



RANSOMWARE PROTECTION AS A SERVICE - SERVICE GUIDE

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1 OVERVIEW

As the industry's most comprehensive managed service for ransomware, InterVision's Ransomware Protection as a Service™ (RPaaS™) gives you peace of mind that you have everything in place to proactively manage threats.

- **Security Operations Center as a Service (SOCaaS):** A trained team of experts leverages preventative tools to detect threats and protect organizations from ransomware before it happens.
- **Ransomware Recovery as a Service (RRaaS™):** A combination of Disaster Recovery as a Service (DRaaS) and Backup as a Service (BaaS) focuses specifically on ransomware protection and a strategy for recovery after an attack.
- **Strategic Support from a Virtual CISO:** A dedicated vCISO guides maturation of security and risk mitigation and acts as an advisor to an organization during ransomware threat detections.

2 SERVICE DESCRIPTION AND DETAILS

PROTECTION & DETECTION with SOCaaS (Security Operations Center as a Service)

InterVision's expert SOC team monitors threat activity 24x7x365 to stop attacks before they happen. This experienced, dedicated team identifies and contains malicious activity by leveraging industry leading prevention and detection tools, including EDR and SIEM toolsets.

- **Endpoint Protection:** RPaaS ensures that the client has a state-of-the-art EDR solution in place to protect client data on server and workstation devices.
- **Broad Visibility:** Data from the EDR service and network traffic as well as client security, infrastructure, and authentication platforms, are monitored and analyzed for anomalous behavior 24x7x365
- **Data Enrichment:** Information from all sources is correlated together to provide a cross-platform view of potential threats in motion
- **Managed Containment:** Compromised endpoints can be remotely isolated by the SOC with client authorization or as part of pre-defined playbooks
- **Threat Intelligence:** Security data is fed into the system from public feeds and developed in-house for more effective identification of threats, both previously known and brand new

RECOVERY with Ransomware Recovery as a Service (DRaaS and BaaS)

InterVision's managed resiliency process ensures recovery from any service disruption with trained recovery personnel available 24x7x365. Expanding the standard approach of 3,2,1 backups to include air gapping, multi-factor authentication (MFA) and immutable backups with a process focused on testing and process documentation. Our clients rest assured of a proven, secure, comprehensive strategy to recover anything from a single file back to its location, or an entire datacenter into the cloud.

- **Recovery Testing:** Is designed to emulate a cyber breach and other disasters to both ensure goals can be met, and that the DR environment and operations are all performing as expected.
- **Recovery Health Management:** Data from DRaaS and BaaS components as well as lessons learned from recovery testing all feed an ongoing process of care and improvement for the recovery technologies and DR landing Zone.
- **Playbook Development:** With every recurring test, and outcome the Recovery Playbook is built and updated to ensure the ability to respond quickly in the case of a disaster.
- **Replication Operations :** InterVision recovery engineers will monitor and remediate issues with replication services and the recovery site.
- **Backup Operations:** Includes everything from the care and feeding of the backup technologies, to the creation of new jobs or recovery of data.

STRATEGIC SUPPORT with vCISO (virtual Chief Information Security Officer) Services



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An InterVision CISO leads your Business Risk Reduction program for RPaaS™ by helping your team analyze, advise, and develop important security roadmap plans to mitigate business technology risks. During a ransomware event declaration, this same person can help with your response strategy execution.

- **Security Program Maturity:** : The vCISO will assess the current state of the organization and help prepare roadmaps for improvement using industry standard frameworks.
- **Risk Assessment and Management:** The vCISO will utilize risk assessment processes to score business technology risk in the environment AND develop risk mitigation plans to help improve the risk posture of the organization.
- **Cybersecurity Incident Management:** Should an event escalate; the vCISO will coordinate Incident activities to assure an appropriate and rapid recovery to operations. This may include working with various teams (as needed), including executive/management, insurance, legal, law enforcement, marketing, information technology, cybersecurity, and/or forensics.

3 OUTCOMES

Infrastructure Availability SLA

Up to 99.99% uptime target* ensures the infrastructure to which your services are replicated will be up and running during replication, and during a disaster.

3.1 RPAAS SERVICE SLA

InterVision Solutions RPaaS services have a **99.9% uptime availability** promise to ensure applications are accessible, and data is not lost.

3.2 RESPONSE SLA

InterVision managed service team response to your declaration event is backed by a documented response team target of minutes, **any day of the week or time of night**.

3.3 RANSOMWARE INCIDENT RESPONSE SLA

InterVision Solutions will provide security analysts and a dedicated incident coordinator in the event of a confirmed ransomware incident.

3.4 RECOVERY TIME OBJECTIVE SLA

InterVision Solutions **backs a mutually agreed upon RTO** as laid out in your order form – includes a target time for virtual machines booting, operating systems booting, and the applications being started.

*Infrastructure SLA varies based on target design for the DRaaS Portion

*Incident Response SLA's are all delivered remotely. On premises needs will require extended professional services.

*All SLA's are dependent on having all components (vCISO, MDR, and Recovery) in place, tested, and documented prior to an incident occurring.



4 SERVICE ITEMS

Part Number	Description
HD-NA-RPAAS-VEEAMSVS	BaaS - Managed Support for Veeam Server
HD-NA-RPAAS-SERVP-LM	RPaaS Resiliency Server Protection (License + Managed Service)
HD-NA-RPAAS-SERVP-BYOLM	RPaaS Resiliency Server Protection (BYOL + Managed Service)
HD-NA-RPAAS-STOP-LM	RPaaS Resiliency Storage Protection (License + Managed Service)
HD-NA-RPAAS-STOP-BYOLM	RPaaS Resiliency Storage Protection (BYOL + Managed Service)
HD-NA-RPAAS-O365-VEEAMM	RPaaS O365 Resiliency
HD-NA-RPAAS-AWS-LZ	RPaaS AWS DRaaS Landing Zone
HD-AWS-VDCCON	AWS Contracted VDC Support
HD-NA-RPAAS-AZURE-LZ	RPaaS Azure DRaaS Landing Zone
HD-AZU-VDCCON	Azure Contracted VDC Support
PS-RPAAS-VCISO	vCISO - Hourly Advisement and Security Posture Support
HD-NA-RPAAS-SECOPS-T1	RPaaS IV Security Operations Center Tier 1 - up to 5 hours/month
HD-NA-RPAAS-SECOPS-ADD	RPaaS InterVision Security Operations Support Additional Hours
SOL XDR	Cybersafe Fully Managed Network, Cloud, and Endpoint Monitoring
HD-NA-RPAAS-NDMPAGE	RPaaS Managed Endpoint Protection - Per Agent

<https://intervision.com/wp-content/uploads/sg/Managed-Resiliency/Backup-as-a-Service-BaaS-Commvault.pdf>



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This product includes the services of the following:

vCISO

<https://intervision.com/wp-content/uploads/sg/Security/vCISO-Service-Guide.pdf>

SOCaaS

<https://intervision.com/wp-content/uploads/sg/Security/SOCaaS-Powered-By-Cybersafe-Service-Guide.pdf>

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DRaaS Restore

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BaaS

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