



Service Definition

ANS Protect EDR

1. Operational Services

1.1. Terms and definitions

The definitions used in the Terms shall have the same meaning when used in this Service Definition. The following additional terms used in this Service Definition are defined as follows:

Term	Definition
Alert	means the creation of a notification in relation to a Security Event that is not yet determined as malicious or harmful or a Security incident
ANS Glass	the portal where the Customer can log/view Service-related tickets, alerts and performance dashboards.
Artificial Intelligence	computer systems able to perform tasks normally requiring human intelligence.
Business Critical Incident	Incidents that cause complete outage or failure of systems or services identified by the Customer as crucial to normal business operations.
Change	the addition, modification, or removal of anything that could have a direct or indirect effect on the Service.
Containment	the process or implementation of a defined action as part of a strategy, during the handling of a Security Event that aims to minimize the scope of the Security Event and contain the effects of unauthorised activities within the environment.
Co-Managed	a partnership between the Customer and the Supplier to manage tooling, where the Supplier brings subject matter expertise to support effective operations.
Customer User	a User within the Customer organisation identified as entitled to receive the Service.
Detection	the platform capability to detect a threat or Security Incident for which a response is required.
Digital Forensic Incident Response	to identify suspicious activity on the networks, determine who is creating the problem, contain the incident, and take steps to safeguard their infrastructure to prevent similar attacks in the future.
EDR	Endpoint Detection and Response (EDR) is a tool that detects, investigates, and responds to advanced endpoint threats.
Emergency Change	a Change required in order to resolve or implement a tactical workaround for a P1 incident.

Emergency Hours	17:31 to 08:59 Monday to Friday including bank holidays in England and 17:31 Friday to 08:59 Monday including bank holidays in England and all of Saturday and Sunday in England.
Endpoint	Endpoints are physical or virtual devices that create entry and exit points for data communication on a network. This definition refers to desktop computers, laptop computers and servers.
Eradication	the removal of suspicious or unauthorised resources in efforts to return the account to a known safe state. The eradication strategy depends on multiple factors, which depend on the business requirements for the Customer's organisation.
Fully Managed	outsourcing the management and delivery of technical systems to the Supplier.
Incident Response	the actions following the declaration of a Security Incident. This includes implementation of Containment measures where applicable, assessing risk and impact and Customer notification as per the Supplier's Security Incident Management process.
Item	a server, device, endpoint or application source for which a vulnerability or Security Event can be discovered.
Lessons Identified	are opportunities for improvement to develop preventative controls or response actions in relation to cyber risk controls.
Machine learning	Machine learning is an application of artificial intelligence that provides systems the ability to automatically learn and improve from experience without being explicitly programmed.
Major Security Incident	a significant Incident that has impact to multiple or critical IT systems that requires a combined, multi-team approach to resolve.
Malware	software or applications that seek to disrupt, damage, or gain unauthorized access to a computer system and compromise the organisation's operational functions.
Managed Services Handbook	document provided by the Supplier to provide the Customer with key supporting information regarding Managed Service provision.
Normal Business Hours	09:00 - 17:30, Monday to Friday (excluding bank holidays).
Project Change	Change delivered by way of the Supplier's Professional Services.
Recovery	the action of this phase is to bring affected systems back into the production environment carefully, as to ensure that it will not lead another Incident.
Remediate	actions to reverse, stop damage, improve or correct the actions affecting the IT environment.
Response	is the action taken by the Supplier to acknowledge Alert/s and begin an investigation into the status of the Alert/s.
Security Event	any observable occurrence in a system or network that could indicate a potential security issue.

Security Incident	an unplanned Security Event that leads to an actual or potential breach of Security Policy or the security controls in place to protect data or systems.
Security Incident Management Process	A structured approach to identifying, managing, and resolving security incidents using recognised security frameworks as guidance (Identification, Containment, Eradication, Recovery, Lessons Learned).
Service Desk	the primary point of contact between the Customer Users and Supplier for all Incidents and Service Requests.
Service Operation	the service is operated 24x7.
Service Request	a request from a Customer User for information, advice, or for access to a Service. A Service Request is also a request to execute a standard change.
SOC Analyst	an analyst working in the Security Operations Centre with security based technical skills who can analyse the data surrounding a Security Event.
Standard Change	a pre-authorised Change that is low risk and follows a documented process for implementation
Table of Capabilities	the table contained in annex 1 to this Service Definition which articulates the scope of Services and details locations, platforms, devices and applications within scope for management by the Service.
Threat Intelligence	Information of the intent and capabilities of malicious cyber threats, including the actors, tools, and TTPs, through the identification of trends, patterns, and emerging threats and risks, in order to inform technical detection tooling or to provide timely warnings;
TTPs	Tactics, Techniques, and Procedures being structured framework for understanding, analysing, and responding to cyberattacks by detailing the strategies, methods, and specific actions used by adversaries.
Vendor	the third party software provider.
Vulnerability Intelligence	consolidation of data from multiple sources giving a contextualised assessment of organisational risk arising from identified vulnerabilities.
Vulnerability Scanning	assessment of the organisations' assets in relation to known vulnerabilities.
Workload	Servers either databases, web applications, domain controllers, file servers etc
Working Day	8.5 Normal Business Hours.
24x7	24 hours a day, 7 days a week.

2. Overview

ANS Protect EDR is designed to protect the Customer from modern cyber threats such as malware, and ransomware attacks. The service provides Managed Endpoint Detection and Response (EDR), coupling an automated policy for response and remediation with access to Supplier Service Desk for operational support.

2.1 A summary of the Service is as follows:

- 2.1.1 Management of supplied detection and response tooling;
- 2.1.2 Configuration of automated response features;
- 2.1.3 Automated Incident Response and Containment;
- 2.1.4 Endpoint monitoring, anomaly detection and Threat Intelligence;
- 2.1.5 Ticket support via Glass portal;

2.2 Service wrap summary:

- 2.2.1 Automated response and Remediation through policy configuration and automation for response and Remediation;
- 2.2.2 Policy creation and management;
- 2.2.3 Operational system management and support of associated platform and agents used by the technology to deliver the Service;

3. Scope

3.1 The Supplier will;

- 3.1.1 configure relevant policy rules and security settings;
- 3.1.2 manage the Alert signals and proactively tune the system to reduce false positives;
- 3.1.3 conduct automated analysis and investigation of the Security Events generating the Alerts to determine the nature and status of the events;
- 3.1.4 provide automated Containment and eradication responses to the detected threats;
- 3.1.5 initiate automated Containment actions at the first indication of suspected or actual malicious behaviour;
- 3.1.6 use reasonable endeavours to deliver a containment response in a timely manner;
- 3.1.7 fully manage the technical security solution provided to the Customer as described in the Table of Capabilities;
- 3.1.8 provide engineering support to maintain the Service and deal with complex technical issues;

4. Hours of service

- 4.1 Normal Business Hours are 9am to 17:30pm Monday to Friday (excluding public holidays in the UK);
 - 4.1.1 Service is available 24 hours a day, 365 days per year.

5. Service Desk Contact Details

The Service Desk can be contacted via:

Telephone	0333 0142 999
ITSM Portal	https://ans.glass/

Additional contact details (where available) can be found within the Managed Services Handbook.

6. Service Levels, KPIs and Service Credits

Category	Service Level Target	Minimum Service Level	Service Credits
P1 Incidents	100% of Incidents will be responded to within 30 minutes.	100%	1st Incident missed response time will attract a 5% Service Credit. A 2nd Incident missed response time will attract a 10% Service Credit.
P2 Incidents	100% of Incidents responded to within 1 Hour.	Service credits apply from 2 nd failure within a calendar month	1st Incident missed response time will attract a 0% Service Credit. 2nd Incident missed response time will attract a 5% Service Credit. 3rd Incident missed response time will attract a 10% Service Credit;

Service Credits are calculated as a percentage of the monthly Base Charge and in any event, shall not exceed 10% of the monthly Base Charge in the month that the Service Credit arose.

Where a Service Credit is due, it shall not accumulate with any other Service Credit and only one Service Credit can be offered within the monthly period.

A miss on the agreed time is only applicable to the month that the miss occurred.

7. Customer Responsibilities

The Customer will:

- 7.1 provide the Supplier with technical access and relevant permissions to deliver the Service under the scope of service, including providing the Supplier with authorisation and technical access to enable automated response for Containment;
- 7.2 attend any Service orientation calls at the start of delivery of the Service, providing required information to support the successful implementation of the technical infrastructure;

- 7.3 assist the Supplier in the remediation of issues that may prevent operation of this Service;
- 7.4 will advise the Supplier two (2) working days in advance of any penetration testing or additional vulnerability scanning so that the Supplier can apply the relevant context to the Alerts;
- 7.5 submit all Service Requests to the Service Desk, by means of the telephone or electronically by one of the designated named Customer's contacts;
- 7.6 attend meetings scheduled at mutually convenient times;
- 7.7 inform the Supplier, with a minimum of 5 working days' notice, of any change that may impact the operation of the service;
- 7.8 provide out of hours contact details for nominated individuals in order to be notified of any relevant Security Incident and provide Customer representation on incidents;
- 7.9 update the Supplier of changes to nominated individuals on the Customer's account and associated contact details;
- 7.10 support the Supplier with timely decision making in order to enable the appropriate countermeasures to a Security Incident to be deployed or enacted;
- 7.11 will not hold the Supplier liable for any highly sophisticated or advanced threat actor attack that may occur that goes undetected by the tooling;
- 7.12 will not hold the Supplier liable for any impacts of a malicious attack by any third party or malicious insider;
- 7.13 apply all reasonable remediation recommendations to the in-scope environment. Where this is not implemented by the Customer within a reasonable time, the Supplier may increase the charges to accommodate for additional time and effort to detect and remediate recurring Security Events and Incidents. Standard Rate Card will apply;
- 7.14 acknowledge and respond to incidents escalated by the Supplier with individuals nominated by the customer to be included in the Security Event notification process;
- 7.15 provide reasonable availability of customer representative(s) when resolving a security related incident or request.
- 7.16 ensure that all Customer Supported Assets are appropriately licensed and have Supplier recommended hardware/software and vendor support in place;
- 7.17 Ensure that all packages are maintained and managed unless the Customer has subscribed to a package management service;
- 7.18 ensure an on-going availability of suitable internet connection (if not provided by the Supplier);
- 7.19 report Business Critical Incidents via telephone only. The Supplier cannot offer the Service Levels or Service Credits for Business-Critical Incidents raised via email.
- 7.20 pre-authorise the Supplier to make changes to the Detection ruleset and policies without a Change Request or written Customer agreement. The Supplier will always act in good faith in implementing or tuning the rules to provide the best prevention, detection and response services to the Customer;

- 7.21 acknowledge any changes by the Customer that disrupt the Service will be subject to Additional Service Charges, at the Supplier's Standard Published Rates, to rectify and remediate;
- 7.22 The Supplier will not proceed without the Customer's authorisation where Additional Service Charges are to be raised. The Customer shall be liable for such Additional Service Charges and any consequential liability where the Customer does not authorise the Supplier to proceed with the additional work.

8. Assumptions

- 8.1 All Customer Supported accounts covered by a valid software maintenance and support agreement in line with applicable Service Levels.
- 8.2 All Customer Supported Assets are in a valid supported configuration at the Commencement Date.
- 8.3 All Customer specific pre-requisites have been completed before the Commencement Date.
- 8.4 The Customer will provide resource to work with the Supplier to on-board the Service, and assist with maintenance tasks as required.
- 8.5 The Service is agreed on the principle of an acceptable use limit. The Customer may be liable for some Additional Service Charges based on any spikes in consumption due to Customer activities.
- 8.6 provide Emergency Change guidance as required to remediate Security Incidents and in the event of a significant and/or destructive Security Incident, the Supplier may need to apply a short-term Containment action before formal Customer approval is received. The Supplier will act in good faith and the Customer will not hold the Supplier liable for any of these actions or variable outcomes;

9. Exclusions

The following are listed as exclusions to the Service:

Note - This list shall not be considered complete or exhaustive and the applicable Terms should be consulted;

- 9.1 Issues resulting from misconfiguration by the Customer of the Customer Supported Assets and scope of service, resulting in impact to the Service;
- 9.2 Issues resulting from failures in maintenance/administration by the Customer of the scope of service resulting in impact to the Service;
- 9.3 Issues resulting from unauthorised access by the Customer of the scope of service;
- 9.4 Issues create by the Customer on systems that affect the scope of service that impact the ability for the Supplier to deliver the Service;
- 9.5 End user or 1st line support;

- 9.6 Technical advice to any persons not listed as a named contact on the Customer's account;
- 9.7 Failure to meet SLA due to public cloud provider outages;
- 9.8 Project Changes are excluded from the Service and will be subject to Additional Service Charges. Project Changes are recorded within ANS Glass for informational and approval purposes only;
- 9.9 Emergency Changes that are not a direct output of a Priority 1 incident may be subject to Additional Service Charges;
- 9.10 Existing compromises prior to being live in service with the Supplier will be treated as a chargeable project to remediate in order to be accepted into service;
- 9.11 The Customer's technology failing to respond to an execution command initiated by the Supplier to a Containment activity;
- 9.12 The Supplier does not provide vendor integrated Digital Forensic Response retainer Services;
- 9.13 Work done by the Supplier on the Customer's environment remains the intellectual property of the Supplier;
- 9.14 The Supplier does not share any intellectual property created in support of the Service with the Customer;
- 9.15 The service is not an IT Operational service monitoring or problem identification service and is not responsible for IT operational under performance issue identification;
- 9.16 If the Customer requires the Supplier to provide onsite hands and eyes support, then this will be subject to Additional Service Charges.
- 9.17 The Supplier will refer any actions or activities required that are outside of the scope of the Services to the Customer with options for consideration and decision making. This may involve additional project work or professional services and Additional Service Charges;
- 9.18 The Supplier will not include Digital Forensic Analysis where Incident Management is provided. Advice and guidance will be provided on selection of specialist 3rd party expertise;