

Digital Forensics Incident Response Plan Gap Assessment

1 Overview of the Service

NTT DFIR Consultants will collaborate with an organization’s Information Technology (IT) and/or Security Operations Centre (SOC) teams to evaluate how incident response is currently handled when responding to security alerts, major incidents, and breaches.

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 specific information (e.g. existing incident response plans and other IR-related material), schedule and attend workshops, and support the successful completion of the IR Gap Assessment. The primary method of communication will be email.
- (b) **Required Materials:** The Client will provide the materials reasonable requested by NTT.

3 Service Specific Operations

Task	Description
IR Plan Baseline	Conduct a remote workshop(s) with the client to run through their existing IR Plan and establish a baseline
Peer Benchmark	Conduct a rapid peer benchmark using peer insights
Future State IR Plan	Define a high-level future state IR Plan in line with the client's wider security strategy, budget and resource constraints, threat landscape, and peers.
Gap Analysis	Conduct and document a gap analysis from the client's existing IR plan baseline, peer insights, and the agreed future state.
IR Gap Assessment Report	Define and document a final gap assessment report.

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
Final Report	Report in Microsoft (MSFT) Word / PowerPoint documents gaps found within the IR plan, benchmark results, and prioritized recommendations.

5 Billing

Standalone: Charges shall be based on a fixed fee for the work to be carried out, subject to the Limitations below, any additional hours shall be at NTT's current DIFR hourly rate. 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 client's remaining DFIR retainer hours.

6 Limitations

- (a) The IR Gap Assessment will be carried out via remote means only and no onsite delivery will occur.
- (b) The IR Gap Assessment will not go beyond the identification and prioritization of identified gaps within a client's IR Response Plan.
- (c) The IR Gap Assessment will last no longer than 40 Hours of work billed in whole hour increments.

7 Service Transition

Transition Summary	Overview
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Kick-off to introduce the service and confirm details	Remote workshop (Video Teleconference (VTC)) and kick-off deck (Microsoft (MSFT) Word / PowerPoint) providing details of the assessment.
Baseline & Future State Workshop	1x workshop to discuss the existing IR response plan, peer benchmark, and future state.

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) Any remediation or forensic activities that are required in order to address any identified gaps.

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 client’s environment if required
- All data related to the service 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.