

Digital Forensics Incident Response Knowledge Transfer

1 Overview of the Service

This service enables the client to learn from trained DFIR consultants to improve their ability to respond to an incident and improve their overall response maturity.

1.1 Technologies for the DFIR Service

- (a) The tools stated within this list may be used with NTT’s sole discretion at no additional cost to the Client, the Client agrees to abide by any required End User License Agreement:
 - (i) MixMode Network Sensor – Network Packet Capture
 - (ii) Forensic Toolsets (FTK, EnCase, X-Ways, Axiom Cyber)
- (b) NTT may exchange this software and require the Client to execute a new End User License Agreement in its sole discretion.

2 Client Responsibilities

- (a) **Point of contact:** The client will appoint a primary point of contact for NTT personnel to liaise with throughout the engagement to gather environment & tool-specific information (e.g. network diagrams, configuration details), Schedule and conduct workshops, updates, and support the successful completion of the knowledge transfer. The primary method of communication will be email.
- (b) **Remote Environment Access:** The client will provide access, as required and in the format and method requested by NTT, to their network or other required assets for the purposes of the knowledge transfer.

3 Service Specific Operations

Task	Description
Remote Scoping	Remote session to understand and further explore the Client's requirements for knowledge transfer. Documenting the specific areas that will be covered (e.g. specific tools, processes or technology).
Remote Workshop(s)	Depending on the scope, the NTT DFIR consultants will conduct a workshop utilizing the NIST framework to support the development and knowledge sharing of specific DFIR elements.

3.1 DFIR Retainer Hours

- (a) *This section is out of scope for clients acquiring this service as a standalone offering.*
- (b) NTT enables clients that have selected Gold and Platinum DFIR retainer packages to utilize unused retainer hours towards the deployment of this service. These clients can utilize this service anytime within their contracted term (up to the last 60 days) and are strongly encouraged to do so.
- (c) Gold clients can use **no more than 50%** of their unused retainer hours towards additional IR-related services. The balance of unused hours must meet or exceed 40 hours to deploy this service.
- (d) Platinum clients **can use 100%** of their unused retainer hours towards this service. The balance of unused hours must meet or exceed 40 hours to deploy this service.

4 NTT DFIR Deliverables

The main deliverables for this service include:

Deliverable Summary	Deliverable
Knowledge Transfer Documentation	Documentation (Microsoft (MSFT) Word / PowerPoint) including any relevant material that has been used during the workshop sessions.

5 Billing

Standalone: Charges shall be based on a fixed fee for the work to be carried out, no more than 40 hours. Any additional labor shall be billed at NTT’s current list rate for DFIR. Any further investigation, remediation or forensic activities that may be required will be charged separately as agreed via a new statement of work.

Utilizing Gold or Platinum Retainer Hours: A client can utilize their unused retainer hours as a means of payment for the service. A total of 40 hours will be deducted from the clients remaining DFIR retainer hours, subject to the limitations above.

6 Limitations

- (a) The knowledge transfer will be carried out via remote means only and no onsite delivery will occur.
- (b) The knowledge transfer engagement will provide guidance and training only and no DFIR tools or ongoing support will be provided beyond the engagement conclusion.

- (c) Any support/knowledge transfer for Client DFIR tooling is out of scope unless explicitly defined in the statement of work.
- (d) The knowledge transfer engagement will last no longer than 40 hours or a shorter time specified in the SOW.

7 Service Transition

Deliverable Summary	Deliverable
Kick-off to introduce the service and confirm details	Remote workshop (Video Teleconference (VTC), e.g., Microsoft Teams) and kick-off deck (MSFT Word / PowerPoint) providing details of the engagement and confirmation of the scope.

8 Service Transition Out of Scope

Any actions not specified within the service transition scope.

9 Out of Scope

- (a) Any activity not specified as in scope.
- (b) The provision of any tooling to support DFIR activities beyond the conclusion of the engagement.
- (c) On-going DFIR support or training beyond the conclusion of the engagement.
- (d) Any detection, remediation, and recovery activities.

10 Service Specific Terms and Conditions

The following terms and conditions apply to this Service Description and any dependent thereon, and specifically supersede any conflicting terms and conditions in any other agreement between the parties.

- Client warrants that it has obtained all consents necessary for the data to be collected and used on its behalf for compromise assessment and that it has a legal basis for requesting such information (excluding consents from NTT employees and agents) and shall indemnify, defend and hold harmless NTT for the use of this information for this Service.
- Client expressly agrees to enable the deployment of NTT DFIR tooling within the clients environment if required
- All data related to the investigation will be deleted 90 days after the conclusion of the investigation, unless expressly requested otherwise. All costs associated with storing data beyond this time will be billed to the client.
- NTT shall own all rights, title and interest to any Work Product, Intellectual Property, code or otherwise, developed as part of this Service. In the event Client provides any ideas, suggestions, improvement, Work Product, Intellectual Property, code or otherwise as a suggestion, improvement or otherwise required to enable this Service, Client hereby assigns all rights, title and interest to NTT. Client expressly agrees to the use of Third Party and Open Sources components and services in this Service and agrees to abide by all required terms and conditions of any third-party product.
- No Control Rule compliance will be included in this Service. This Service Description and Service may be cancelled at any time, in NTT sole and absolute discretion. NTT reserves the right to replace, change, alter, or not provide any third-party software required to perform the Services and any Service that depends on those items may be terminated by NTT.
- An investigation will be conducted, which may include deployment of analytical tools or transfer of forensic images to regional forensic processing servers (in line with local data processing regulations/compliance requirements).
- NTT will use a blend of on-shore and off-shore resources to securely deliver the service unless directly requested or legally complied not to. Any additional costs associated with 100% on-shore or a change in the delivery will be charged to the client accordingly.