

Claranet UK

Ransomware Readiness Assessment

Service Description v2.0

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1. Introduction

This Service Description describes the Service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and is subject to the terms of the Claranet Master Services Agreement set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

Claranet provides the following services as part of its Ransomware Readiness Assessment ("Service"). The Service components of the Service are set out below along with the related material tasks and responsibilities for that Service component.

2. Scope of Service Description

The Customer understands and agrees that any Services, activities, and deliverables not expressly set out within this Service Description shall be out of scope for the Service. Any components which are described as optional or additional in this Service Description will be chargeable at additional costs and will need to be purchased by the Customer and expressly referenced as such in the relevant Customer Order Form or Statement of Work (SOW).

The Customer may request a change to the scope of work required under this Service Description, but this will be chargeable at additional costs and to be agreed by the Parties signing an Order Form or Change Request. Claranet reserves the right to charge on a time and materials basis for any additional work.

Notwithstanding the foregoing, in the event Claranet completes additional Services, activities and/or deliverables upon the request or at the direction of the Customer, Customer shall be responsible for the payment of all Fees and expenses associated therewith, whether or not an Order Form or Change Request has been executed in relation to the additional Services or activities.

3. Service Overview

The Service is delivered by one or more members of the Claranet Governance, Risk and Compliance (GRC) Team. This consultancy-led engagement will provide expert consultancy Services to help organisations to understand their risks and flaws to mitigate the threat of ransomware to their organisation.

The standard Service is charged at a fixed price for a single business or business function/unit.

Once the engagement is complete, Claranet provides a Report that is designed to evaluate an organisation's adherence to security controls relevant to mitigating Ransomware threats. The Service utilises elements from the CIS (Center for Internet Security) Controls framework and the Cyber Essentials framework, as well as some general best practices based upon Claranet's extensive experience in assurance and cybersecurity.

The Service is delivered by Delivery Personnel, provided remotely (onsite delivery with remote report writing is available upon request at the quoting stage), between 09:00 to 17:30 hours, Monday to Friday.

This document will take the Customer through Service specific details and responsibilities and obligations for the Customer and Claranet.

3.1. Scoping

The Service is a fixed, consultative driven service offering. The SOW is built using a fixed template, whereby only Customer specific details are manually entered.

4. Service Components

The Service is built up of the following service components:

4.1. Ransomware Readiness Assessment Delivery

A. Standard Service

The standard Service will include the following:

- (a) Interview-led/discussion-based enquiry to determine if and how the Customer meets security controls identified within the “Ransomware Readiness Assessment Methodology” to aid in reducing the risk of ransomware threats.
- (b) Reporting output presenting the results of findings from delivery of the Service.

B. Optional/Additional Features

Additional charges will apply in following cases:

- 1) **Evidence-Based Review:** The standard offering is delivered through interview-led/discussion-based enquiry against a set of security controls aimed to provide some mitigation against ransomware threats. Delivery Personnel can provide additional, evidence-based reviews of security controls to help determine if these security controls are implemented as described during the interview-led/discussion-based enquiry. If this additional scrutiny is required, this will be discussed during the initial scoping and will be built into the SOW and priced accordingly before the engagement starts.

C. Roles and Responsibilities

The Customer shall cooperate with Claranet in the performance of the Service and activities hereunder. Cooperation shall include, but will not be limited to, providing Claranet with reasonable facilities and timely access to data, information, and personnel.

The Customer shall be responsible for the performance of its resources, representatives, and agents and for the accuracy of information and materials provided, as well as compliance and completion of its Roles and Responsibilities hereunder. The Customer acknowledges and agrees that Claranet's performance is dependent upon, among other things, by the timely and effective completion of the Customer's Roles and Responsibilities as set out herein or requested of it from time to time by Claranet.

Responsibility	Claranet	The Customer
Engagement start: Delivery Personnel will commence the agreement on the agreed date, either onsite or remotely via Microsoft Teams, or another suitable mechanism if Microsoft Teams is not suitable.	✓	
Plan: Upon commencement of Service delivery, Delivery Personnel, together with the primary contact, will formulate a plan for the engagement to allow the primary contact to arrange any necessary site visits and/or meetings with stakeholders required to successfully complete delivery of the Service.	✓	✓
Supply supporting documentation/information: Ensure that Delivery Personnel have all the necessary information needed to perform delivery of the Service effectively.		✓
Arrange site visits: Ensure that Delivery Personnel have access to all sites required to complete delivery of the Service.		✓
Arrange internal meetings: Arrange for access to all stakeholders required to complete delivery of the Service.		✓
Provide continuous support: To limit the possibility of Delivery Slippage or an incomplete Report, Delivery Personnel will need to be supported for the duration of the engagement.		✓

Responsibility	Claranet	The Customer
Provide a suitable working environment: Where Claranet employees are required to attend customer and/or third-party premises, it is the responsibility of the Customer to ensure Claranet employees are provided with a suitable working environment.		✓
Promptly provide all reasonable information: It is the responsibility of the Customer to promptly provide all reasonable information pursuant to this SOW.		✓
Provide suitable primary contacts for the length of the engagement: To ensure the successful completion of the Service and avoid Delivery Slippage, the Customer ensures that key Customer's staff and stakeholders (both internal and external where relevant) are available for scheduled meetings and/or workshops.		✓

6. Delivery Matters

6.1. Service Deliverables

Once the Service engagement is complete, Claranet will produce a Report and securely share this with the Customer. The Report format includes an executive and graphical summary along with consultancy findings.

Due to the internal Quality Assurance process for Reports it can take up to ten (10) working days, after the Engagement Period, to ship the completed Report. The Report is sent to the Customer's nominated contact(s) defined within the SOW.

The Customer agrees that all Intellectual Property Rights in any Service Deliverables shall remain the property of Claranet, and that Claranet, upon receipt of payment in full, hereby grants to the Customer a non-exclusive, non-transferable licence to copy and use the contents of such Service Deliverables for its own internal purposes only.

6.2. Delivery Location

This Service is typically delivered remotely over Teams; however, delivery can be carried out from the Customer's location as agreed during the scoping phase and as outlined in the SOW. Expenses are charged as defined within the '**Expenses and travelling**' section below.

6.3. Handling of Sensitive Data

During Service delivery, Delivery Personnel may occasionally encounter sensitive data. Following Claranet’s internal security policies, Delivery Personnel ’s laptops are encrypted to a minimum of AES 256 encryption to protect any data or information we encounter.

Sensitive data will typically flow from the Customer to Delivery Personnel for review purposes as part of Service delivery. Claranet will support the Customer’s requirements for this communication flow which may include access to the Customer’s online filesharing solutions, such as Google Drive, OneDrive, SharePoint, etc... Where Customers are unable to facilitate this, Claranet can setup a Microsoft Teams team, or data can be shared via email using encrypted ZIP files. Claranet will work with the Customer to determine the simplest secure approach for this data flow.

6.4. Fees and Payment

Unless stated otherwise in an Order Form, Fees payable under this Contract will be invoiced on the earlier of either (a) delivery of the Services or (b) if not utilised within 12 months from the date of signature of the related Order Form. If no report is to be provided, Fees may be invoiced and become payable on completion of the final engagement day or on month 12 if the Services are not utilised within 12 months from the date of signature of the related Order Form.

Where Services have been paid for up-front and have not been consumed within 12 months from the date of signature of the related Order Form, then such Services shall expire and the Fees are non-refundable.

6.5. Scheduling

Services can be scheduled upon receipt by Claranet of a signed Order Form. The Customer’s aligned Claranet contact will provide the availability of suitable Delivery Personnel. Claranet will work with the Customer to agree a Service Commencement Date as quickly as possible, however, resource availability changes rapidly and the allocation of Delivery Personnel will only be confirmed once a signed Order Form has been received.

Responsibility	Claranet	The Customer
Identify a timescale: Provide potential timeframes for delivery of the Service. As the availability of resources changes rapidly, these timeframes are indicative only and cannot be confirmed until a signed Order Form has been received.	✓	

Responsibility	Claranet	The Customer
Scheduling dates: Agree the consultancy dates, making up the Engagement Period, and ensure availability of all stakeholders, internal and third party, required during delivery of the Service and the accessibility of site locations.		✓
Documentation availability: Provide access to all supporting documentation and information required by Delivery Personnel during delivery of the Service.		✓
Reserve and allocate resources: Once the signed Order Form has been received, the Engagement Period can be confirmed, and Delivery Personnel can be assigned.	✓	

6.6. Delays and cancellations

Following the agreement of the Service Commencement Date, Claranet will allocate and commit resources and facilities, as well as any third-party expenditure, to fulfil its contractual commitments. Should the Customer wish to re-schedule or cancel the Service after this point, this will be subject to Claranet's absolute discretion. The Customer agrees that it may have to pay Claranet a Cancellation or Reschedule Fee as set out below, as reasonable genuine pre-estimates pre-agreed pre-estimated of liquidated damages and losses which Claranet will incur due to the cancellation or re-scheduling.

Cancellation timescale	Cancellation fee (% of engagement price)
Cancellation request received more than 30 working days prior to start date.	25% payable
Cancellation request received 8 to 30 working days prior to start date.	50% payable
Cancellation request received within 7 working days of start date.	90% payable

Reschedule timescale	Reschedule fee (% of engagement price)
Re-schedule request received more than 30 working days prior to start date.	0% payable

Reschedule timescale	Reschedule fee (% of engagement price)
Re-schedule request received 8 to 30 working days prior to start date.	25% payable
Re-schedule request received within 7 working days of the start date with a firm re-booking date.	50% payable

Unavoidable absence

Should Claranet Delivery Personnel allocated to the delivery the Service become unavailable at short notice for reasons that are commercially unavoidable (for example, sickness) then reasonable attempts will be made to provide a replacement at the earliest possible opportunity. In these circumstances, whilst some delay is usually inevitable, Claranet will use reasonable endeavours to minimise the impact on the delivery of the Service.

Expenses and travelling

Expenses are charged at cost for travel, accommodation, and sustenance where onsite work is required or requested. Claranet can provide you with an estimate of any likely expenses during the sales order process. To ensure accuracy and the lowest costs possible, expenses are charged upon completion of the consultancy unless otherwise agreed.

For onsite work, Claranet will plan the schedule of the engagement accounting for travel time. Customers are not normally charged for time incurred during travelling but will be expected to pay for all incurred travel costs. To maximise the available Service delivery time, some engagements may start at any time up to midday. Where this is the case, Claranet will discuss and agree the options that are available. Where travel delays are incurred the Delivery Personnel will inform the Customer to provide an estimated time of arrival and, where possible, will make up any time lost by travel delays during the engagement.

6.7. Feedback

Claranet strives to continuously improve the services offered to its Customers and one of the main ways that we achieve that is by listening. We would love the Customer feedback on how we performed before, during and after the engagement and any suggestions the Customer may have to help Claranet to improve the service. The Customer opinions are important to Claranet so please complete the short feedback survey below:

[Customer Feedback Form](#)

7. Assumptions

Ref	Assumptions	Impact
A01	Customer will provide the necessary support and relevant personnel to ensure the success of the project	Delay to the start and continuation of the work and leading to possible additional costs to complete delivery
A02	All work will be carried out remotely with no requirement to visit Customer site(s) unless agreed otherwise within the SOW	Additional costs and expenses may be incurred
A03	All work will be carried out during normal business hours unless agreed otherwise in the SOW	Additional fees may be incurred if the work is performed out of hours
A04	Claranet will have appropriate access to all systems to successfully complete the project	Delay to the delivery of Service leading to possible additional costs
A05	The delivery of this Service will not have an impact on any other existing services	Delay to the delivery of Service leading to possible additional costs
A06	Access to Customer's technical staff and key stakeholders necessary to complete delivery will be permitted in a timely manner before the service commencement date	Delay to the service commencement date will cause Delivery Slippage and incur additional costs
A07	Customer will provide and/or maintain the necessary licenses for the scope	Delay to the project leading to possible additional costs
A08	The information provided by Customer is complete, accurate and up to date	Delay to the project leading to possible additional costs to complete delivery. In the event of new or updated information, increase to the scope of the Service or the Engagement Period, they will be subject to change request and additional charges.
A09	All services/applications/OS are on a compatible level with the services described in this SOW	Delay to the project leading to possible additional costs to complete delivery
A10	Customer will provide reasonable and timely co-operation as required by Claranet in delivery of the Service	To provide Claranet the ability to adequately deliver the Service within the Engagement Period
A11	All required Customer's staff are available in a timely manner for meetings and/or workshops	Delays in downstream reporting deliverables, which may cause failures that cannot be corrected because the Customer is inaccessible.

8. Dependencies

Ref	Dependency
D01	Customer will grant Claranet access to the appropriate technical teams and all key stakeholders necessary for successful completion of the Service for the duration of the Engagement Period
D02	Where necessary, provide access to the licensing and technical information for any third party
D03	Customer to attend all the arranged project planning and workshop(s) sessions
D04	Claranet resources will only be engaged following signature of a Statement of Works
D05	Where Claranet or Customer identifies additional scope, it will be requested/ordered via the agreed change/order process and any appropriate documentation raised and agreed
D06	Customer will grant Claranet appropriate access to everything in-scope
D07	Customer to deliver reasonable and timely co-operation with its obligations as set out or referenced in the SOW or within this Service Description
D08	Customer to own the relationship and communication between any 3rd party supplier to Customer to ensure all requests are handled in a timely manner to prevent any delays
D09	Customer will identify and communicate to all key or relevant stakeholders (i.e. Technology Design Authority TDA / Change Approval Board CAB attendees) regarding any technical change and/or approval required by Claranet
D10	Customer will comply with and adhere to all their responsibilities, obligations and dependencies within the SOW and this SD within the specified timescales, the Engagement Period or otherwise in a timely manner within 12 months of the date of signature of the Order Form
D11	Customer to provide Claranet with the information required in the requested format so that Claranet can provide successful delivery of the Service

9. Risks

Ref	Risk	Impact
R01	Customer's key stakeholders are unable to work on the project at the required times	Delay to the start and continuation of the work and possible additional costs to complete delivery of the Service
R02	Privileged / admin system access for Delivery Personnel is not provisioned as required	Inability to deliver within the required timelines
R03	Customer is unable to provide the relevant resource to ensure success of delivery of the Service.	Delay to the start and continuation of the work and possible additional costs to successfully complete delivery of the Service
R04	Delays with the Customer's internal change management process	Possible Delivery Slippage resulting in additional costs
R05	The supply of incomplete, missing, or inaccurate information.	Delivery of an incomplete or inaccurate Report.
R06	Any changes to the scope could result in revision to the project timelines and costs.	Delay to the project leading to possible additional Professional Services costs

10. Issues

To be captured as part of scoping in the SOW.

11. Exceptions

Service delivery may be affected if the following occur below. Where relevant and to the extent any Service Levels set out herein are impacted by the below, Service Credits will not apply as a result. Further, there will be no breach by Claranet of the Agreement or SLAs where the Service is disrupted or not available due to:

1. the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
2. changes initiated by the Customer whether implemented by the Customer or by Claranet on its behalf;
3. the Customer exceeding system capacity;
4. the acts or omissions of the Customer and/or its employees, agents, contractors or otherwise, including anyone gaining access to Claranet's network, control panel or to the Customer's website at the Customer's request;
5. any failure of local access facilities provided by the Customer;
6. any periods of scheduled maintenance or emergency maintenance;
7. a force majeure event, or any event or situation not wholly within the control of Claranet;
8. unauthorised users or hackers, or viruses, or due to any violations of Claranet's Acceptable Use Policy;
9. the Customer failing to comply with or meet their obligations or responsibilities or any Customer linked dependencies within this Service Description, any linked or associated Services, projects or the Agreement;
10. the assumptions, risks, issues, or dependencies within this Service Description or within the Agreement are incorrect; and
11. any failure of any component affecting delivery, whether in-scope or not, for which Claranet has no control over, including but not limited to electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer or a third party.

12. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the MSA unless otherwise expressly stated herein. However, see below for a description of key technical terms used in this Service Description.

- **GRC Team:** This is the Claranet team that delivers Claranet services relating to governance, risk and compliance.
- **Customer Delays:** This is where Claranet has experienced delays in delivering the Service, which have been caused by the Customer. This includes such things as, but is not limited to:
 - Delays in arranging internal and external stakeholder meetings,

- Delays in supplying requested evidence,
- Delays in providing suitable access to site locations,
- Delays in supplying any necessary documentation.
- **Delivery Personnel:** Claranet's personnel allocated to the delivery of the Service. Personnel can be made up of, but not limited to; employees, staff, consultants, engineers and project managers with the necessary skills and experience to successfully delivery the Service.
- **Delivery Slippage:** Delivery Slippage is where, due in part or in full to Customer Delays, Claranet has been unable to complete delivery of the full Service in line with the agreed SOW within the agreed Engagement Period.
- **Engagement Period:** This is the period between the agreed start and end date of delivery of the Service.
- **Master Services Agreement (MSA):** This is a legal document provided by Claranet to the Customer which sets out and explains the legal conditions of the sale.
- **Quality Assurance:** This is a process followed to check the quality of client reports before they are issued.
- **Report:** This is the report supplied after completion of the Service.
- **Order Form:** This is the quotation containing pricing and other key commercial details of the service being purchased. The signing of this quotation by the client confirms the purchase contract between both parties.
- **Service Commencement Date:** This is the date agreed between Claranet and the Customer of when the Service delivery will start.
- **Scoping Document:** This is a document completed by the Customer and provided to Claranet containing the information related to the assessment necessary for a Statement of Work and quotation to be produced.
- **Statement of Work:** Can also be referred to as SOW, this is a document completed by Claranet and provided to the Customer at the conclusion of the scope stage, which confirms the scope of the engagement and the activities that will take place during the engagement.