

Service Definition Document

EndpointX

EndpointX delivers cyber hygiene using Tanium, reducing the cyber risk of an organisation by improving the visibility, control and management of all devices as a preventative cyber measure. This means that the risk of compromise through ransomware, supply chain attacks, and conventional attacks can all be minimised.

Tanium

Tanium is a tool for preventative IT security.

Tanium provides unified visibility and management of endpoints. Tanium manages all Windows, Linux and Mac devices, both servers and workstations.

Tanium provides:

- Asset management & discovery (including software asset management)
- Operating system & software patching automation
- Configuration management & enforcement
- Vulnerability management
- Performance management
- Reporting & audit information

Service Support

endpointX can provide Tanium as a vanilla product, with a basic set up, right through to a managed service, where we automate patching and configuration, and are available to run, manage and train on the Tanium platform

Managed Service Levels

| Service Level | Simple Description | Services Provided by EndpointX |
|-----------------|---|--|
| Level 1 ("SL1") | Managed Platform Operation | EndpointX will respond to and resolving operational and performance issues with the Tanium platform |
| Level 2 ("SL2") | Managed Platform and Tanium Sysadmin | As above, however EndpointX will also provide system admin services for the Tanium platform focussed on configuration and deployment of the modules, implementing profiles, computer groups and other platform configuration as needed |
| Level 3 ("SL3") | Managed Platform and downstream managed service | As above, with the addition of EndpointX managing a downstream service such as patching for Customer using Tanium as a platform to enable this. |

Hosting Options

Tanium can be hosted in Tanium Cloud – a vendor provided cloud, in public cloud in AWS, Azure or GCP, in private cloud (ESXi) or on premise

Onboarding & Offboarding

endpointX will provide an onboarding service to assist rolling out the Tanium agent, setup and configuration of the platform, and training customer users. Offboarding comprises of uninstalling the Tanium agent, a data dump of requested data, and decommissioning of the Tanium platform

Technical Requirements

Tanium requires:

- an agent to be deployed
- access from that agent to the Tanium platform
- anti-virus exceptions for the Tanium service

Access Management

Tanium access management is managed through federation to a third party IDP such as Microsoft or Okta

Support Levels

| Issue Type | Simple Description | Detailed Description | Response Time Commitment (within agreed hours) | Supported Times for issue type |
|-------------------|---|--|--|--------------------------------|
| Priority 1 ("P1") | Service Outage / Major Downstream Impact | Tanium platform is not available including the platform UI not loading, or the impact of actions performed by Tanium are causing major impact to business critical systems, including bringing down business critical applications | 2 hours | 7am-7pm – Monday – Friday |
| Priority 2 ("P2") | Service Degradation / Minor Downstream Impact | Tanium platform is available, but responding intermittently, or some modules unavailable. Actions performed by Tanium are causing system degradation downstream. This covers UI not loading for certain modules, actions taken by a module not matching expected behaviour, downstream performance impact on many endpoints | 3 hours | 7am-7pm – Monday – Friday |
| Priority 3 ("P3") | General Operational Questions / Minor platform impact | Tanium platform available and working, but not behaving as expected, this covers the configuration of tanium not performing actions in the way that is expected, reports not loading correctly, UI and backed bugs that are not directly service impacting, and downstream performance impact on a small number of endpoints | 8 hours | 9am-5pm Monday - Friday |

Incident Management

endpointX runs a full service desk, so there is always someone available to answer questions, or help to resolve any issues with the service