running scans as necessary to understand the VM position of their network/organization/assets. |
| Reports | Customer is responsible for creating and scheduling reports as needed, including custom SQL query reports. |

## Application Layer - Customer & Rapid7 Responsibility

| Component | Description |
|---|---|
| InsightVM Console Deployment | Rapid7 is responsible for the initial installation of the InsightVM application on the AWS infrastructure. |
| InsightVM Configuration | Customer is responsible for InsightVM administration and operation activities, including the following:<br>● sites<br>● asset groups<br>● reports<br>● scan templates<br>● users<br>● discover connections<br>● all other miscellaneous items that can be accessed through the application UI |
| InsightVM Maintenance & Backups | Customer is responsible for scheduling or manually creating backups within InsightVM. It is recommended that backups be conducted on an at least monthly cadence. In-product backups may be restored by the customer at any time without Rapid7 engagement. |
| InsightVM Restart (UI) | Customer is responsible for restarting the application as needed from the UI. |
| Insight VM Updates | Customers will be responsible for scheduled InsightVM product updates on the console and will be provided documentation and instructions on how to perform such updates. |
| Console SSL Certificate | Rapid7 will be responsible for initially securing and applying the SSL certificate for the hosted console. Rapid7 will also be responsible for renewing the SSL certificate. The renewal process may require customer engagement (e.g. restarting the web server to complete the process). |

## Operating System Layer - Rapid7 Responsibility

| Component | Description |
|---|---|
| OS Restart | Rapid7 is responsible for restarting or rebooting the OS from the OS layer. |

| | |
|---|---|
| Disk Capacity | Rapid7 will notify customers when disk space reaches a pre-defined utilization threshold. Customer may also track how much available disk space they have at any given time with command-line utilities within the InsightVM product. If Customer requests a disk space upgrade to better manage capacity, a change order will need to be processed, and Rapid7 will be responsible for adding the additional disk space requested. Downtime required to fulfill the request will depend on the size of the disk. |
| OS Updates | Rapid7 is responsible for performing OS updates as needed. Updates will be performed during scheduled weekly maintenance (Wednesdays 10AM-2PM PST). Rapid7 will notify Customer regarding work that will need to be performed outside of this window. |

## Infrastructure Layer - Rapid7 Responsibility

| Component | Description |
|---|---|
| AWS Configuration & Maintenance | Rapid7 is responsible for ensuring the AWS infrastructure is operational. Rapid7 is also responsible for the network-level controls that allow access to/from the Nexpose console. |
| AWS Snapshots | Rapid7 is responsible for taking snapshots of the entire AWS instance. Snapshots are taken daily and are encrypted using AES-256 encryption. AWS snapshots by Rapid7 will include any customer-created backups within the InsightVM product for that time period. The customer may request data restorations from the AWS snapshot by filing a support ticket with Rapid7. AWS snapshots by Rapid7 are retained for 35 calendar days. |
| Instance Restart | Rapid7 will restart the AWS instance as needed. |

## Privacy and Security

Access to view or manage the AWS environment that hosts our IVM hosted consoles is restricted to select Rapid7 staff only and only at access levels relevant to their role in supporting the IVM Hosted Console offering. All access is secured via SSL/TLS and is not authorized without a successful two-factor authentication (2FA) check. After deployment, Rapid7 staff will not have access to console credentials and will not be able to log in to the console web interface.

Customer access to the console front-end is permitted only for IP addresses or ranges submitted by Customer unless otherwise requested (e.g. to support zero trust network configuration requirements). Additional access control methods can be configured by Customer both inside the product and externally.

Programmatic access for engines and other egress targets (e.g. integrations) is similarly secured via credentials and/or IP addresses when possible or as may be necessitated by inbound traffic configurations.

Nexpose supports Transport Layer Security (TLS) by default and can be configured to use or ignore a variety of SSL/TLS protocols. Please visit https://nexpose.help.rapid7.com/docs/configure-https-options or https://docs.rapid7.com/insightvm/application-encryption-types/ to learn more.

All customer data is stored on encrypted, single-tenant AWS EBS volumes. Snapshots of these volumes are also encrypted.

The console may reside in the same Virtual Private Cloud (VPC) as other customer's consoles, but communication is never authorized between VPC residents. Customers will also share an SMTP server and other network infrastructure.

## Migrating Existing InsightVM Console Data to IVM Hosted Console

During initial onboarding, for existing InsightVM customers transitioning to InsightVM Hosted Console, Rapid7 will provide a migration guide that details the steps necessary to ensure a successful and speedy migration from an on-premise console solution to the Rapid7 InsightVM Hosted Console. The customer is responsible for assigning a project manager or point of contact to work with Rapid7 on coordination and execution of migration tasks.

Prior to migration, Customer will be responsible to perform a back-up of InsightVM and provide it to Rapid7 for Rapid7 to restore on the new hosted console. Customer will provide their IP addresses to Rapid7 so that Rapid7 can whitelist them. Customer will then have to re-pair their scan engines to the new hosted console using the IP address that Rapid7 provides. Customer's teams will also have to perform firewall rule changes, so that the hosted console can connect to the scan engines.

The total downtime required for migration is determined by the speed of transmission of the InsightVM backup to Rapid7 to perform deployment, configuration, and restoration tasks and the speed with which the customer can amend their firewall rules, etc.

For data migrations between multiple consoles which may occur post-onboarding, Customer is responsible for creating the console backup in-product and for restoring backups created in-product onto the IVM Hosted Console. Customers requiring assistance with this process post-onboarding may contact Rapid7 Technical Support.

## Support Resources

Technical support questions related to the InsightVM Hosted Console and migrations, the InsightVM application, scan engines, or InsightAgent should be directed to Rapid7 Technical Support at https://www.rapid7.com/for-customers/. For fastest response, support tickets may also be raised via the Rapid7 Customer Portal at insight.rapid7.com/login.With respect to the InsightVM Hosted Console, Rapid7 Technical Support will communicate with the customer if there are any issues which require the customer to perform an action.

Customer is responsible for creating support cases as needed. Typical situations include but are not limited to:

- possible defects
- questions about the use of certain features or best practice
- something is not working as intended

## Additional Terms

This Scope of Service, and any customer deployed software and related services, is governed by Rapid7's Terms of Service, and any other terms and conditions as applicable, available at https://www.rapid7.com/legal/terms/.

Rapid7 may modify this Scope of Service at any time by posting a revised version at https://www.rapid7.com/globalassets/docs/ivm/insightvm-hosted-console-scope-of-service.pdf, which modifications will become effective as of the first day of the calendar month following the month in which they were first posted.