

## **SilverSky Proprietary**

### **Email Data Loss Prevention – Quarterly Security Checkpoint Consultations [Essential Level]**

**Applied to S-200-2758**

#### **Service Overview**

The SilverSky Email Data Loss Prevention (DLP) Security Checkpoint solution described below covers the ongoing quarterly consultative security reviews. As threats evolve over time, so will the techniques available to combat those threats. This solution is designed to enhance your ability to comply with regulatory and security requirements for email protection by leveraging automated policies on a continual basis to detect and prevent email data loss and/or leakage.

#### **SilverSky DELIVERABLES:**

The Deliverables are comprised of quarterly (i.e., once in every 3 month period) consultations with a Professional Services Security Consultant totaling up to two (2) hours each quarter.

#### **Quarterly Security Checkpoint Consultative Review**

A Security Consultant will work with you to determine a recurring quarterly schedule to perform your Security Checkpoint consultative session. Each quarterly review includes a collaborative performance review of up to an hour between you and a SilverSky Professional Services Security Consultant. During each collaborative review we will:

- review the efficacy of your existing rules
- identify policy adjustments you may need to make
- provide new recommendations based on our knowledge of the current threat landscape

In addition to the collaborative review outlined above, another hour per quarter of consulting support will be available to implement any changes based upon the findings in the performance review session. Unused consulting hours expire at the end of each quarter and will not carry over to subsequent quarters.

#### **CUSTOMER OBLIGATIONS:**

1. Creating and managing your organization's specific business DLP rules/policies within the Security Management Console
2. Managing the administrative quarantine (if applicable)
3. Scheduling reviews and consulting support hours with a SilverSky Professional Services Security Consultant

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### OUT OF SCOPE:

1. End-User training
2. End-User support from our Deployment team

### SCHEDULE:

1. The SilverSky Professional Services team is available to perform described work above during the following business hours:
  - i. Monday through Friday, 8am MT – 5pm MT - This excludes all SilverSky recognized holidays.
  - ii. Optional Additional Support: Professional Services Security Consultant support services (in excess of the hours included in the solution as described above) will be available on an ongoing basis at the rate of \$225 per hour (1 hour minimum). You must contact SilverSky customer support to arrange for additional consulting.