



## Service Description: Advanced Services – Fixed Price

### Cisco Security Incident Triage Service (ASF-CORE-IN-RESP)

This document describes the fixed price Cisco Security Incident Triage Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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#### Security Incident Triage Service

##### Service Summary

The Cisco Security Incident Triage Service provides Cisco support for initial Customer issue diagnosis.

##### Location of Services

Services are delivered both remotely and onsite to Customer.

##### Pre-Diagnosis

#### Cisco Responsibilities

- Conduct remote Kick-off call to review project plan and identify key stakeholders from Cisco and Customer.
- Review the policies for the security program provided by the Customer.
- Create and deliver a Triage Report detailing initial diagnosis plan.

#### Customer Responsibilities

- Participate in Kick-Off call and provide Cisco with:
  - Contact information for key stakeholders
  - Policies to be enforced
- Review with Cisco, and approve, the Triage Report.

##### Diagnosis

#### Cisco Responsibilities

- Assess the target systems on the Customer premises per the approved Triage Report.
- Test the system based on pre-defined objectives provided by the Customer and document in the Triage Report.
- Provide an initial triage diagnosis based on the test results.
- Provide an updated Triage Report.

#### Customer Responsibilities

- Review with Cisco the updated Triage Report.

## **Post-Diagnosis**

### **Cisco Responsibilities**

- Participate in follow up discussion, addressing the security solution based on with Customer's goals and provide recommendations.
- Provide an updated Triage Report.

### **Customer Responsibilities**

- Identify stakeholders to attend post triage call with Cisco.
- Review with Cisco the updated Triage Report.

### **General Customer Responsibilities**

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.

- Customer will ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer expressly understands and agrees that support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein and any unused hours will expire.

### **Invoicing and Completion**

#### **Invoicing**

Services will be invoiced upon completion of the Services.

#### **Completion of Services**

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.