Scope of Service

Rapid7 Managed Detection and Response (MDR Elite)

The mission of Rapid7's MDR service is to rapidly detect, investigate, contain and eradicate threats in your environment, and is delivered as a collaboration between Rapid7 and your team ("you", "customer", "your organization", "your environment").

Rapid7 prides itself on becoming a true extension of your security team by providing hands-on 24x7x365 monitoring, threat hunting, incident response, and customized security guidance to stop malicious activity and strengthen your security posture.

Security Expertise

Your Rapid7 MDR team is composed of a named Customer Advisor, the MDR SOC Tactical Operations team, and the Rapid7 Incident Response team.

Customer Advisor

Your Customer Advisor ("CA") is the main point-of-contact for your Rapid7 MDR service. This named resource works with your team as a strategic security partner—from initial technology deployment through incident remediation and ongoing security consultation—to shepherd your organization's security maturity. Your CA will be assigned to your organization once the service enablement sessions are completed.

Throughout your MDR service term, your CA will frequently communicate with your team to provide updates on service delivery, reporting, metrics, technology health, and to ensure Rapid7 is helping you address your security goals. Additionally, your CA will communicate with your MDR SOC team to understand information relevant to any investigations and incidents.

MDR Tactical Operations Team

Our 24x7x365 Tactical Operations team is responsible for the most time-critical tasks for all customers, such as alert triage and investigation; in addition to investigating and triaging security alerts, and the initial response to urgent customer communications. In order for Rapid7 to provide 24x7x365 service, Rapid7 will provision its MDR Analyst team to your InsightIDR instance. Rapid7 MDR Analysts will only have access to the functionality of InsightIDR/Log Search and no other parts of your Insight Platform.

Incident Response Team

Rapid7's Incident Response Team is a dedicated team of experienced incident response professionals who provide ongoing incident response training and support to MDR analysts, and lead any responses to complex and/or high impact incidents in your environment as needed. See Incident Response for additional details.

Customer Advisor Engagement

During the term of your MDR service, you will regularly engage with your CA. Your CA will be available to answer any questions about your MDR service, and advise you toward advancing your security maturity.

Your CA team will be available by phone and via the Customer Portal for inquiries during normal business hours. During non-business hours, a member of the CA team will be on-call via the CA Hotline for urgent issues.

Outlined below are frequent interaction touchpoints that your team will have with your CA:

Communication	Frequency	Method	Description
Customer Questions	Unlimited, Ad-Hoc	Online Customer Portal	• You can leverage the Platform's Customer Portal to request help or raise concerns/questions
Monthly Meeting	Scheduled Monthly	Virtual Meeting	• Review monthly service reports • Address questions about alerts • Answer questions related to the program • Present recommendations for how to further advance your security maturity
Periodic Business Review (PBR)	As Requested	Virtual Meeting or in-person	During the PBR your CA will review trends and metrics from the prior quarter. To include such topics as Remote Access solutions, Alert trends, and Investigation summaries. This helps your team identify any potential security gaps or room for improvement to reduce the volume of alerts generated in your organization.

Customer Advisor Response Times

Below are response times to inquiries from your team:

Response Trigger	Time to Action	Action
Inbound Urgent Request	2 hours	Reactively acknowledge an urgent request from the customer's team made via the Customer Portal or MDR Hotline. Urgency is based on the discretion of the Customer Advisor team. If an incident reported by you is confirmed by Rapid7, the incident response process will be initiated (see 'Incident Response').
Inbound Non-urgent Request	24 hours	Reactively respond to a non-urgent request from the customer's team made via the Customer Portal. Urgency is based on the discretion of the Customer Advisor team.

Service Reports

MDR service reports are delivered via the secure file transfer system located in the Rapid7 Services Portal. These include:

Deliverable	Description
Security Posture Assessment Report	This report describes potential avenues for future breaches and active or historic compromises detected by Rapid7 in your environment during the initial onboarding phase. The report will also include prioritized remediation and mitigation recommendations to reduce the likelihood of a potential breach. If a breach is detected, our team will immediately pivot into Incident Response (see Incident Response for additional details).
Incident Response Reports	Details incident management activities, key findings, the timeline of attacker activity, and recommended corrective actions to prevent the likelihood of recurrence and/or improve your ability to detect and respond to similar incidents in the future. Detailed analysis will be provided upon request.

Monthly Service Reports	Provides metrics and context about threat detection and incident response activities conducted in the previous month, along with information about the health of detection and response controls in your environment.

InsightIDR Instance Set-Up

Your MDR service includes a single instance of InsightIDR for your entire organization. All log sources will be onboarded to this single instance. All of your users will be assigned to and will have access to all data stored within this single instance.

In some cases, you may want to deploy the MDR service to multiple internal organizations as separate InsightIDR instances to provide separate visibility and reporting across these logically separated organizations or business units. Details on the MDR service delivery options for additional organizations can be provided in an addendum to this Scope of Service.

In-Scope Environment for MDR

The 'in-scope environment' refers to the assets (and supporting infrastructure) you have licensed for MDR. All assets within this environment must have unique IP addresses. Your MDR service requires licensing and deploying the Insight Agent across your organization's entire environment to enable effective threat detection and incident response activities. You may choose to license only a portion of your environment for MDR as long as the in-scope environment is 'logically separated' from the rest of your environment. Examples of logically separated environments include an internet-facing production data center that is separate from your corporate IT end-user environment, or multiple subsidiaries with logically separate IT infrastructures.

Rapid7 considers an environment logically separated if it meets all of the following criteria:

- The in-scope environment must be on a network that is logically separated and isolated from the rest of the organization. Specifically, the in-scope environment must have its own networking infrastructure (firewalls, Web proxies, and DNS servers). The environment must have separate Internet egress points, and inbound network traffic from out-of-scope environments is not permitted.
- The in-scope environment(s) must have its own authentication and access control infrastructure (such as active directory and other identity providers). Specifically, all users supported by this infrastructure must be active users of the systems in the in-scope environment.
- Any cloud services that will be in-scope for MDR must be accessed only by active users of the systems in the in-scope environment.

Event Sources

Rapid7 supports a wide range of security-relevant event sources, which can be configured in the 'Event Sources' page of InsightIDR.

Event source log data is stored in InsightIDR and available for search for thirteen months from the time of collection. We recommend that you onboard all supported event sources that are present within your in-scope environment. At a minimum, we strongly recommend you onboard the following event sources:

- For organizations that have Microsoft Windows domains, send the Windows Security event logs from each Microsoft Active Directory Domain Controller to InsightIDR – without this event source, many InsightIDR UBA detection rules will not be supported.
- For organizations that have Microsoft Windows domains, Microsoft Azure AD Domain Services, or Amazon AWS Domain Services, connect at least one LDAP event source for each domain– without this event source, Rapid7 MDR will not have vital contextual information about users in your environment.

- Connect all supported DHCP log sources to InsightIDR–without this event source, Rapid7 may not be able to accurately attribute network traffic to the appropriate assets in your environment.
- Connect all supported network logs - DNS, firewall, VPN, and Web Proxy - to InsightIDR, particularly network devices at your internet ingress and egress points. Without these event sources, some InsightIDR UBA detection rules and all NBI (Network Based Indicator) ABA detection rules will not be supported. In addition, this data is leveraged by Rapid7 to further investigate suspicious or malicious activity in your environment.
- Connect all supported Cloud Services logs to InsightIDR. Without these event sources, some InsightIDR UBA and ABA detection rules will not be supported. In addition, this data is leveraged by Rapid7 to further investigate suspicious or malicious activity in your environment.

Rapid7 MDR leverages InsightIDR event sources as described below:

Source	Real-time Detection[1]				Threat Hunting	Investigation	
	UBA	ABA	NTA	Intel		Asset/User Attribution	Log Search
Insight Agents	✓	✓		✓	✓	✓	✓
Active Directory	✓	✓		✓	✓		✓
VPN	✓	✓		✓	✓		✓
Cloud Services	✓	✓		✓	✓		✓
Deception Technology	✓				✓		✓
DNS				✓	✓		✓
Firewall				✓	✓		✓
Web Proxy				✓	✓		✓
Insight Network Sensor			✓	✓	✓		✓
DHCP						✓	✓
LDAP						✓	
Third Party Alerts	✓	✓			✓		✓
All Other Log Types					✓		✓

Real-time Detection

These event sources are processed by our threat detection engine and may generate alerts that are reviewed by our 24x7x365 SOC (see the 'Detection Rules' page of InsightIDR for a list of all current detection rules, and see the 'Detection Rules' section below for more details about which detection rules are in-scope for the MDR service).

Threat Hunting

Data from these event sources are aggregated and leveraged by analysts when performing threat hunts (see 'Threat Hunting' for additional details).

[1] Alerts generated by these event sources are reviewed by either your organization or the MDR SOC, per the 'responsibility' guidelines described in the 'Detection Rules' section below.

Investigation

Data from these event sources may be leveraged to accurately attribute other activity to an asset or user, and to provide other useful context data in the course of investigating alerts or performing incident response.

Detection Rules

InsightIDR detection rules generate investigations based on activity from your configured event sources, the Insight Agent, and the Rapid7 Network Traffic Analysis (NTA) network sensor. Rapid7 regularly re-evaluates our detections for efficacy, accuracy, and efficiency for both you and our MDR SOC. At any time, Rapid7 may update any attribute of a non-customer authored detection including, but not limited to responsibility, priority, or logic. Additionally, Rapid7 may retire a detection entirely if, based on customer-wide data review, it is determined that the detection is found to have low efficacy.

These detection rules are available in the 'Detection Rules' page of InsightIDR. These detection rules are grouped into the following detection libraries:

Detection Library	Description	Responsibility
User Behavior Analytics (UBA)	A detection library that includes: ● UBA activity: InsightIDR creates a baseline of normal user activity within your environment and generates investigations when there is a deviation. ● Custom Alerts: Detection rules written by your organization. ● Community Threats: Detection rules powered by community-managed threat intelligence feeds. ● Third Party Alerts: Alerts generated by third-party security vendors.	Your organization is responsible for configuring and tuning these detection rules, and for handling any resulting investigations. **Should you identify activity in these investigations that you believe is suspicious, please contact Rapid7 for further investigation and (if needed) incident response. Incidents discovered as a result of these investigations are eligible for MDR incident response as described in the Incident Response section**.
Attacker Behavior Analytics (ABA)	InsightIDR applies behavioral analytics and curated threat intelligence to generate investigations, built from our experience and understanding of attacker tools, tactics, procedures, and methodologies.	Each ABA detection rule has a 'responsibility' attribute which determines whether the detection rule (and resulting investigations) are the responsibility of your organization or Rapid7 MDR. Rapid7 is responsible for configuring, tuning, and handling any resulting investigations for detection rules marked as 'Rapid7 Managed'. See '24x7x365 Security Monitoring' for details on how Rapid7 handles these alerts. Your organization is responsible for configuring, tuning, and handling any resulting investigations for detection rules marked as 'Your Organization' .

InsightIDR Deployment and Configuration

Deployment Process

We encourage your team to begin the deployment process as soon as possible by self-deploying InsightIDR in your environment. After purchasing Rapid7 MDR, you will be sent a welcome email that contains links to the self deployment guide as well as an invitation to schedule time with a Rapid7 Product Consultant ("Deployment Sessions").

Deployment Sessions

During the Deployment Session(s), your Rapid7 product consultant will assist your team with any InsightIDR deployment-related tasks, including the configuration of collectors, event sources, and product settings. Rapid7 will provide documentation to assist with Insight Agent deployment. Custom integrations, additional deployment time, training, and other services are not included in the Deployment Sessions and must be purchased separately. For those who have opted to self deploy, this session will be used to validate the deployment and verify that Rapid7 is receiving the logs that are being sent.

Activating Your MDR Service

Rapid7 can begin monitoring your environment (See '24x7x365 Security Monitoring' below) as soon as your deployment begins[2]. The MDR Team will conduct a service enablement session to verify agent deployment, and will then begin monitoring your environment.

InsightIDR Access

A list of users who have access to InsightIDR can be seen inside the product. In the event that all of your organization's existing Insight Platform Admins are no longer with the organization, someone from your organization must provide Rapid7 a written request for access.

Threat Detection

Rapid7 leverages compromise assessments, 24x7x365 security monitoring, and threat hunting to identify malicious activity within your organization.

Compromise Assessment

Once your team has deployed the Insight Agent to 80% or more of the existing assets in your in-scope environment, a compromise assessment will be performed to identify any historical or active compromises.

If the compromise assessment finds that there is an active compromise, the incident response process will be initiated (see 'Incident Response') and you will be notified by email and phone (depending on incident severity).

In addition, you will receive a compromise assessment report as described in 'Service Reports'.

24x7x365 Security Monitoring

InsightIDR investigations are created when a detection rule is triggered based on activity in your environment. The 'responsibility' attribute of an investigation will be based on the 'responsibility' attribute of the detection rule that generated the investigation (see Detection Rules for details).

Rapid7 will fully investigate all InsightIDR investigations with the responsibility marked as 'Rapid7 Managed,' gathering context from your endpoints and log data in order to determine whether the activity is benign or malicious.

[2] A minimum of one (1) Insight Agent must be deployed in order to activate your MDR service.

When the investigation is completed:

- If the activity is determined to be malicious, Rapid7 will initiate incident response (see 'Incident Response') and you will be notified by email and phone (depending on incident severity).
- If the activity is determined to be benign, Rapid7 will close the investigation and will not notify you.

Rapid7 prioritizes these investigations based on a combination of the likelihood of malicious activity and the potential impact of the detected activity, and our objective is to begin our investigation promptly in accordance with the following:

Investigation Priority	Time to Begin Investigation
Critical	15 minutes
High	1 hour
Medium	12 hours
Low	48 hours

Critical

An event in your environment which contains behavior that highly correlates to tactics, techniques, and procedures utilized by threat actors. Critical alerts require immediate response and are the highest priority for MDR analyst review.

High

An event in your environment which contains behavior that often correlates to tactics, techniques, and procedures utilized by threat actors and are prioritized for MDR analyst review.

Medium

An event in your environment which contains behavior that can correlate to tactics, techniques, and procedures that may be utilized by threat actors, but overlaps with normal administrator or user activity and requires MDR analyst review.

Low

An event in your environment which contains behavior that infrequently correlates to tactics, techniques, and procedures utilized by threat actors, often overlaps with normal administrator or activity, and still requires MDR analyst review.

Requests for Information (RFI)

In some cases, Rapid7 may need additional input from you in order to complete an investigation, in which case Rapid7 will reach out to you via a Customer Portal case.

Threat Hunting

Rapid7 performs regular hunts for new or novel threats within your environment by leveraging access to historical log data, alert data, and forensic endpoint artifacts. Details about these hunts can be found in the Monthly Service Report.

If a threat hunt identifies an active compromise in your environment, Rapid7 will initiate incident response (see 'Incident Response' below).

Incident Response

If an eligible incident is discovered by you or Rapid7 within your in-scope environment at any time during your MDR term, Rapid7 will initiate incident response. Incidents eligible for incident response are compromises of customer's in-scope systems or data, as confirmed or reasonably suspected by Rapid7. Rapid7 will not respond to an incident that occurs in an environment that is not in-scope. All incident response services will be provided remotely.

Incident Severities

Rapid7 determines the severity of an incident based on a number of factors, including:

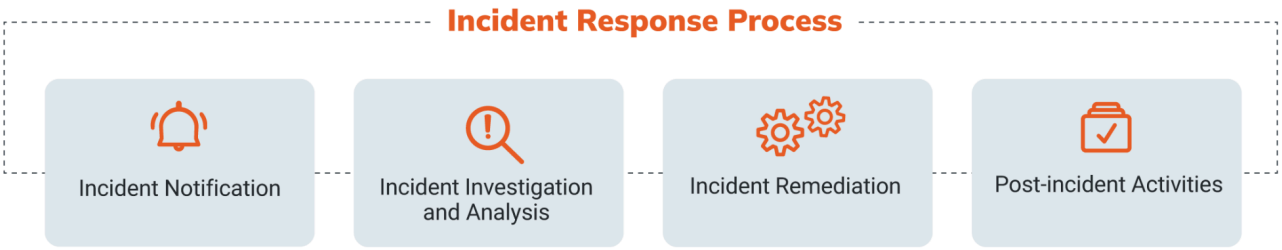
- **Intent:** Whether the threat appears to be targeted, opportunistic, or automated, and the likely objectives of the attack.
- **Scope:** The number and criticality of systems and users impacted.
- **Ongoing Activity:** Whether the incident appears to have been fully contained, and whether the attacker remains active within the environment.
- **Impact:** The criticality of in-scope assets or users, evidence of data exfiltration, etc.

Incident Severity	Incident Definition	Example Incident(s)
Low	A non-targeted, low-impact threat involving a small number of systems or users which is already contained.	A non-targeted phishing attack with evidence that the recipient(s) provided credentials.
Medium	A non-targeted, low-impact threat impacting a small number of systems or users, but requiring additional actions from you to fully contain and eradicate the threat.	Malware delivered via a non-targeted phishing attack that is only partially blocked on an endpoint.
High	A high risk or high impact threat, often involving a large number of systems or users and ongoing attacker activity.	Unauthorized interactive network access with evidence of reconnaissance, privilege escalation, lateral movement, data exfiltration, or other signs of a late-stage compromise.

Rapid7 MDR reserves the right to lead all high severity incident investigations. Should Customer contract a third party for digital forensics and incident response support during a high severity incident, Rapid7 will facilitate a handover meeting with the third party and the customer. The handover process will include providing the third party with the complete findings from Rapid7's investigation, acquired forensic artifacts, all written status updates, and provisioning their access to the Insight platform. At the conclusion of the handover, Rapid7's MDR service will transition back into standard monitoring and Rapid7 will no longer be facilitating the investigation for the applicable high severity incident investigation.

Incident Response Process

Once an incident is identified by Rapid7 (or reported by you and confirmed by Rapid7) we will initiate the incident response process.



Incident Response Phase	Activity	Definition	Incident Severity
Incident Notification	**Incident Notification - Email**	Initial notification immediately via a Customer Portal case and e-mail notification to your designated contacts.	All
	Incident Notification - Phone Call	Rapid7 will call your designated contacts within 30 minutes of incident identification. Contacts will be called in the order defined by you, until Rapid7 is able to reach someone.	Medium and High
	Incident Kickoff Call	The Incident Manager will schedule a 'kick off call' to share initial incident details, gather information, and discuss planned incident response activities. This call will be scheduled to occur within 1 hour of the initial notification call (customer availability permitting).	High
Incident Investigation and Analysis	**Forensic Analysis**	Investigation of incident scope, impact, and root cause using data sent to InsightIDR, data generated by the Insight Agent, and other forensic analysis techniques will begin immediately.	All
	Incident Updates	For incidents that are in progress for more than 24 hours, Rapid7 will provide a daily written incident update (and host a video or phone conference as needed) to communicate the progress of the ongoing response efforts. Significant or urgent findings will also be communicated as they are identified.	High

Incident Remediation	**Containment and Eradication**	During incident response, Rapid7 will communicate recommended remediation actions to contain and eradicate the threat in your environment. Rapid7's approach includes: ● Fully scoping the incident before recommending remediation activities ● Recommendations for removing all attacker remote access capabilities, restoring prioritized business processes, and securing compromised user accounts You will also have the option to enable Rapid7's Active Response service. Active Response gives your security program immediate response capabilities—initiated by MDR—to stop attacks and contain confirmed threats in your environment. More information is described in the Active Response section.	All
Post-Incident Activities	**Incident Response Report**	An Incident report as described in 'Service Reports'. This report will be delivered to you within 10 business days of the conclusion of the incident investigation.	All
	Incident Debrief	After the incident report is delivered, Rapid7 will schedule a formal debrief. This debrief, usually designed for executives and management teams, summarizes the investigation and provides meaningful metrics, significant findings, and recommendations for program improvement.	High
	Corrective Action Tracking	Your Customer Advisor will partner with you to ensure that all corrective actions identified in the Incident Response Report are implemented in your environment in order to reduce the likelihood of incident recurrence and to improve your ability to detect and respond to similar incidents in the future.	All

Incident Response Roles

Customer Advisor: Your Customer Advisor (or another member of Rapid7's Customer Advisor team) will notify you about a security incident, will be included on any ongoing incident communications, and will partner with you to discuss the implementation of recommended corrective actions at the conclusion of an incident response engagement.

Incident Manager: Each incident will be assigned an Incident Manager responsible for:

- Serving as the primary point of contact and managing all incident communications between you and Rapid7
- Coordinating the investigation and analysis
- Documenting all findings relating to the investigation

- Performing the incident debrief with your team (high severity incidents only)

Incident Handler: For larger, more complex incidents, the Incident Manager may be supported by one or more Incident Handlers who perform incident investigation tasks as directed by the Incident Manager.

Customer Responsibilities

- **Timely engagement with Rapid7 during incident response:** Rapid7 partners with you to take action to investigate threats and limit the potential scope and impact of incidents. If a customer is unavailable to partner with Rapid7 during the IR process, the IR engagement may be paused or discontinued.
- **Investigation support:** Provide Rapid7 with the support necessary to investigate the incident. This includes deployment of the Rapid7 agent to all in-scope systems (if not already deployed), and providing access to relevant log data not already collected by InsightIDR. If our agent is not present and cannot be deployed to these systems and/or requested log data cannot be provided, the ability of Rapid7 to effectively investigate and respond to the incident will be limited.
- **Implementation of recommended remediation actions:** During an IR engagement, Rapid7 will provide time-critical remediation recommendations (such as isolating an asset, disabling a user account, or stopping a running service). It is important that you take these actions in a timely manner in order to limit the scope and impact of an incident. An incident response engagement may be paused or discontinued if a reasonable effort is not made to implement these actions.
- **Implementation of recommended corrective actions:** Following an IR engagement, Rapid7 will provide you with recommended corrective actions to reduce the likelihood of incident recurrence or improve your (and Rapid7's) ability to detect and respond to similar incidents in the future. Rapid7 acknowledges that not all recommendations are feasible in all environments, and these recommendations must be balanced with your other organizational priorities. However, in rare cases, if your inability to implement these recommendations results in recurring major (high severity) incidents, Rapid7 may decline to provide full incident response support for these incidents until these corrective actions are taken.

Joint Requirements For Ensuring Success

To ensure your organization realizes the full value of Rapid7 MDR, it is critical that both parties share in the responsibilities and requirements of the partnership for effective delivery of the MDR service:

Rapid7 Responsibilities and Requirements

	Responsibilities and Requirements
1	Monitor your environment as set forth in this Scope of Service, with the visibility provided by the Rapid7 MDR technology stack (InsightIDR & Insight Agent) and in conjunction with the event sources configured in InsightIDR from your environment
2	Assist with the deployment of required and optional product features
3	Provide a named security advisor ("Customer Advisor") as the point-of-contact for the MDR relationship and to help accelerate your organization's security maturity
4	Perform incident response in order to investigate, contain, and eradicate threats discovered in your environment
5	Deliver reports via the Rapid7 Services Portal
6	Notify you of any Customer Advisor or service delivery changes

Your Responsibilities and Requirements

	Responsibilities and Requirements
1	Acknowledge, accept, and adhere to all requirements and actions outlined in this Scope of Service
2	License all assets within the in-scope environment, which must be 'logically separated' from any other out-of-scope environments
3	Designate a point of contact to work with Rapid7 for deployment and onboarding
3a	Deploy at least one Insight Agent and then work with the onboarding team to begin monitoring
3b	Provide Rapid7 with an incident escalation path including a list of names, email addresses, and phone numbers as well as the order in which they should be notified in the event of an incident (conditional escalation paths based on asset or time of day are not supported)
4	Deploy Insight Agents to all workstation, desktop, and server assets in the in-scope environment(s) and connect all Insight Agents to InsightIDR ● Assets without the Insight Agent deployed will not be fully supported by the MDR service ● You must deploy Insight Agents to at least 80% of existing assets in the in-scope environment in order for Rapid7 to perform a compromise assessment
4a	Ensure you are running a supported version of the Insight Agent on all assets in your in-scope environment. The Rapid7 SOC may be unable to effectively detect and respond to threats on assets running unsupported versions of the agent
5	Allocate and configure at least one Insight Collector(s) in order to: ● Collect the event sources described in 6 and 7 ● Proxy connections from 'on premise' Insight Agents to the Insight Platform
6	Connect all available recommended data sources to InsightIDR (see 'Event Sources' on [page 4]) for each in-scope environment and ensure availability and connectivity to Rapid7 infrastructure for all MDR technology and event sources
6a	Deploy Insight network sensors in your environment to analyze and log network traffic data
6b	Set up honey users, honey files and honeypots
7	Connect any other security-relevant event sources to InsightIDR *Note: All connected event sources may be leveraged for investigation, threat hunting and incident response purposes.*
8	Notify Rapid7 of any personnel, technology, event source, or point of contact changes or modifications
9	Configure the InsightIDR instance in accordance with the recommendations from your deployment team and Customer Advisors
10	Review investigations that are not in-scope for the MDR service as these investigations will not be reviewed by the MDR service. See the 'Detection Rules' section on [page 5] for details on investigation responsibility.
11	Respond to 'Requests for Information' (RFIs) and MDR Notifications from your MDR team regarding specific investigations, which may be sent via e-mail or through the Customer Portal, in order for Rapid7 to accurately assess this activity.
12	Partner with Rapid7 during and after an incident response engagement, as described in the incident response 'Customer Responsibilities' section.

Active Response Service

Rapid7 Managed Detection and Response (MDR) Elite and Managed Threat Complete (MTC) customers have the option for Rapid7's experts to initiate responses in the customer's production environment for validated threats (herein named "Active Response service"). If the Active Response service is enabled, the Rapid7 Managed Services team will have the ability to contain impacted assets and users when responding to an incident in your environment.

The following is an overview of the service requirements, capabilities, and terms and conditions that must be accepted prior to enabling the Active Response service.

Eligibility Requirements

To be eligible for Active Response, you must meet the requirements outlined in this section. If you have any questions about whether or not you are eligible, please contact your Customer Advisor.

General Requirements

- You must be an MDR Elite or MTC customer.
- You must have or be willing to have an InsightConnect Orchestrator installed and activated if you want to leverage user containment via Active Directory.
- You must have less than 1,000 endpoints or 1,000 users that you want to exclude from quarantine actions.

User Containment Requirements

In each LDAP domain, primary domain controllers must allow communication over port 389 or 636 to the InsightConnect Orchestrator.

Endpoint Containment Requirements

Rapid7 supports the Endpoint Detection & Response (EDR) technologies listed below for isolating endpoints in your environment. You must ensure the selected EDR technology is deployed on all systems in your environment. Note that regardless of which EDR technology is used for Active Response, you must still deploy the Rapid7 InsightAgent to all endpoints (as described in the MDR and MTC Scope of Service).

Rapid7 Insight Agent

- In order to take containment actions using the Insight Agents please see - The Insight Agent Requirments

Other Supported Agents (CrowdStrike Falcon, SentinelOne, Carbon Black Cloud, Microsoft Defender) –

- Optionally, you can configure the EDR to permit network connections from contained assets to the Rapid7 Insight Platform (reference the connectivity requirements for the Rapid7 Insight Agent documented here). This will enable the MDR team to perform post-containment forensic investigation on these assets.

Customer Responsibilities

To enable the Active Response service, the customer is required to perform the following:

	Responsibilities
1	Ensure that the selected endpoint technology (see list of supported endpoint technologies above) has been deployed to all assets. The Insight Agent is still required if you are using a different endpoint technology for containment.
2	Install the InsightConnect Orchestrator if leveraging user containment with Active Directory.
3	Authenticate all applicable InsightConnect connections using the customer's security credentials between third party apps:
3a	If using **LDAP & Active Directory** for Active Response user containment, connect it to InsightConnect as described here.
3b	If using **Carbon Black Cloud** for Active Response asset containment, connect it to InsightConnect as described on the documentation tab here. Note: multi-domain is not supported for Carbon Black Cloud.
3c	If using **Microsoft Defender** for Active Response asset containment, connect it to InsightConnect as described on the documentation tab here or using the setup guide here.
3c	If using **SentinelOne** for Active Response asset containment, connect it to InsightConnect as described on the documentation tab here.
3d	If using **CrowdStrike Falcon** for Active Response asset containment, connect it to InsightConnect as described on the documentation tab here.
4	If using the Insight Agent for Active Response, enable **Windows Firewall** on all endpoints in accordance with the Insight Agent Requirements
5	Define all environment exceptions and configurations (such as excluding users and endpoints) for all response actions performed from within InsightConnect. The MDR team will not update these Exclude Lists on behalf of the customer.
6	All unquarantine actions must be completed by the customer.

Active Response Service Responsibilities

Active Response service will be responsible for the following:

	Responsibilities and Requirements
1	Deliver a 24x7 response service.
2	Provide the customer with a license of InsightConnect for the sole purpose of enabling the Active Response service. Note: with MTC the customer also receives a license for InsightConnect Insight Automation that can be used by the customer to enable security automations that leverage InsightIDR or InsightVM.
3	Manually perform validation and appropriate recommendations to respond to the threat.
4	Perform response actions as defined and outlined below in "Active Response Actions."
5	Engage the customer with requests, and continuously notify the customer, for any proposed action or change in response status.
6	Active Response service will update the customer to status changes via the InsightIDR Investigation Timeline and Audit Log.
7	All Active Response actions will be taken immediately.
8	Maintain an audit in InsightIDR for the quarantine and unquarantine actions initiated by the Rapid7 Insight Agent.

Active Response Service Capabilities

The following response actions will be taken on the customer's behalf in accordance with Rapid7's best practices and at the discretion of the Rapid7 Managed Services team responsible for the Active Response service:

Users

For threats such as user activity associated with potentially malicious, anomalous, or suspicious activity associated with common attacker behaviors leveraging user credentials, the Active Response service will **quarantine a user** on the customer's behalf.

Endpoints

For threats such as malware (indicators of Ransomware, Trojan backdoors, etc.) or other indications of an attacker's presence (webshell evidence, etc.) on endpoints in the environment, the Active Response service will **quarantine an endpoint** on the customer's behalf.

Time to Action

Immediately after a threat analyst validates malicious or suspected malicious activity associated with an InsightIDR Investigation, the Active Response service will initiate the customer configured quarantine response action.

Additional Terms & Conditions

WARNING - The Active Response service is designed to take action in the customer's production environment and can disrupt users, endpoints, and business operations. By enabling the Active Response service, the customer has read, understands, and agrees to the following:

Communication

When the Rapid7 SOC performs an Active Response action, this is communicated to the customer in the following ways:

- Details of the Active Response action will be posted to the Investigation Timeline in InsightIDR.
- An email incident notification (and incident report) will be sent as described in the 'Incident Response' section..

Workflow Management

- The customer agrees to manage and configure MDR-specific automation response snippets within InsightConnect in accordance with the defined parameters during setup.
- The Active Response service will not configure, modify or customize the automation response snippets.
- If a customer has an InsightConnect license and would like to create or install additional automation workflows or snippets leveraging InsightConnect, the Active Response service will not act on workflows or snippets outside the scope of the above service capabilities.

Active Response Actions

- While the Rapid7SOC strives to quickly identify and contain all threats, there is no guarantee that enabling the Active Response service will ensure that the SOC team is able to catch and contain all threats in the customer environment. The Active Response service will take action on all appropriate threats within the set guidelines for their ability to detect and respond.

- The customer grants the Active Response service permission to take the recommended response action in the customer's production environment, within the conditions self-configured and defined by the customer inside of InsightConnect.
- Rapid7 will not be held liable for any actions performed by Active Response service.
- If a containment action is not successful, the MDR SOC team will reach out to the customer to request manual containment of the user or endpoint.

In no event shall Rapid7 or its suppliers be liable for any damages whatsoever (including, without limitation, damages for loss of profits, business interruption, loss of information) arising out of the use of, or inability to use, software, service, or capabilities related to action taken by the Active Response service, even if Rapid7 has advised customer of the possibility of such damages.

Additional Terms

This Scope of Services is governed by the Rapid7 Master Services Agreement available at https://www.rapid7.com/legal/terms/ unless the parties have a fully executed Master Services Agreement which supersedes such standard terms. Any responsibilities and/or actions not explicitly defined in this Scope of Service are not considered part of the Rapid7 MDR Elite service. Rapid7 may modify this Scope of Service at any time by posting a revised version here, which modifications will become effective as of the first day of the calendar month following the month in which they were first posted. Customer deployed software and related services are governed by the Rapid7 Terms of Service available at https://www.rapid7.com/legal/terms.

APPENDIX A

MDR Responsibilities Matrix

	Rapid7	Main POC	Security & IT	C-Suite
Initiation Phase				
Complete Solution Alignment Survey		✓	✓	
Define internal remediation escalation path(s) for MDR reporting		✓		
Set up customer in InsightIDR	✓			
Enable customer in customer's services portal	✓			
Deployment Phase				
Deployment Intro call	✓	✓		
Download and install Collectors		✓		
Deploy Insight Agent to all servers and workstations		✓	✓	
Deploy Insight Network Sensor(s)		✓	✓	
Install Orchestrator and workflows		✓	✓	
Configure event sources	✓	✓		
Ensure collector/agent network connectivity to InsightPlatform		✓		
InsightIDR walkthrough	✓	✓		

	Rapid7	Main POC	Security & IT	C-Suite
Service Delivery Phase				
Service Delivery Kickoff call	✓	✓		
Compromise Assessment	✓			
Customer Advisor communication process				
Monthly Meeting	✓	✓		
Periodic Business Review	✓	✓		
Availability for Board and Executive calls (optional)	✓	✓		✓
Ad-Hoc Calls	✓	✓	✓	

	Rapid7	Main POC	Security & IT	C-Suite
Service Delivery Phase (Continued)				
Real-time Security Monitoring				
Investigate "Rapid7 Managed" responsibility investigations as described in the '24x7x365 Security Monitoring' section on [page 7].	✓			
Request additional information ("RFIs") from customers as needed to complete "Rapid7 Managed" responsibility investigations.	✓			
Respond to RFIs from Rapid7 with the information requested to complete "Rapid7 Managed" responsibility investigations.		✓		
Investigate "Customer" responsibility investigations		✓	✓	
Notify Rapid7 of any "Customer" responsibility investigations that may be indicative of malicious activity so that Rapid7 can initiate incident response.		✓		
Detection Rule Tuning ("Rapid7 Managed" responsibility detection rules)	✓			
Detection Rule Tuning ("Customer" responsibility detection rules)		✓		
Threat Hunting				
Perform regular threat hunts for new or novel threats within the customer's environment	✓			
Provide summary information about threat hunts performed as part of the Monthly Service Report	✓			
Initiate incident response if an active compromise is discovered during a threat hunt	✓			
Threat Intelligence				
Monitor global attacks and vulnerabilities	✓			
Notify customers of significant 'emergent threats', including assessment of threat scope and potential impact, and details of all steps Rapid7 is taking to protect customers from this threat	✓			
Add new detection and response capabilities based on emergent threats	✓			
Incident Response				
Incident identification and notification	✓			
Incident investigation	✓	✓		
Recommend remediation actions (containment and eradication)	✓			
Perform containment actions (assets and users)				
Without Active Response set up		✓	✓	
With Active Response set up	✓			
Perform containment actions (other)		✓	✓	
Perform eradication and recovery actions		✓	✓	

	Incident report creation and delivery	✓			
	Recommend corrective actions	✓			
	Perform corrective actions		✓	✓	

APPENDIX B

Technology-Dependent Service Limitations

Some aspects of the Rapid7 MDR service may be degraded as described below if technology deployment or coverage requirements are not fully met.

Service Limitations of a Partially Deployed Environment

Rapid7 MDR recommends full deployment of Insight Agents to all in-scope assets. However, in the event of a partial deployment of the Insight Agent to your environment, your organization understands, agrees, and accepts the limitations and risk of service degradation. The following aspects of the MDR service are unavailable to assets without the Insight Agent installed:

Detection Type	Limitation
Attacker Behavior Analytics	A significant portion of MDR's threat detection power lies in the ability to detect specific events (network connections, process start/stop) on each of the assets. This data can only be provided by the Insight Agent.
Manual Human Threat Hunting	The MDR threat hunts rely on the endpoint agent to collect the data in scope for threat hunts. Assets without the Insight Agent will be excluded from threat hunts.
Alert validation and IR Investigations	MDR's incident investigations rely on the Insight Agent to collect data for analysis. Assets without the Insight Agent will be out of scope for both the typical validation process conducted by the SOC team for an alert as well as any IR investigation.
Local Authentications and Group Membership Changes	The Insight Agent is required to identify authentications using local accounts, such as a local administrator account, and is required to identify local group membership changes (ex: user added to local administrators group). Assets without the Insight Agent will be excluded from local authentication and User behavior (UBA), where UBA is the act of tracking per-user and per-system actions to build statistical models of user activity and identify anomalies.

APPENDIX C

Managed Next-Generation Anti-Virus (NGAV) Technology and Service

Managed NGAV Agent Technology

Rapid7's Endpoint Prevention with NGAV as an add-on is a next-generation antivirus solution that monitors your assets for different kinds of threats and automatically responds according to a policy you've configured. These monitoring and response capabilities are delivered as part of the InsightAgent - the same software that runs silently on your assets and already powers several Rapid7 products like InsightIDR and InsightVM.

Endpoint Prevention implements its capabilities by way of configurable policies attached to exclusive groups of all eligible agents in an organization. Each policy has a one-to-one relationship with the group it's attached to and is composed of several prevention engines designed to detect specific types of threats. Your configuration of these policies determines what kind of behavior Endpoint Prevention will monitor, how it will respond when such behavior is detected, and how these events should be prioritized in InsightIDR.

Note: While the Insight Agent broadly supports installations on a range of Windows, macOS, and Linux operating systems, only select Windows operating systems are eligible for use with Endpoint Prevention. See the operating system support article for a list of Windows versions that are eligible for Endpoint Prevention here. *Due to a Windows requirement that only allows one antivirus solution to be running on the asset at a time, Endpoint Prevention must be the only instance of antivirus running on your assets. If you have other antivirus software installed on these assets, that software must be uninstalled beforehand.*

Additional information about Rapid7's NGAV technology can be found in the product documentation here.

InsightIDR NGAV Agent Technology Deployment

At the onset of deployment, the Rapid7 Security Consulting team collaborates with your teams to ensure seamless integration of the Insight agent - to include the NGAV component - into your infrastructure and administration approach. A preliminary test is conducted on a subset of customer approved endpoints in your environment enabling the Security Consulting team to 1) equip your team with specific deployment recommendations; 2) educate your team on agent health KPIs; and 3) teach your team to configure policies, exclusions, and groups. The Security Consulting will also remain available throughout your full deployment to support you through any deployment issues you may encounter.

Your MDR Service

When a minimum of one (1) Insight Agent is deployed, the MDR team will conduct a service enablement session, verify agent deployment, NGAV health status and will then begin monitoring your environment. For 24x7x365 security monitoring of your NGAV alerts, your product health status is required to be "Good" (see Antivirus Health Status) and endpoints must be included in the "Default" group (see Prevention Groups).

Exclusions

If you want Endpoint Prevention to ignore certain asset behavior that would otherwise trigger an agent action, you can configure and apply exclusions via InsightIDR. You can exclude some behaviors that you consider benign, are actually legitimate processes coming from other software you control, or are simply not relevant to your security concerns.

As part of your MDR service, a standard set of exclusions will be applied to your environment for common applications typically used by MDR customers. You can apply custom exclusions on an as needed basis; however, exclusions in Endpoint Prevention should be approached with caution. At its strictest level, Endpoint Prevention is designed to intervene automatically when a threat is detected. Excluding certain behavior from this intervention also means increasing the risk of your assets. Ultimately, your business is in the best position to determine what level of risk is acceptable in your environment and what asset behaviors can be safely ignored. If you have questions or would like consultation on implementing a custom exclusion, consult with your Customer Advisor.

More details on exclusions and exclusion types can be found in the product documentation here.

Prevention Group

Endpoint Prevention requires that all eligible Insight Agents are associated with a prevention group. Prevention groups are the object to which you attach a prevention policy, configure agent membership, and apply exclusions. For initial deployment, all your eligible agents are automatically placed in a default prevention group. This group uses the immutable default prevention policy configured by Rapid7 to provide a baseline level of protection.

You are free (and encouraged) to create your own custom prevention groups to meet your Endpoint Prevention goals, but note that each group has exclusive control of agents inside that group. An agent can only be a member of one group at a time, and associating an agent with a new group means removing it from its existing group.

Note: MDR is not responsible for customer created exclusion rules and will not be monitoring the logic of these rules to ensure agents are included or excluded from MDR's ability to monitor alerts from these agents. If a rule is created which excludes an agent or a prevention group from monitoring these agents will fall outside of the MDR scope of service for 24x7x365 monitoring.

Prevention Policy

The configuration of each prevention engine, and the selection of the engines you decide to use overall, constitutes a prevention policy that you attach to a prevention group. A prevention policy exists solely within a prevention group and has a one-to-one relationship with that group. A group's policy defines what prevention engines should be actively monitoring the agents within that group for threats.

You have full configuration control over the policies attached to your custom prevention groups. An exception to this is the default prevention group and the default prevention policy attached to it. This policy is immutable and its configuration is maintained solely by Rapid7.

Rule Priority

When a prevention engine responds to a detected threat with an agent action, it also tags the detection with a priority level you configure in your prevention policy. This designation is called rule priority. In the context of InsightIDR, rule priority is used to inform your security practitioners of the urgency they should respond to investigations or alerts generated by the rule being triggered.

Endpoint Prevention supports these priority levels:

- **Low**
- **Medium**
- **High**

MDR will provide 24x7x365 security monitoring, investigation, response for all “MDR Responsibility” NGAV alerts at all priority levels within the default prevention group.

Antivirus Health Statuses

There are 4 possible health statuses for your Insight Agents:

- **Good** - Antivirus is running successfully.
    - This is the desired status and indicates that the Endpoint Prevention component is operating on the Insight Agent as it should.
- **Poor** - Antivirus is running, but errors are present.
    - This status indicates that while the Endpoint Prevention component on the Insight Agent is functioning, the agent has encountered errors that may impact its performance.
- **Not Monitored** - Endpoint Prevention is installed on this agent, but its prevention policy does not have the On-Access Scanning prevention engine enabled or the engine has encountered an internal error.
    - This status indicates that the asset on which the Insight Agent is installed has the Endpoint Prevention component, but threats are not being actively responded to.
- **N/A** - Antivirus is not installed due to an incompatible operating system or a connection issue. Check the requirements for antivirus eligibility details here.
    - Any Insight Agent installed on an operating system that's ineligible for Endpoint Prevention will have this status. Agents on assets running eligible operating systems can also have this status if a connectivity issue is preventing the Insight Agent from retrieving the Endpoint Prevention component from the Insight Platform.

Agent Actions

You can separately configure how the Insight Agent will respond to detected threats for each prevention engine in your policy. Overall, the Insight Agent is capable of these actions:

- **Block -** The Insight Agent will actively block any threat detected by the prevention engine and generate an alert in InsightIDR. Depending on the context of the threat, this could involve terminating malicious processes, denying access to files, and other active prevention methods.
- **Disinfect -** Specific to the On-Access Scanning engine, the Insight Agent will attempt to remove the detected threat from affected files and generate an alert in InsightIDR.
- **Detection Only -** The Insight Agent will take no action other than generating an alert in InsightIDR.
    - This setting functionally disables Endpoint Prevention's ability to play an active role in safeguarding your assets. You may determine that some asset behaviors do not warrant agent intervention beyond generating alerts in your environment, but be aware that you will need to be responsible for handling threats detected in these circumstances.

Endpoint Prevention Activation Modes

Endpoint Prevention can operate in two modes. Like all settings in Agent Management, you configure this activation mode on a per-organization basis:

- **Monitor Only** - Your Insight Agents will not take any of the actions dictated by your prevention policies when threats are detected, but monitoring will continue nonetheless. When threats are detected, these events will be logged and alerts will still be generated.
    - This is the default mode for all Endpoint Prevention programs and allows you to complete all necessary configuration tasks before you're ready to switch to Active Prevention.
    - If you need to troubleshoot your Endpoint Prevention configuration, you can switch back to Monitor Only for this purpose.
- **Active Prevention** - Your Insight Agents will actively respond to detected threats with the actions dictated by your prevention policies. All such events will be logged and sent to InsightIDR for analysis and further action, if necessary.

Security Settings for Endpoint Prevention

The existence of an endpoint security solution can often lead to attackers attempting to tamper with the solution, so that they can freely perform malicious activities without being detected.

The **Tamper Protection** engine contains the required rules to protect the Endpoint Prevention component of the Insight Agent, therefore protecting your assets continuously.

When Tamper Protection is turned on, it prevents malware and bad actors from tampering with the files and functionality of Endpoint Prevention. It also offers the option of turning on **Password Protection**.

Using a one-time passcode (OTP) or a fixed password allows you to limit the users who can update, stop, or uninstall the Endpoint Prevention service. You can activate password protection at both the organizational level and for individual prevention groups that require extra security.
View more details on Endpoint Prevention here.

Managed NGAV Service Deliverables

Service reports listed below will include specifics about your Managed NGAV service. These include:

Deliverable	Description
Incident Response Reports	Details all analysis and incident management activities, key findings, the timeline of attacker activity, and recommended corrective actions to prevent the likelihood of recurrence and/or improve your ability to detect and respond to similar incidents in the future
Monthly Service Reports	Provides metrics and context about threat detection and incident response activities conducted in the previous month, along with information about the health of detection and response controls in your environment

InsightIDR NGAV Agent Responsibilities Matrix

	Rapid7	Main POC	Security & IT	C-Suite
Deployment & Onboarding Phase				
Complete Technical Preparations *(see "Managed NGAV" Deployment Handbook)*		✓		
Deployment Testing & Support	✓			

Customer Deployment			✓	

	Rapid7	Main POC	Security & IT	C-Suite
Service Delivery Phase				
Default Exclusion Policy Configuration	✓			
Custom Exclusion Policy Configuration		✓		
Default Prevention Group Configuration	✓	✓		
Custom Prevention Group Configuration		✓		
Default Prevention Policy	✓			
Custom Prevention Policy		✓		
Activation Mode Configuration		✓		
Real-time Security Monitoring				
Investigate “Rapid7 Managed” responsibility alerts as described in the 24x7x365 Security Monitoring	✓			
Request additional information (“RFIs”) from customers as needed to complete “Rapid7 Managed” responsibility investigations.	✓			
Respond to RFIs from Rapid7 with the information requested to complete “Rapid7 Managed” responsibility investigations.		✓		

APPENDIX D

Penetration Testing

Many MDR customers perform penetration testing as an end-to-end assessment of their security controls - from prevention to detection and response. As a trusted partner responsible for detection and response to threats in your environment, Rapid7 will support these testing efforts as described in this section.

Planning for a Successful Penetration Test

Penetration tests can be planned and executed in many different ways, depending on your objectives and available testing resources. In some cases, a penetration test is only intended to validate the preventative controls of an organization, in which case testing scope may be limited to initial access and discovery activities. However, if you intend to also test the detection capabilities of your organization (and by extension Rapid7 MDR), please take the following into consideration:

- ‘Assumed breaches’ are less realistic and more difficult to detect. ‘Assumed breach’ is the practice of allowing the penetration tester initial access to your environment (for example, by connecting an unmanaged asset to your internal network). While Rapid7 may still detect this subsequent activity, many of our most effective detection techniques are focused on initial compromise activity originating from monitored customer assets.
- Your test should include as many of the steps in the ‘kill chain’ as possible - from initial access, to persistence, privilege escalation, and lateral movement. Performing isolated ‘suspicious actions’ is no substitute for a fully scoped penetration test.

If you have questions or concerns about whether your penetration test is correctly scoped to adequately test your detection and response controls, we encourage your team to work with your Customer Advisor in advance of the test. Your Customer Advisor can review your plans and provide feedback before the test begins.

In order to better coordinate resources and discern between pentest activity and real world threats, we ask that you inform your Customer Advisor in advance of conducting any scheduled penetration testing. This notification ensures that the MDR SOC is ready to promptly address any conflicts between testing activities and activities associated with potential malicious activity and that we can dedicate resources appropriately.

Please note that Rapid7 does not report on ongoing security testing that utilizes known-good testing frameworks. Rapid7 closes alerts generated by these frameworks as "Security Testing" for your review.

Initial Detection of Penetration Testing Activity

If the MDR SOC detects penetration test activity, we will follow the Incident Response process and escalate the activity to you as confirmed or suspected malicious activity. It's important for us to coordinate closely allowing our team to align with this activity so it is essential to inform Rapid7 immediately if the activity is related to a scheduled penetration test. This will ensure that the MDR SOC can 'de-conflict' testing activity from other potential attacks, as well as ensuring MDR SOC resources remain focused on detecting and responding to actual security incidents on behalf of all customers.

MDR analysts will continue to monitor for related testing activities and use additional context provided by your team (or determined through analysis), to differentiate between penetration test activity and potential attacker activity.

Subsequent Response to Penetration Testing Activity

Once a penetration test has been detected by Rapid7 and confirmed by you, the Rapid7 MDR team will ask you which engagement model you prefer:

- **No additional reporting** (default): Your team will not be alerted to further activity related to the penetration test, and a 'rollup report' of all related activity will not be provided at the conclusion of your test.
- **Rollup report**: The MDR team will identify any subsequent alerts related to this test and will deliver our findings as an aggregate 'roll-up' report which will list which alerts the SOC would have investigated had this been a real attack.

NOTE: MDR will *not* initiate full incident response activities (as described in the Incident Response section) in response to a penetration test, as these resources are reserved for response to actual security incidents on behalf of our customers. Furthermore, Rapid7 will not participate in your penetration test as the "blue team" for an undisclosed purple team.

Post-Test Reporting and Lessons Learned

Rollup Report

It is required that your team notifies your CA at the conclusion of the penetration test. Rapid7 will then provide a 'rollup report' of all alerts related to the penetration test. Upon review of this report, if you believe that Rapid7 may have missed specific penetration test activity, you may reach out to Rapid7 to review these potential detection gaps. Please note that Rapid7 is **not** responsible for performing this gap analysis on customer's penetration test reports. In order for Rapid7 to address potential detection gaps, your team **must** provide Rapid7 with specific examples of penetration test activity for which Rapid7 did not generate alerts. Rapid7 **requires** the following information for these specific examples**:**

- Description of the activity and/or tools used
- Timestamp(s) of the activity
- Associated asset name(s) and IP address(es)
- Associated account(s)

Missed Penetration Tests

If you performed a properly scoped penetration test (see 'Planning for a successful penetration test' above) and Rapid7 did not notify you of *any* activity related to the test, you may request an 'After Action Review' within **60 days** of the conclusion of the penetration test. In order for Rapid7 to perform this review, your team **must** provide Rapid7 with the full penetration test report provided to you by your penetration testing team, and enable Rapid7 to ask follow-up questions of your penetration testing team as needed.

Once these details are provided to Rapid7, we will perform a full review of the activity performed and to what extent this activity was logged and alerted on by InsightIDR, and how any resulting investigation(s) were handled by the Rapid7 MDR team. We will provide an After Action Report describing the results of this review, including 'lessons learned' and resulting 'corrective actions' that should be taken by either Rapid7 or the customer to improve the ability to detect similar activity in the future.

Please allow up to **30 days** from when all requested details are provided to Rapid7 for the final report to be delivered.

APPENDIX E

Rapid7 Managed Digital Risk Protection (MDRP)

Rapid7's MDRP is an add-on service offering for MDR/MTC customers that combines key components of our Threat Command platform and expertise from both our Threat Command and Managed Detection & Response Analysts to protect your critical digital assets and data from external threats, provide guidance and remediation where appropriate, and support rapid triage and investigation if active threats are identified in your environment.

The integration with our traditional MDR service allows you to have visibility across the clear, deep, and dark web to identify the earliest signals of an imminent attack or leaked data, stop threats earlier, and take action to protect your digital assets in the event of an active threat.

This Scope of Service will define the service delivery experience for MDRP.

MDRP Team

In addition to the MDR/MTC team, you will be introduced to the following specialist roles involved in the delivery of your MDRP service, namely: MDRP Onboarding Specialist, Managed Digital Risk Protection Analysts, Threat Command Analysts, the 'Ask-an-Analyst' team, plus our Response team that supports remediation actions such as takedowns and dark web purchases.

MDRP Onboarding Specialist

The MDRP Onboarding Specialist is responsible for enabling you to understand how the service operates, become familiar with the Threat Command technology, and how to get support and assistance when required. They will perform a basic tuning, help you set up the required integrations with InsightIDR, and start your service. Once the technology is operational and all your initial contextual information has been collated and integrated into your Threat Command instance, you will be transitioned to your Customer Advisor.

MDRP Analyst

The primary function of the MDRP Analyst is to review and triage alerts in your Threat Command instance to ensure the alerts you receive are as accurate as we can make them and contain the minimum amount of noise, e.g., false positives. It is important to note that the accuracy of any threat/alert is heavily influenced by the uniqueness and clarity of your brands and the contextual information you provide, so some level of regular tuning and review will be required (your Customer Advisor will guide you as necessary).

The MDRP Analyst will also leverage your InsightIDR technology to validate that reported intelligence threats are not actively exploited in your environment. If we suspect that a reported intelligence threat, e.g. lookalike website, is actively being exploited by an attacker in your environment, the MDRP Analyst will escalate the incident to your MDR/MTC service team for investigation by the Rapid7 MDR SOC. If an active cyber threat is confirmed, you will be notified by your MDR team, as outlined in your MDR/MTC scope of service. The MDRP Analyst will monitor the Threat Command alert queue during standard business hours (CET local time) Monday through Friday, excluding nationally observed holidays.

Threat Command Analyst

Behind the scenes, Rapid7 Threat Command Analysts are responsible for monitoring and analyzing external and internal cyber threats to assess risk on behalf of your organization. They will investigate trending global cyber events and emerging dark web content to identify threat actors' interests and motivations, highlight relevant pieces of information, and track down actors that potentially pose a threat to your company. They spend most of their time analyzing ongoing attacks, such as phishing, DDoS, data leakage, ransomware, and more, to assess their origin, purpose, and impact on our customers.

'Ask an Analyst' Service Team

Rapid7's Threat Command "Ask an Analyst" Service team is responsible for providing guidance, additional details, and context, recommending remediation steps, executing dark web purchases, or requesting threat actor engagement on existing alerts. They will respond to your requests for information via the Ask-an-Analyst chat box and investigate them using every tool and technique at our disposal to uncover new information.

You can also open a case via our customer portal to request Information related to significant global cyber events, essential investigation of email addresses, dark web mentions on our database, or additional information on threat actors. Our 'Ask an Analyst' service is available to you on a 24/7 basis.

Response Trigger	Time to Action	Action
Urgent Intel Request	2 hours	To provide an initial response to an urgent request from the customer's team made via the Threat Command - 'Ask an Analyst' chat or customer portal
Non-urgent Intel Request	6 hours	To provide an initial response to a non-urgent request from the customer's team made via the Threat Command - 'Ask an Analyst' chat or customer portal.

Remediation Service Team

As organizations adopt new digital channels to reach customers, cybercriminals follow suit by impersonating popular brands, promoting scam campaigns, and profiting from unknowing consumers. Our remediation team services external enforcement to take down campaigns that impersonate your brand, infringe on trademarks and copyrights, and threaten customers. Threat Command's in-house automated Remediation Services can help you expedite takedowns of malicious and harmful web content targeting your brand.

Response Options	Quantity	Description
Takedown Requests	Limited to 20 requests per year	Request that Rapid7 contact a content provider and act on your behalf to remove a threat from the Internet. There are two options available to you: - **Malicious Domain** - we will contact the Domain registrar to request the domain be removed from the web. - **Malicious Website** - we will contact the hosting provider to request the website be removed from the web. The success of a takedown request is dependent on the proper preparation and submission of evidence. Rapid7 will help you collate and prepare the evidence to make a formal request.
Dark Web Purchases	Limited to 50 per year (not exceeding	Rapid7 offers secure and anonymous clear and dark web purchases made on your behalf. To request a purchase, use the "Ask an

	$100 each)	Analyst" button in the dashboard.

Threat Command Research Service Team

Rapid7 provides deep-dive investigation services and reports into external cyber threats, including incident response research, tactical attack or breach-related research, and strategic trend-based research. We offer an optional catalog that describes our standard menu of research offerings, how research is conducted, typical deliverables, and pricing should you require additional Threat Command Research products. Talk to your Customer Advisor, or 'Ask an Analyst' team should you require additional work.

Customer Advisor Engagement

During the term of your MDRP service, you will regularly engage with your CA. Your CA will be available to answer any questions and advise you on how to get the most from your MDRP service. Your CA can offer guidance to best leverage the Threat Command platform, when and how to engage with the Rapid7 Threat Command Team, advise you when collecting evidence to support remediation actions, and how best to leverage dark web purchases. Your CA will also work with you to periodically review and tune noisy alerts created in the Threat Command platform, configure and maintain appropriate notification settings, and help you understand how to schedule Executive and technical reports via user dashboards.

Your CA team will be available by phone and via the Customer Portal as outlined in your MDR/MTC scope of service.

In-Scope Service Components

MDRP is built around our Threat Command platform, which delivers proactive defense by transforming threat intelligence into security actions and actionable alerts.

Threat Command leverages ground-breaking data-mining algorithms and unique cyber reconnaissance capabilities to continuously scan the surface, deep, and dark web to deliver actionable, contextual reconnaissance about potential threats to your organization, employees, executives, and board members. It integrates with our existing security solutions to highlight operational vulnerabilities, secure data, and protect your resources.

MDRP incorporates the following components of Threat Command.

Modules Included	Description
Phishing Protection	
- Phishing Domains	Domains that may be used to launch future phishing attacks, typically against company employees or your customers. Alternatively, when a company website is copied, or users are redirected to an illegitimate site to steal credentials or initiate malware attacks.
- Phishing Websites	
Data Leakage	
- Leaked Ransomware Files	Internal or Company confidential documents that are exposed publicly, typically include user's credential information or company documents that have been published following a ransomware incident.
- Credentials from Botnets	
- Leaked User Credentials	
Attack Indication	
- Credit Cards for Sale	Company credit cards, bot-harvested credentials, or products sold on dark web black markets.

- InfoStealer Data for Sale

Service Deliverables

Monthly Service Review

In line with your existing MDR deliverables, your Customer Advisor will include a summary and overview of your MDRP service status in your planned monthly meeting.

Technology

The Rapid7 MDRP service is powered by the combination of Threat Command (Intel) and InsightIDR (XDR).

Threat Command Instance

Your MDRP subscription will include a single instance of Threat Command for your entire organization. All of your security team users will be assigned to and will have access to all data stored within this single instance, be able to access our expansive Threat Library, make requests to our 'Ask an Analyst' team, initiate takedowns, approve Dark Web purchases, and access any other offering under this Appendix.

Threat Command is Rapid7's Intel solution and monitors thousands of sources across the clear, deep, and dark web to identify threats directly targeting your unique digital footprint, helping you make informed decisions and act quickly on critical threats posing the greatest risk to your business. Use cases supported include dark web monitoring, threat hunting, phishing protection, data/credential leakage, ransomware disclosure monitoring, fraud, and malware detection.

Threat Command supports user-based access controls, so each feature can be restricted per-user as required.

InsightIDR Instance

InsightIDR is Rapid7's cloud XDR solution which unifies Security Information and Event Management (SIEM), Endpoint Detection and Response (EDR), and Security Analytics technologies to provide comprehensive protection against intruders on your organization's internal network, devices, and cloud services. InsightIDR and the MDR delivery team leverage the Insight Agent and other event sources from your existing security infrastructure to ensure visibility into threats across your environment.

MDRP leverages both technology platforms to provide your full MDRP services, but you should expect to receive the majority of your Intelligence reporting, alerts, and guidance within the Threat Command platform. This platform should also be your first choice when you wish to interact with our Threat Command teams, such as making requests to our 'Ask an Analyst' team, submitting a 'Takedown' request, or approving a Dark Web purchase. Your Customer Advisor can provide additional guidance and support on getting the most out of your MDRP service and how to best leverage the Threat Command platform.

The MDRP offering does require the configuration and setup of the native InsightIDR to Threat Command integration to allow seamless investigation from the MDR SOC. Enabling integration will also allow you to see all your Threat Command alerts within InsightIDR if you wish. Collaboration with Rapid7's Threat Command teams will remain in Threat Command platform.

MDRP Service Process

Rapid7's Threat Command platform monitors tens of thousands of sources across the surface, deep, and dark web to deliver tailored threat intelligence alerts based on your organization's unique digital assets. In addition, our Threat Command Analysts work continuously and manually to collate and research threat intelligence data related to your digital assets from areas of the Internet and dark web that are not open or capable of being automatically crawled, searched, or collated.

Between these two sources of Intelligence data, our MDRP service offering aims to provide you with the most accurate, relevant, and up-to-date threat intelligence we can.

However, not all intelligence sources are created equal, and not all digital assets are uniquely identifiable or contextually recognizable. Even with periodic tuning, the most advanced artificial intelligence, best-calibrated machine learning engines, and sophisticated automation algorithms, there is always the risk of false positives and contextually incorrect alerts flowing into your view. Depending upon what you deem to be digital assets, how broad you define your brands, and how many you include, these numbers can vary between relatively low to extremely high, creating the need for customers to spend time triaging and validating alerts to ensure they represent risks with high confidence of accuracy.

Our MDRP service removes the need for you to manually review the output of your Threat Command platform to validate the accuracy of alerts if you have neither the resources nor the inclination to perform this work yourself.

As part of your MDRP service, each business day, our analysts will review any low-confidence alerts generated from the MDRP in-scope modules to remove false positives and ensure that any alerts reported to you have a high level of confidence and validity.

In addition, your MDRP Analyst, where applicable, will pivot to InsightIDR to check for evidence of forensic artifacts that may indicate if an attacker is actively exploiting a reported risk. If suspicious activity is identified, the MDRP Analyst will escalate any potential or confirmed incident to the MDR SOC team for further investigation.

Not all alerts will be subject to triage by your MDRP Analyst. For example, where we use automation, machine learning, or artificial intelligence to confirm the validity of an alert, we will report these directly to minimize notification delays, also in cases where triage by your MDRP Analysts would delay the reporting of an active risk to the MDR Service team, such as a public breach disclosure by a ransomware group. We will report these threats directly and subsequently work with you to validate and respond so that timely remediation steps can be taken.

Both scenarios introduce the risk of lower efficacy alerts appearing in your platform. Your Customer Advisor and MDRP analyst team will work with you to minimize any impact that direct reported alerts may have as we strive to reduce notification delays and enable you to take timely, thoughtful actions when needed.