

# Log Services – Sumo Logic – Managed Only

## 1. Definitions

“Cloud Services” means the collective cloud-based service offerings, including all services related to Log Services.

“Product Publisher” means the publisher of any third-party software utilized as part of the Log Services. In this case, the Product Publisher is Sumo Logic, Inc.

## 2. Service Description

eSentire’s Log Service – Sumo Logic – Managed Only is a service providing centralized log management with analysis, investigation and alerting based on log data leveraging Client owned and managed SIEM platform (the “Client SIEM”) integrated with the eSentire Atlas XDR platform to detect, hunt, and investigate IT security threats (the “Managed-Only Log Services”). The Client SIEM must be from a select list of vendors and implementation and tuning are required to enable integration with the Atlas platform.

The Managed-Only Log Services collect information from assets in Client network and cloud resources (the “Client Environment”) and monitors and analyzes that data for potential threats, unusual behavior, or other indicators of compromise. Suspicious activity detected is monitored by eSentire’s SOC on a 24x7x365 basis, initiating investigations and Client notification as required. The Managed-Only Log Services are fully managed and available on a subscription basis.

A subset of data collected, and usage of Client SIEM is designated for use for the Managed-Only Log Services (the “Service Scope”). Use of Client SIEM outside of Service Scope is the responsibility of Client.

## 3. Service Features

- 3.1. Log Collection. Managed-Only Log Services accept log data from a variety of sources, including syslog, Windows event log (WMI), flat file, and cloud applications and infrastructure. The set of supported log sources is under continuous improvement. Unsupported and/or custom log sources may be nominated for collection; creating support will be evaluated and scheduled on a per-case basis and is included in the Managed-Only Log Services. Alternately, Client may engage with their SIEM vendor to facilitate supporting log sources. Logs will be transported from Client environment to Client SIEM platform by one of multiple methods as appropriate:
  - Secure transport direct to SIEM platform via https or secure syslog;
  - Centralized collection in Client environment using eSentire-provided collector software installed on Client-managed hosts;
  - Agent software installed on each monitored host; or
  - Other collection capabilities as defined by Client SIEM.
- 3.2. Log Retention. Service Scope data must be retained for 365 days. All collected data is stored in Client SIEM. All alerts and metadata transported to eSentire’s Atlas platform for analysis and review are stored in eSentire’s cloud environment and is subject to administrative, physical, and technical safeguards. Upon termination of the Managed Only - Log Services, all collected data in the eSentire environment is securely destroyed or allowed to expire per standard policies while remaining under standard safeguards.
- 3.3. Data Access and Reporting. The eSentire Insight Portal is the primary Client interface to access the outcomes of MDR services, including Log. Insight portal provides an overview of Client’s security

posture and details on escalated alerts, ongoing investigations, service status and other information. For more detailed interaction with collected log data, Client retains direct access to their Client SIEM. This access includes self-service access to:

- Ad-hoc searches
- Scheduled searches
- Real-time and scheduled search alerting (direct to Client)
- Live dashboards
- API queries

3.4. Alerting Escalation. Collected log data may be subject to analysis by eSentire correlation rules, a continuously updating set of logic and intelligence for the purpose of creating alerts for SOC review. The set of eSentire rules will include industry best practices, the results of internal research and intelligence, and suggestions made by Clients.

The Client may also create additional alerting from log events for direct notification to Client personnel. Monitoring of these alerts are the responsibility of the client. eSentire reserves the right to limit custom alerting configuration to security uses cases and the log sources in scope of the Managed-Log Services. Out of scope activity is the responsibility of Client and Client’s SIEM vendor.

3.5. SOC Alerting and Investigation. Alerts for potential threats are processed, enriched, and delivered to eSentire’s SOC. eSentire uses the data from Managed-Only Log Services within the broader MDR Services, including other signals, threat intelligence, and investigations to determine the nature and severity of the threat and will notify Client according to defined escalation procedures and SLOs. Where other MDR services are in place, the SOC may execute proactive response actions.

## 4. Deployment, Maintenance and Support

eSentire Blue Team consulting and professional services are required for planning, strategy, and integration of Client SIEM into the Managed-Only Log service. The SIEM will be evaluated for general health, availability and current configuration and a project plan for integration will be created in collaboration with Client. The SIEM will be configured with eSentire-developed content such as rules, Runbooks, searches, and dashboards for the purposes of facilitating eSentire MDR services

Log data is explicitly nominated to be in Service Scope by source host or application. Scoping of the service is performed prior to sale to determine the contracted managed scope and quota, expressed in GB per day. The eSentire professional services in collaboration with Client will complete an inventory of all in-scope logging and auditing devices, applications and cloud services and assist with configuring data acquisition. Log data to collect will be prioritized by data types providing maximum service effectiveness.

The Managed-Only Log Services onboarding service time allocation varies by size of the SIEM instance. Hours are approximate and must be used in the agreed-upon project timeline. See the Blue Team Service Description for more details.

| Ingest Quota   | Approximate Deployment Time |
|----------------|-----------------------------|
| 1-5 GB/day     | 10 hours                    |
| 6-20 GB/day    | 20 hours                    |
| 21-99 GB/day   | 30 hours                    |
| 100-249 GB/day | 40 hours                    |
| >250 GB/day    | 50 hours                    |

Additional professional services time is available for a fee.

eSentire shall provide support to Client for both security and system issues related to data within Services Scope. eSentire will assume administrative control of the client SIEM in a co-managed model, sharing this responsibility with the client. All SIEM-specific related issues or issues for data outside Services Scope are the responsibility of Client and their SIEM vendor. The Managed-Only Log Services include ongoing maintenance and change service hours.

| Ingest Quota   | Support time    |
|----------------|-----------------|
| 1-5 GB/day     | 1 hour / month  |
| 6-20 GB/day    | 1 hour / month  |
| 21-99 GB/day   | 2 hours / month |
| 100-249 GB/day | 4 hours / month |
| >250 GB/day    | 8 hours / month |

**5.1 Included Activities**

- Define service scope, data collection requirements, retention policies
- Prioritize log sources by security/threat detection value
- Identify data sources and types for inclusion in MDR services
- Identify non-standard sources or collection methods
- Outline available Runbooks (relevant to in scope sources)
- Outline Runbook roadmap and processes
- Collect ‘custom’ requests
- Define and implement initial scope of standard runbooks, auto-notifications, dashboard charts and saved searches
- Ongoing operational tasks:
  - add new standard content created by eSentire, apply updates to existing content
  - adjust thresholds for existing content
  - update allowlists, denylists, lookup tables and other reference data
  - update contact info/escalation procedures
  - quota management; data filtering and tuning

**5.2 Available post-deployment for additional fees**

- Connect new type of data source
- Deploy new collector nodes, move collection transport in any way
- New charts or custom rules for a new type of data source
- Onboard acquired company or accommodate a major infrastructure overhaul
- New or significant change to customer security team, change in escalation procedures, change in working relationship

For additional details refer to the Blue Team Professional Services Service Description.

**5. Responsibilities**

| Function  | Client | eSentire    |
|---|--------|-------------|
| Threat Detection - content creation, evolution, and management (standard library) | I      | RA          |
| Threat Detection - deploy content   | I      | RA          |
| Threat Detection - content tuning   | A      | R           |
| Threat Detection- custom use cases  | RA     | R - limited |

| Function  | Client | eSentire    |
|---|--------|-------------|
| Threat Detection - submit new use cases to eSentire content teams         | I      | RA          |
| Threat Detection - Alert monitoring, analysis                             | I      | RA          |
| Threat Detection - Notification   | I      | RA          |
| Threat Detection - Resolution   | RA     | RA          |
| Threat Detection - Threat Intel integration                               | I      | RA          |
| System – SIEM setup   | R      | I           |
| System - Collector  | R      | I           |
| System - Usage (data quota) management                                    | RA     | C           |
| System - Data ingest tuning   | RA     | C           |
| System - End user training  | RA     | C           |
| System - User account management  | RA     | RA          |
| System - Operations and metrics use cases                                 | RA     | -           |
| System - Compliance use cases   | RA     | -           |
| System - Observability use cases  | RA     | -           |
| System - ad hoc search, report, and dashboards (outside standard library) | RA     | R - limited |
| Health - SIEM uptime & patching   | R      | I           |
| Health - Collector uptime & patching                                      | R      | I           |
| Health - General troubleshooting  | RA     | C           |
| Data - Source device logging config                                       | RA     | C           |
| Data - Resolving collection issues  | RA     | C           |
| Data - Monitoring collection (in scope data)                              | I      | RA          |
| Data - Notification of lack of collection                                 | A      | R           |
| Data - Source Category definition   | RA     | C           |
| Data - Verify data correctness (for in scope data)                        | RA     | C           |

R = Responsible; responsible for action and implementation. Responsibility can be shared.

A = Accountable; ultimately answerable for the activity or decision. This includes "yes" or "no" authority and veto power.

C = Consulted; typically, the subject matter experts, to be consulted prior to a final decision or action.

I = Informed; needs to be informed after a decision or action is taken.

In addition, Client is responsible for:

- Working with eSentire staff to enumerate and define in scope log sources and the required service level for each
- Ensuring changes to logging applications or their collection is communicated to eSentire
- Designating a project coordinator to work directly with and serve as the primary Client contact with eSentire for the term of the Log Services
- Client’s choice of equipment, systems, software, Cloud Service providers, and online content
- Providing the necessary resources, information, documentation and access to personnel, equipment, and systems, as reasonably required by eSentire, to allow eSentire to perform the Services.

In the event Client fails to perform its obligations in the time and manner specified or contemplated above, or should any assumption set out herein with respect to the Managed-Only Log Services fail to be valid or accurate, then eSentire will not be responsible for any related delay or damages.

## 6. Service Level Objectives

The ability for eSentire SOC to perform an investigation and assess whether a threat is malicious is dependent on a supported Collectors being installed on a licensed host in Client’s IT environment. The service levels contained on the Managed Detection and Response landing page are only applicable to hosts that are licensed as part of the service and are actively communicating with the Managed-Only Log Services.

eSentire will monitor the Managed-Only Log Services for potential threats and respond accordingly. When potentially malicious activity is identified, eSentire will perform an investigation and will respond according to the identified threat. Additional confirmation from Client may be needed depending on the information available to the analyst at the time of the investigation.

## **7. Exclusions**

The Managed-Only Log Services exclude the design, creation, maintenance, and enforcement of a security policy for Client.

The MDR service does not provide Emergency Incident Response including but not limited to deep Forensic Investigation, recovery support, Litigation Support, Disaster Recovery and Business Continuity Planning, and/or the quantification of the Business Impact, with respect to all customer assets, whether currently under Embedded Incident Response or not.