

IT Security  
Service Level Agreement

Service	Instructions	Target Performance			Tools	Service hours
Vulnerability Assessment, Penetration Testing and Code Analysis	Call 5-7777 or email ithelp@harvard.edu	Area	Response	Resolution		Manual: Mon-Fri 9am to 5pm* Automated: 24 hours a day 7 days a week**
		Code analysis	< 1 hour	2 weeks	Cenzic Hailstorm Veracode	
		Vulnerability assessment	< 1 hour	2 weeks	Tenable Security Center	
		Penetration testing	< 1 hour	4 weeks	Core IMPACT	
Digital Certificate Management	Call 5-7777 or email ithelp@harvard.edu	Response	Resolution		InCommon (service)	Manual: Mon-Fri 9am to 5pm* Automated: 24 hours a day 7 days a week**
		< 1 hour	< 1 hour			
Computer Security Incident Response & Digital Forensics	Call 5-7777 or email ithelp@harvard.edu	Component	Response	Resolution		24 hours a day 7 days a week
		Report intake	Immediate	n/a	Remedy	
		Initial response	< 1 hour	Varies per case	QRadar, Splunk	
		Analysis	Varies per case	Varies per case	QRadar, TippingPoint IPS, Splunk, Security Center, Tripwire	
		Forensics	Varies per case	Varies per case	QRadar, Splunk, FTK, Sleuthkit, various anti-X tools	
		Recommendations	Varies per case	Varies per case	MS Word	
Security Operations Center	Call 5-7777 or email ithelp@harvard.edu	Component	Response	Resolution		Manual: Mon-Fri 9am to 5pm* Automated: 24 hours a day 7 days a week**
		Passive vulnerability scan	< 1 hour to confirm	Varies per case	Tenable PVS	
		Data loss prevention	n/a	Varies per case	RSA DLP	
		Malware detection	< 1 hour to confirm	Varies per case	FireEye	
		Network intrusion detection	< 1 hour to confirm	Varies per case	TippingPoint IPS	
		Configuration change detection	< 1 hour to confirm	Varies per case	Tripwire	
		Security event aggregation, correlation & reporting	n/a	Once confirmed < 1 hour for notification	QRadar	
Security Consulting	Call 5-7777 or email ithelp@harvard.edu	Response	Resolution		Depends on request	Manual: Mon-Fri 9am to 5pm* Automated: 24 hours a day 7 days a week**
		< 1 hour to confirm request	Depends on request			
Security Education	Call 5-7777 or email ithelp@harvard.edu	Response	Resolution		Depends on request	Manual: Mon-Fri 9am to 5pm* Automated: 24 hours a day 7 days a week**
		< 1 hour to confirm request	Depends on request			

\* Service elements that require manual work will be conducted as shown except during the published Harvard holiday schedule

\*\* Service elements that can be delivered in an automated fashion will be except when publicized maintenance work will be performed.