

CYBERVAULT FOR DEDICATED BACKUP

RM1557.15 G-Cloud 15 (Lot 2a Infrastructure
Software as a Service)



Crown
Commercial
Service
Supplier



ISO
9001
Quality
Management

ISO
27001
Information Security
Management

ISO/IEC
20000-1
Information
Technology Service
Management

CSA STAR
Cloud Security

ISO
22301
Business
Continuity
Management

ISO
50001
Energy
Management

ISO
14001
Environmental
Management

BS
10012
Data
Protection

ISO
27017
Security Controls
for Cloud Services

CCS Approved Supplier:

RM1557.15 G-Cloud 15, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6190 Technology Services 4, RM1043.9 Digital Outcomes (DOS) v7, RM3825 HSCN DPS,
RM6094 SPARK DPS, RM6200 Artificial Intelligence DPS



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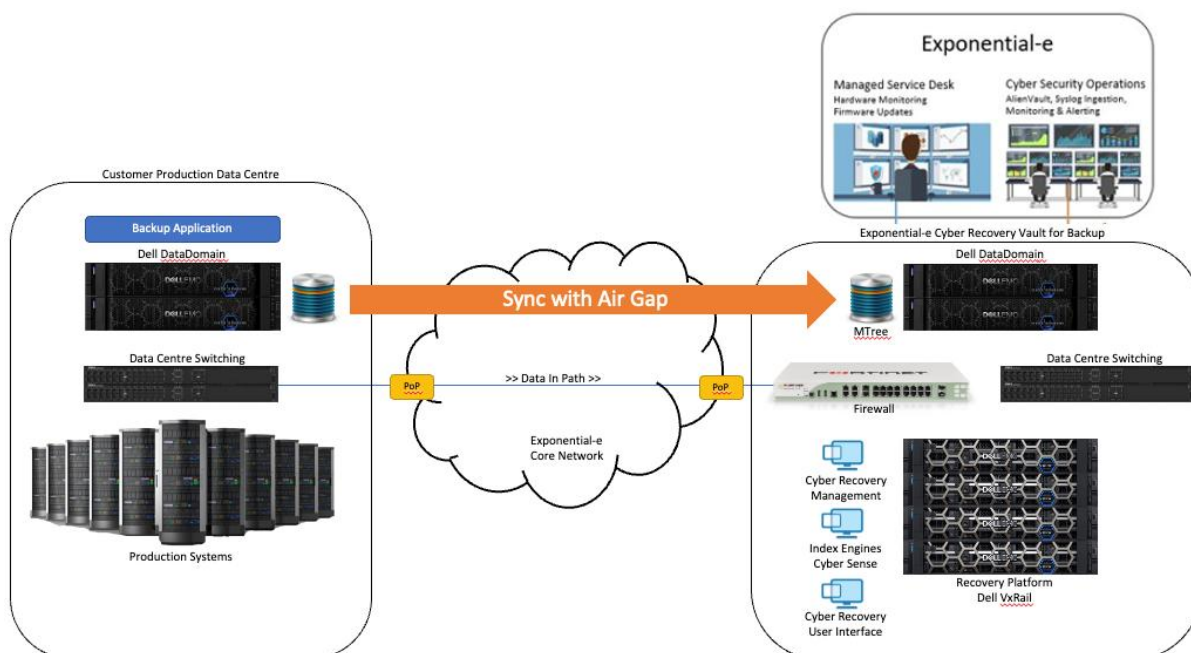
Overview of the Service

Exponential-e's Cyber Recovery for dedicated backups, provides a tertiary data protection infrastructure with true data isolation, data forensics, analytics, and, most importantly, data recovery for increased business resiliency. Cyber Recovery for dedicated backups combines multiple layers of protection and security into a turnkey solution to provide high levels of protection for critical data.

Cyber Recovery for dedicated backups protects the backed-up mission-critical business data and technology configurations in a secure vault environment that can be used for data recovery. The management software also enables creation of writable sandbox copies for data validation and analytics. Cyber Recovery for dedicated backups is disconnected from the production network through an automated air gap.

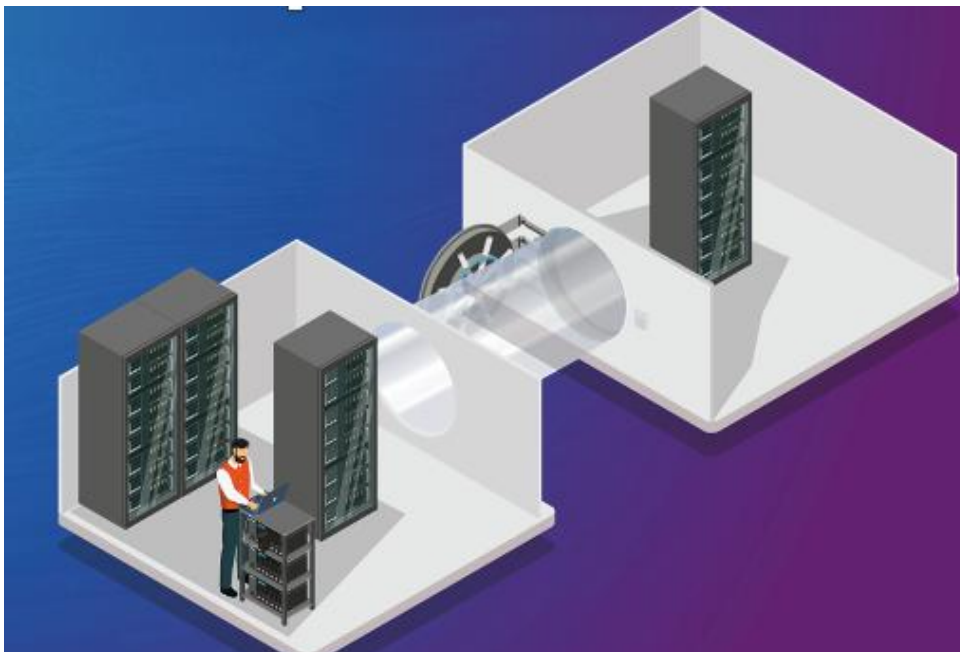
The vault stores all critical data off-network to isolate it from attack. Cyber Recovery automates data synchronization between production systems and the vault by creating immutable copies with locked retention policies. If a security breach occurs, the Security Officer or an admin user can manually secure the Cyber Recovery vault. During this time, the Cyber Recovery software does not perform any replication operations, even if they are scheduled. This action promotes business resiliency, provides assurance following extreme data loss or destruction, and includes both business and technology configuration data to enable rapid recovery of the environment and resumption of normal business operations.

Exponential-e's Cyber Recovery for dedicated backups is agnostic and can be integrated into many of the main backup vendors' backup technology.



The service is focused on driving the following benefits on top of your existing Dedicated Backup architectures:

- ✓ CyberSense software to detect if the backup data has been compromised
- ✓ Integration with Index Engine Robust REST API framework that enables analytics with artificial intelligence (AI) and machine learning (ML) for malware (including ransomware).
- ✓ Recovery assistance and the ability to export data to a recovery host easily
- ✓ Informative dashboards that show system alerts, the state of the Cyber Recovery vault, and critical details
- ✓ Automatic retention locking feature that allows setting of retention lock with no additional operation. Cyber Recovery deployments running DDOS 7.8 support replicating a Retention Lock Compliance replication on the production system to the Cyber Recovery vault
- ✓ Ability to create a Cyber Recovery policy by selecting multiple MTree replication contexts (multiple MTrees are only supported for a PowerProtect Data Manager policy)
- ✓ Protection of data in place
- ✓ Highly Scalable



Service Components

The following components will be provided by Exponential-e as standard:

- ✓ Index Engines CyberSense running in the CyberVault
- ✓ Dedicated 10Gbps Dell Switching.
- ✓ Dedicated Physical or Virtual Dell Data Domain in the CyberVault
- ✓ Dedicated Physical or Virtual Dell Data Domain as production backup storage
- ✓ Optional Recovery Environment based on Dell VxRail
- ✓ Dedicated FortiGate Firewall.
- ✓ Exponential-e Managed Services for day-to-day management of hardware and software stacks
- ✓ Full installation, configuration and setup of service including defining replication schedules
- ✓ Dedicated Rack within Secure Hosting Services.
- ✓ 1Gbps-10Gbps Wide Area Network Links to your primary site.

The following components can be provided optionally by Exponential-e:

- ✓ Exponential-e Managed CSOC (Cyber Security Operation Center) monitoring of Index Engines Cyber Sense software and AirGap Synchronizations.

Deployment Specifics – Customer Responsibilities

By default, the CyberVault for Dedicated Backup dedicated rack is deployed within the Exponential-e datacentres. Where the CyberVault for Dedicated Backup Service is deployed outside the Exponential-e data centres, the customer shall provide power, racking and a suitable environment (as per the Recommended Dry Bulb Temperature and Recommended Non-Condensing Humidity Range stated in the below ASHRAE guidelines) within the site for the relevant CyberVault for Dedicated Backup, and shall ensure that the CyberVault for Dedicated Backup at the customer site(s) are physically secured at all times.

ASHRAE 2008 Thermal Guidelines

Class	Equipment Environment Specifications									
	Product Operation							Product Power Off		
	Dry Bulb Temperature (°C)		Humidity Range Non Condensing		Maximum Dew Point (°C)	Maximum Elevation (m)	Maximum Rate of Change (°C/h)	Dry Bulb Temperature (°C)	Relative Humidity (%)	Maximum Dew Point (°C)
	Allowable	Recommended	Allowable (%RH)	Recommended						
1	15 to 32	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	17	3050	5/20	5 to 45	8 to 80	27
2	10 to 35	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	21	3050	5/20	5 to 45	8 to 80	27
3	5 to 35	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80	29
4	5 to 50	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80	29

In addition, where the CyberVault for Dedicated Backup is deployed at customer sites, the customer shall:

- ✓ Provide adequate contiguous rack space for the CyberVault for Dedicated Backup, inclusive of Dell DataDomain, Dell switching, FortiGate Firewall, and recovery environment
- ✓ provide reasonable remote access for Exponential-e and monitoring systems, through firewall policies where connectivity is via the internet or Exponential-e Core network.

The customer will not be able to utilize the included switching for any purpose beyond the CyberVault nor for any direct connectivity to local area network.

Licensing

- ✓ Exponential-e will provide the Index Engine CyberSense Software license as part of the solution
- ✓ Exponential-e can optionally provide all VMWare and Microsoft licensing required for the optional VxRail recovery environment

CyberVault for Dedicated Backup Service = 28 Working Days

*From order acceptance. Lead-time is subject to confirmation if changes are made by the Customer and/or further information comes to light which would have affected the initial design.

CyberVault for Dedicated Backup Service Level Agreement

CyberVault for Dedicated Backup Availability

The CyberVault for Dedicated Backup is considered available, if in a “powered on” state, reachable by Exponential-e Managed Services Monitors, and has completed the most recent data synchronization from the customers primary environment.

Applies To	Target Availability
CyberVault Availability	99.9%

Service Credits

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	20%

*The Service Credit is applied as a percentage of the Monthly Charge for the CyberVault that is Unavailable (calculated on a pro-rata basis). Monthly Charge is the Annual Charge divided by 12.

Data Processing

When Exponential-e provides a CyberVault for Dedicated Backup Service, this may result in Exponential-e processing customer personal data. The following applies to the processing of such personal data by Exponential-e:

Subject Matter of Processing

The Personal Data (if any) that the customer stores within the CyberVault for Dedicated Backup.

Nature of the Processing

Exponential-e will not block, delete, correct, pseudonymize or encrypt any data. Exponential-e has no responsibility for data accuracy in respect of the Stored Data.

Return of Personal Data

Exponential-e will not extract the customer personal data from the stored data and return it to the customer. The customer shall remain responsible for removing all the stored data.

Appropriate Technical and Organisational Measures

The customer agrees that as far as it is concerned the security measures set out in the GCloud 15 Call-Off contract and Exponential-e's maintenance of (a) the ISO27001 (Information Security Management) standard and (b) the CSA: Star Cloud standard (or any replacement or equivalent of either subsisting from time to time) (collectively the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the customer agrees not to contend otherwise, recognising that the charges for the CyberVault for Dedicated Backup Service directly relate to the Security Measures to be applied.

CyberVault for Dedicated Backup Management

Aspect	Exponential-e Responsibilities
Capacity Planning	CyberVault for Dedicated Backup performance capacity monitoring and analysis Provide reports on this collected data monthly

	Recommend and dialog with the Customer to enact environment changes, including the addition of additional DataDomain nodes within CyberVault for Dedicated Backup. Discuss possible remediation options with the Customer to address capacity bottlenecks
Documentation	Maintain solution design documentation for the CyberVault for Dedicated Backup. Maintain solution configuration documentation for the CyberVault for Dedicated Backup. Implement and maintain version control for all documentation.
Licensing	Exponential-e is responsible for licensing and licensing maintenance under this Contract to cover: Index Engine Cyber Sense Data Domain virtual or physical editions
Hardware Maintenance	Exponential-e is responsible for ensuring they hardware provided as part of this contract is covered by Vendor or third-party maintenance, covering: Dell physical or virtual DataDomain Storage within the CyberVault Dell Switching within the CyberVault FortiGate Firewall within the CyberVault
Managed Service Monitoring	Monitor and alert on the CyberVault for Dedicated Backup. Hardware monitoring for storage array, switching, firewalls and network Physical data centre access.
CSOC (Cyber Security Operations Center Monitoring) (optional)	Monitor and alert on the CyberVault for Dedicated Backup; Syslog storage 24x7 security monitoring Data Synchronisation reporting

	24x7 security incident response Threat and vulnerability management Firewall management Risk analysis Security compliance
Patch & Firmware Management	Updating the CyberVault for Dedicated Backup manually or via an alternate management platform, at Exponential-e's discretion Review and test critical Dell and FortiGate updates Install critical and security updates onto the CyberVault for Dedicated Backup Install non-critical updates onto the CyberVault for Dedicated Backup Notify the Customer of proposed updates to the CyberVault for Dedicated Backup Carry out software patches to the CyberVault for Dedicated Backup Configure the CyberVault for Dedicated Backup for manual update installation by the Service Desk
Proactive Remediation	Investigate the cause of issues generated through the monitoring and alerting toolsets, or reported by the Customer Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities Provide proactive remediation of issues as agreed with the Customer