

# Statement of Services

## Supra ITS Virtual CISO Hourly Rate Services

### Purpose of this Document

This document represents the basic scope of included services of Supra ITS (Provider) Hourly Rate Services, and the respective deliverables and unique features of the service.

### vCISO – Hourly Rate

**Scope:** This document outlines the scope of work for a one-time Virtual Chief Information Security Officer (vCISO) engagement, providing customer security advisory and professional consultation services on an hourly basis. The objective is to assist the client (Client) in improving their security posture through various activities, including developing customized security policies that comply with regulations, conducting comprehensive reviews of Client's current security posture to identify strengths and weaknesses, evaluating Client's security framework against industry standards and providing improvement recommendations, performing gap analyses to identify discrepancies and develop plans to address them. Additionally, the Virtual CISO Hourly Rate Services may be used for security advisory and consultation and for assistance with other security-related tasks and projects. This scope is to be strategic in nature as there will be no managing of tools or technology.

This service also requires a Statement of Work or Project Work Order that defines what services are in scope.

### Deliverables:

The following deliverables may be associated with the scope of work:

- **Security Policy Documents:** Customized security policies developed and documented for Client.
- **Security Posture Review Report:** A detailed report on the findings from the security posture review, including identified strengths and weaknesses.
- **Framework Assessment Report:** An evaluation report of Client's security framework, with recommendations for improvements.
- **Gap Analysis Report:** A comprehensive report identifying gaps in Client's security practices and a plan to address them.
- **Consultation Summary:** Summaries of consultation sessions, including discussed topics and recommended actions.
- **Action Plan:** A prioritized action plan outlining steps to enhance Client's security posture and address identified gaps.

### Unique Features:

- Scope may fluctuate based on the size of the company and complexity of the services being deployed. This will be limited to deliverables as they pertain IT Systems or that which is defined to be in scope during the pre-sales process.
- Minimum of 10 hours if purchased as a standalone service.
- Client will provide a designated point of contact for guidance and verification requests.
- Provider will provide guidance based on industry best practices and findings of the various services. Client is responsible for implementing any actions.

## On-Boarding Services

On-Boarding Services are required services that fast-track value by installing agents, tuning detections and handing your team clear policies and training materials.

- On-Boarding Services fees fluctuate based on the size of the company and complexity of the services being deployed.

## Covered Items

This Statement of Services has the following items in its scope:

7489C029 - SupraITS - vCISO - Hourly Rate - Minimum 10 Hours if selling standalone - #010800101006

Any product, service, or deliverable not expressly set forth in the foregoing is out of scope of this Service.

## About Supra ITS

Supra ITS, a Canon IT Managed Services partner, is based in Canada, established in 1999 and blends deep enterprise know-how with a “customer-first” mindset to deliver everything-as-a-service for growing organizations. Supra ITS has offices in the US, UK, India and Canada. More than 200 certified professionals operate four tier-3 data centers and run tightly integrated 24 × 7 SOC and NOC teams, so clients get prompt, around-the-clock support. The company’s portfolio spans managed IT and cloud, cyber-security, business-process outsourcing, and custom application development, all backed by top-tier credentials and strategic alliances. This combination of scale, pedigree, and nimble execution lets Supra ITS safeguard critical workloads, speed digital transformation, and simplify compliance.

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