



Tripwire ExpertOps Vulnerability Management (VM) Services Description



Instant Expertise with Managed Services

Get unmatched expertise, continuous staffing, and leading vulnerability management (VM) tools in a single subscription with Fortra's Tripwire® ExpertOpsSM VM service ("ExpertOps VM Service"). Tripwire ExpertOps is a managed service that helps organizations address cybersecurity challenges by providing trained experts to help with the critical day-to-day management of the solutions. Our team of experts are ready to help organizations quickly achieve and ensure cyber integrity across their unique environments and stay aligned with frequently changing compliance regulations.

The service collects and reports security insights and compliance evidence, saving customer time and budget with audit-ready reporting provided by a designated team of experts. Personalized consulting and ongoing engagement from Tripwire ExpertOps increases visibility across the entire organization's environment, helps stay in—and prove—compliance, and remedy vulnerabilities quickly. Tripwire ExpertOps can also provide a designated Tripwire expert to provide personalized strategy, incident assistance, and audit support.

ExpertOps offers VM through either hosted operations or remote operations. The remote or cloud-based managed services model for vulnerability management includes continual updates to content and industry-leading accuracy. Whether the customer chooses software hosted by Tripwire in the cloud, or on-premises in their environment, it includes application administration and operational expertise provided by Tripwire's managed services during the ExpertOps Services term. Tripwire ExpertOps VM Service helps quickly discover assets on the network, assess them for vulnerabilities, and remediate or mitigate the vulnerabilities before a cyberattack occurs.

Hosted and Remote Operations

Hosted Operations

The ExpertOps Service offering can be hosted by Tripwire in the cloud (“Hosted”) and data protection is a top priority. From the moment a scan leaves an asset to providing the reports of detailed information organizations need, the ExpertOps solution ensures that only the right people have access to the right data at the right time. Data is encrypted in motion and at rest; the ExpertOps single-tenant environment ensures data is segregated, and least-privileged controls limit access to only those authorized. The environment is continuously monitored for both security and operational incidents to identify and respond to any potential threats. To learn more about the ExpertOps cloud environment controls, request a copy of our compliance reports: SOC 2 and PCI DSS AoC.

Hosted Operations Include:

- ▶ A Vulnerability and Exposure (VnE) console hosted in Tripwire’s secure cloud environment
- ▶ ExpertOps Appliance to transmit scan data back to Tripwire’s secure cloud environment
- ▶ Device Profilers included (see “Scan Devices Onboarding” below)
- ▶ Essential management, monitoring, and reporting services

Remote Operations

ExpertOps Services are also available via remote management of on-premises software, licensed to the customer by Tripwire, including monitoring and reporting, as described in an order (“Remote Operations”). Remote Operations does not include software license fees, implementation services, or maintenance support services, which the customer must purchase separately.

Tripwire Remote Operations (TRO) Include:


- ▶ Implementation of a secure gateway to manage the solution
- ▶ Essential management, monitoring, and reporting services

Please note that as part of TRO services, the VnE console, Device Profilers, and software licensing are purchased as part of the original product procurement.

Data Center Location and Business Hours

Regionally located data centers are currently available in the US, UK, EU, and Canada. Unless otherwise stated by Tripwire, the console and customer content will be hosted in a regional data center closest to the customer's primary business location.

The Managed Services team is available Monday–Friday, excluding public and company-designated holidays. Please check the ExpertOps Service Portal for a detailed list of the public and company-designated holidays, which are updated annually. Technical Support is additionally available off-hours for Severity 1 events as described below:

Priority Level Help				
 After hours "Severity 1 — System Down" issues <i>must</i> be reported by phone in order to page an engineer.				
Severity	Description	Contact us	Response	Relief
1 System down	Product is inoperable or non-functional; Business outage; Data is lost.	Phone, email, portal	1 hour ^{‡‡}	1 business day
2 High	Major business impact; Product is crippled but somewhat usable; Very difficult work around.	Phone, email, portal	1 hour [‡]	2 business days
3 Medium	Moderate business impact; Production is proceeding but impaired; Workarounds are available.	Email, portal	4 hours [‡]	5 business days
4 Low	Minimal business impact; Cosmetic problems; Usage questions; Feature Q&A; Issue doesn't require resolution.	Email, portal	4 hours [‡]	Next product release
[‡] During business hours only.				
^{‡‡} After hours, "Severity Level 1 — System Down" requires a report by phone.				

ExpertOps VM Service Tiers

The Tripwire ExpertOps VM Service offering includes three subscription services tiers to choose from. All tiers include: a vulnerability and exposure (VnE) console, licensed vulnerability management software for specified managed IPs, and system administration services. Subscriptions can also include personalized consulting from trained experts and environment management to help achieve and maintain compliance and critical asset security. ExpertOps VM Service is offered on an annual basis as a subscription, and includes standard implementation, monitoring, reporting and support during the term based on the customer's configuration instructions and policies.

Hosted

The Hosted tier provides essential maintenance of in-scope assets as a managed service for organizations that need change management or compliance information and ensures that scans are executed on a predefined cadence for customers that need basic vulnerability information. The Tripwire team will assist with initial deployment and limited time for additional service requests. ExpertOps VM Service will track and remediate console health and keep the console up-to-date with the most recent version. The latest Advanced Security Profiling Language (ASPL) updates are provided and installed when available.

This tier is ideal for more mature organizations that want to remain in control of the day-to-day VM program and need a reliable environment to host in. Customers receive information that helps them respond to change or compliance issues.

The Hosted tier includes:

- ▶ User management
- ▶ Dashboard and reporting maintenance
- ▶ Task completion monitoring
- ▶ Asset onboarding

Hosted Tier Reports

- ▶ Top 10 Vulnerabilities in customer's environment to help customers understand top risks in their environment and focus remediation efforts
- ▶ Application Inventory to provide visibility to all assets discovered on the network, including Application ID, Name, # Hosts and Protocol/Port
- ▶ Host Inventory to provide summary details on hosts in the specified networks, including vulnerabilities on the host
- ▶ Host Changes to show changes in risk score over time
- ▶ Hosts and Vulnerability provides visibility to all hosts on the network and the total vulnerability score over time
- ▶ Most Vulnerable Hosts shows hosts with the highest risk scores, including IP, DNS name, Domain, NetBIOS, OS, Risk Score, Last Scan

Managed Services

In addition to the ExpertOps Services included in the Hosted tier, the Managed Services tier includes a dedicated Managed Services Engineer (MSE) who will:

- ▶ Work with the customer to proactively monitor, assess, and prioritize risk in the environment
- ▶ Provide customized reporting and dashboards to give a more detailed analysis of results
- ▶ Engage more deeply with the customer to help them understand the risks present in the environment and make targeted recommendations to prioritize and address the vulnerabilities that pose the biggest threats
- ▶ Offer tactical tuning assistance to ensure that the most important information is highlighted for action
- ▶ Serve as a designated problem resolution support lead
- ▶ Assist with audits
- ▶ Perform Service Performance Reviews

Integrated Strategy

With the Integrated Strategy tier, the ExpertOps Service team is even more tightly integrated with the customer's internal team. In addition to the services above, customers will be provided with a Strategic Consultant who will:

- ▶ Help mature the existing vulnerability management program
- ▶ Assist in crafting a tailored plan of attack for remediating vulnerabilities
- ▶ Provide oversight for the execution of that plan with the future in mind
- ▶ Help develop an operational use plan with best practice recommendations
- ▶ Assist with reconciliation of change and prioritization of remediation activities
- ▶ Conduct CISO and executive reviews

Service Tier	Delivery
Hosted	Hosted
Managed Services	Hosted or Remote
Integrated Strategy	Hosted or Remote



Professional Services

The ExpertOps Service fee does not include other Professional Services, which are available on a time and expense basis, and which must be ordered separately. Efforts not specifically included in the Services Agreement would require Professional Services to implement.

Examples include:

- ▶ Development of custom policies
- ▶ Custom integrations with unsupported integration targets, e.g., Git, Zendesk
- ▶ Integration with third-party products

Certifications and Audit Reports

Copies of the current PCI DSS Attestation of Compliance and the SOC 2 audit for ExpertOps Service are available upon request under a non-disclosure agreement.

ExpertOps VM Service Task Descriptions

Note: See table below for the features that apply to each service tier.

Key Roles

Customer Lead

Primary point of contact for the customer who provides guidance to the Tripwire Managed Services Engineer and Strategic Consultant on asset configuration, classification and priorities, and compliance policies to be monitored. This individual will receive status reports and updates from the Managed Services Engineer.

Tripwire Managed Services Engineer

Primary administrator of the ExpertOps Service for the customer; responsible for regular operational and maintenance activities.

Tripwire Service Delivery Manager

Primary point of escalation within Tripwire; responsible for the management and delivery of all ExpertOps Service accounts, and the successful execution of all standard activities; works with the MSE and the Customer Lead to establish strategic goals for Customer and Tripwire.

Tripwire Strategic Consultant

Dedicated Tripwire expert who partners with Integrated Strategy tier customers to develop forward looking, customized operational use plans and delivers best practice recommendations.

Onboarding Support

ExpertOps will provide Onboarding Services based on the Services Agreement.

Management

Console Maintenance

As part of ongoing application maintenance, Tripwire periodically releases patches addressing emergent issues affecting our vulnerability management solution, and updates with product improvements. The MSE will coordinate the timing of the implementation of patches and updates with the Customer Lead. The vulnerability management solution implementation must be kept within one release of the current release.

Vulnerability Definitions Updates

Tripwire frequently provides updated vulnerability definitions to address newly discovered vulnerabilities. The MSE is responsible for keeping the vulnerability definitions up to date with the latest available from Tripwire.

Scan Devices Onboarding

Scan devices, like the proxy appliance, need to be installed in the customer environment. The number of scan devices will depend on the customer's network topology. The scan devices can be delivered as virtual or physical appliances.

VM Scan profiles

Scan profiles define the protocols, ports, and methods for scans. Scan profiles also define scan schedules. Networks to be scanned and devices to perform scans are not defined by the scan profiles. Scan profile templates are provided at all service levels.

Service Status Updates

On a frequency aligned with the service tier (monthly or weekly), a status report will be delivered to the Customer Lead and the Tripwire Service Delivery Manager. This report will contain a high-level overview of the daily and weekly activities completed. This report will also include any noteworthy issues encountered (with resolution, if any), event tickets created, and status of change requests submitted by the customer.

Proxy Maintenance (*Hosted Only*)

A proxy virtual appliance is required by the ExpertOps service to serve as a secure gateway between the customer's environment and the Tripwire hosted environment. This proxy appliance is typically deployed to a customer's DMZ that has IP and port limited access to the customer's environment.

- ▶ **Proxy onboarding:** A proxy deployment in the customer's environment is the responsibility of the customer. This will typically require augmentation of firewall rules and processor, memory, and disk resources provided from a customer's virtual host. The number of proxies required will depend on the customer's physical network configuration. Additional details on proxy requirements are available in the ExpertOps Onboarding Checklist.
- ▶ **Proxy updates (including Apps):** Once a secure link between the proxy appliance(s) and the Tripwire hosted solution has been established, updates to the proxy device will be maintained by the customer with binaries provided by Tripwire.

Asset Onboarding

Additional monitored assets can be added during the ExpertOps service term with a purchase order. The MSE will review any new assets that are added and, upon guidance from the Customer Lead, classify the assets for monitoring and reporting using the appropriate tagging.

Client Requests


Customer configuration or informational requests will be made through the ExpertOps Service Center. The number of requests included in ExpertOps Service varies by ExpertOps Service tier.

User Management

To support effective separation of duties within the customer environment, Tripwire Enterprise offers full role-based access control. There are several built-in roles that can be assigned to individual users; additional custom roles can be constructed as well. Customers may request additional user access through the ExpertOps Service Center. ExpertOps also supports integrating with Customer ADFS to utilize SSO authentication.

Dashboard and Reporting Maintenance

The standard ExpertOps implementation includes standard reports, created, and configured by the MSE based on direction from the Customer Lead. The MSE will adjust the standard reports from



time to time at the Customer Lead's request to keep pace with the customer's changing environment and monitoring needs.

Dashboard and Report Creation

For customers at the Managed Services and Integrated Strategy tiers, ExpertOps Service includes creating new reports and dashboards at the Customer Lead's request to keep pace with the customer's changing environment and monitoring needs.

Monitoring

Implementation Monitoring

As with any enterprise-class application, Tripwire software benefits from occasional maintenance activities and performance review. The Managed Services Lead will regularly review the operational metrics of the solution and make any adjustments or corrections considered necessary or advisable.

- ▶ **Application health monitoring:** Tripwire will monitor applications provided by Tripwire as part of this service. Tripwire will notify the customer in the event of a complete loss of a service.
- ▶ **Customer environment health:** Tripwire will monitor the health of the customer's environment that is necessary for the communication between the Tripwire service and the assets. This would include any Tripwire supplied appliances.
- ▶ **Tripwire hosted environment health:** Tripwire will monitor the hosted infrastructure including the supporting database and VPN terminus at the hosted solution site. Tripwire will notify the customer in the event of a complete loss of a service.

Asset Health

Tripwire will verify that all monitored nodes are communicating with the TE Console on a daily basis and will verify that the monitored nodes are completing their scans as expected. Tripwire will analyze node health error conditions and provide tactical troubleshooting assistance to improve the completeness of monitoring results. Any identified errors or unexpected behavior will be investigated and remediated by Tripwire with the guidance and assistance of the Customer.

Management Console Health

The ExpertOps team monitors the management console to ensure successful scan completion and will notify Customer of any gaps in scanning. In addition, the MSE will regularly review the schedule to ensure devices are scanned at compliance defined cadence. The MSE is also responsible for ensuring report creation and delivery.

Scan Device Health

Distributed scan devices will be updated by the MSE following a new release of software. The MSE will also monitor the status of the scan devices and alert the customer if a scan device fails.

Proxy Appliance Health (*Hosted Only*)

The proxy appliance is the gateway to the Tripwire ExpertOps service. The proxy resides in or close to the customer's network. The proxy appliance is virtual and is hosted by the customer. The MSE can monitor the proxy appliance via the TE Console. The MSE will work with the customer to ensure the availability of the proxy appliance as it is a key component of the service.

Report Distribution

As part of a standard implementation, customers will receive reports delivered on a regular basis. To ensure consistent distribution, the MSE will review all scheduled report executions and verify that the reports have been run.

Agent Maintenance

Tripwire provides new versions of its agent to support new features and operating systems as well as to address security and functionality issues. Agents should be kept up to date with the latest version appropriate to the customer's operating system. Tripwire will confirm the proper agent versions to use and stage those versions in the Tripwire console. Where possible, Tripwire should use the console's push functionality to upgrade the agents in place with proper approval from the customer. Tripwire will assist the customer to update any agents that cannot be upgraded by a push from the console.

Active Scan Setup and Completion

The MSE will configure and schedule scans based on customer requests and monitor those scans for success. The customer will receive alerts about failed scans. Scan outcome reports are available by request.

Operational Incident Handling

Tripwire will interface directly with the customers to address incidents with applications provided by Tripwire. If Tripwire determines the issue is related to the functions of Tripwire provided applications, Tripwire will track and resolve the incident as predefined by our SLA.

- ▶ **Service requests from customers:** Tripwire will collect requests directly from the customers. Customers will be responsible for entering a ticket into Tripwire's ExpertOps Service Center. Tripwire will be responsible for confirming the resolution and communicating status and completion back to the customer.
- ▶ **Ticketing monitoring/resolution:** Tripwire will track the service request in its ticketing system. Updates to ticket status will be available in the ticketing system and via e-mail when updates to the request are made. Depending on the severity of the ticket, different service level agreements will apply.

Business Process Integration

Change Reconciliation (Promotion)

The customer is ultimately responsible for the promotion of changes discovered by rules approved by the customer. The customer may submit formal documentation for criteria to allow the MSE to promote some or all changes on their behalf. Tripwire can also perform promotions if provided the documented criteria from the customer.

Regulatory

Audit Contribution

The MSE will provide assistance gathering application data necessary for audit preparation. In collaboration with the customer, the MSE will produce tailored reports to support audit requests. Depending on the scale of the requested reports, this may represent an additional cost provided by Professional Services.

Analysis and Problem Support

Defect Support

Problem resolution for the Hosted service tier will be managed via the Tripwire Customer Center during business hours according to Tripwire's then-current Support Policy. The Managed Services Engineer will coordinate problem resolution for customers in the Managed Services and Integrated Strategy service tiers.

Reporting

Dashboard

A portal will be provided for customers to interact with the scan results. Dashboards can be customized, and reports can be generated and downloaded directly by the customer from this portal. Dashboard reports can be scheduled and sent directly to the customer.

Reports

More detailed reports can be requested by the customer and created by the MSE for customers in the Managed Services and Integrated Strategy tiers. These reports will be shared directly with the customer.

Operational and Performance Reviews

Service Performance Reviews

The MSE will conduct a periodic review, based on the Master Agreement, of the Tripwire environment to audit configurations, reporting, dashboards, and integrations. This is to ensure that there is a continuous cycle of improvement and optimization in the managed Tripwire environment. The service review will also include an overview of all event tickets, change requests and achievements towards SLA attainment.

Operational Use Plan Update

For Integrated Strategy tier customers, the MSE will make recommendations for updates to the Operational Use Plan, based on the Master Agreement, to allow the customer to maximize the automation capabilities that Tripwire's vulnerability management solution can provide. This can range from security and event alerting practices to change management process integrations to audit prep activities. Guidance starts during the implementation process and extends during the ExpertOps Service term. Working closely with the customer, the Tripwire Strategic Consultant will establish an Operational Use Plan that will provide a guide to the MSE in the following areas:

- ▶ Priority systems
- ▶ Event ticket creation procedures
- ▶ Promotion and waiver creation procedures and guidelines
- ▶ Agreement on tuning rules and preferences for notification (change management practices)
- ▶ Platform ownership
- ▶ Integration ownership

CISO and Executive Review

For Integrated Strategy customers, the MSE will provide a quarterly report to key customer stakeholders that will include deployment health statistics as well as an overview of achievements towards the customer's objectives. This report will provide insight into the ongoing improvement and utility of the Tripwire environment. This report will provide insight into the ongoing improvement and utility of the Tripwire environment.

Service Description Updates

Tripwire reserves the right to update or otherwise change these Service Descriptions from time to time. Any changes to these Service Descriptions shall be effective upon publication by Tripwire, by way of posting such changes at: <https://www.tripwire.com/legal/managed-service-terms/>

Specific Services Included in Each Tier

Features	Hosted	Managed Services	Integrated Strategy
Management			
Application Maintenance	Included	Included	Included
Content Maintenance	Included	Included	Included
Service Status Updates	Monthly meetings	Weekly meetings	Weekly meetings
Service Plan Development	Included	Included	Included
Asset Onboarding	Included	Included	Included
Client Requests	24 hours/year	20 hours/month	Unlimited
Report Creation and Maintenance		Included	Included
Monitoring			
Application Health Monitoring	Included	Included	Included
Report Distribution		Included	Included
Scan Runtime Monitoring		Included	Included
Regulatory			
Audit Assistance		Included	Included
Management Consulting			
Service Performance Reviews	Annually	Every six months	Upon request (recommended every six months)
CISO + Executive Review			Included
Operational Use Plan Update			Quarterly
Analysis and Problem Support			
Software Support	Tripwire Customer Center	Tripwire Customer Center + Managed Services Engineer	Tripwire Customer Center + Managed Services Engineer
Reporting Analysis		Included	Included

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