Service Description: Advanced Services – Fixed Price

Cisco Security Advisory Services: External Network Vulnerability Assessment (M)

ASF-CORE-EXVUL-256

This document describes the fixed price Cisco Security External Network Vulnerability Assessment (M), up to 256 live IP addresses.

Related Documents: This document should be read in conjunction with the following documents also posted at 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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External Network Vulnerability Assessment

Service Summary

Cisco will perform an External Network Vulnerability Assessment for up to 256 live IP addresses. The goal of the assessment is to identify and validate known vulnerabilities in Customer's computing infrastructure.

Location of Services
Services are delivered remotely.

Pre-Assessment Intelligence Gathering

Cisco Responsibilities

- Conduct remote Kick-off call to review project plan and identify key stakeholders from Cisco and Customer.
- Conduct reconnaissance by:
  - Identifying live hosts on the network
  - Identifying operating systems and applications running on live hosts

Customer Responsibilities

- Identify an on-site project manager to assist in coordinating Customer resource(s).
- Provide Cisco with access to the business site during Standard Business Hours including buildings, parking, phone systems, internet access, server rooms, and workstations.
- Provide Cisco with access to a suitable conference room facility for meetings, interviews, and facilitated sessions during on-site components of the engagement.
- Provide VPN Customer software and credentials for each Cisco consultant, if needed for remote access to target network.

Assessment & Testing

Cisco Responsibilities

- Conduct scanning for vulnerabilities, for up to 256 live IP addresses, in identified system components, which may including testing for the following:
  - Buffer management vulnerabilities

- Sensitive information exposure
- Remote code execution
- Access control circumvention
- Client/Server impersonation and spoofing
- SQL tampering
- Cross-site scripting
- Platform configuration issues

Customer Responsibilities

- Provide available window of hours for testing.
- Provide relevant IP addresses.
- Provide access to available materials and resources related to the business and technical environment, network design documentation, and other information as required for Cisco to deliver Services.

Data Correlation and Analysis

Cisco Responsibilities

- Conduct Data correlation by
  - Researching vulnerabilities
  - Eliminating false positives where possible
  - Investigating the potential impact of the findings
  - Researching and developing remediation guidelines
- Provide Customer with the External Network Vulnerability Assessment Report.

Customer Responsibilities

- Provide access to all operating systems and network and computing environments necessary for Cisco to complete the Services.
- Review with Cisco the completed Assessment Report.
- Provide sign off for completed Network Vulnerability Assessment services.

General Customer Responsibilities

- Customer understands and acknowledges that, where Cisco has exercised reasonable precautions in performing Services, Cisco is not responsible for system outages, degradation of performance, or other adverse technology environment consequences of tasks Customer has authorized Cisco to perform.
- Customer represent and warrant that they have sufficient authority and the rights necessary for Customer to provide and/or facilitate Cisco's access to information, data, networks, systems, and media in connection with these Services.
- For all Customer requests under this Service Description that Cisco possess, access, or analyze particular media, computers, computer networks, communications networks, or other systems and equipment, to the extent Customer provides or facilitates Cisco's access thereto, Customer represents, warrants and covenants that they have all necessary right, title, license, and authority to make such requests and grant such access, including all necessary permissions from third-party owners of licensed or shared resources.
- CUSTOMER IS RESPONSIBLE FOR OBTAINING ALL NECESSARY LICENSES, PERMISSIONS, AND CLEARANCES FOR CISCO TO ACCESS RESOURCES THAT ARE HOSTED, OWNED BY, OR SHARED WITH A THIRD-PARTY.
- Any delays in provision of necessary test access, environments, VPN connections, user accounts, administrative access, or other required technical assets may result in delay of deliverables and/or reduction of the scope of work performed.
- Cisco recommends that Customer back up its environment and perform maintenance before the start of performance of Services and reminds Customer that such back up is its sole responsibility. 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 understands that any IP addresses not utilized during the term of the Service will not result in any credit.
- 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.

Assumptions and Exclusions

- Unless otherwise stated herein, Customer is responsible for provision of test equipment.
- Customer is solely responsible for determination and implementation of its network, design, business or other requirements and the implementation of any recommendations provided by Cisco. Cisco's recommendations are based upon Customer information provided to Cisco. Cisco shall not be liable for the accuracy or completeness of any Customer information contained in Cisco's recommendations.
- All Document Deliverables will be provided in electronic form in the English language.
- Customer retains all responsibility for the security of Customer Technical Environment(s). Cisco shall have no responsibility for, or liability as a result of, any breach in security of Customer's Environment. Cisco cannot guarantee that Customer's security may or may not be vulnerable from any included, omitted or overlooked instances whether or not presented in the Services or Deliverables associated with this Service Description.
- Security assessment services will not definitively prove the absence of vulnerabilities.