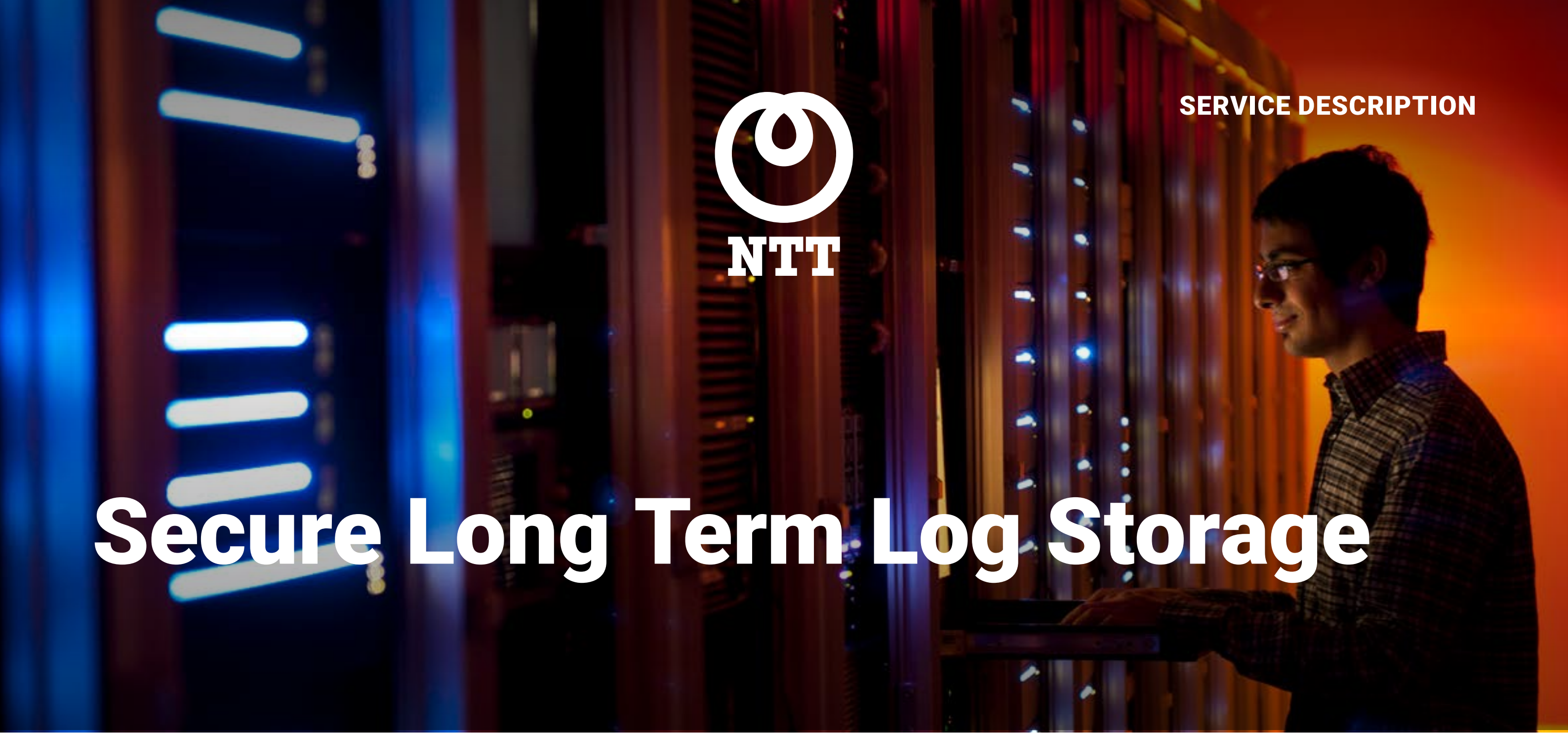
SERVICE DESCRIPTION

Secure Long Term Log Storage

Name	NTT Service Description – Secure Long Term Log Storage
Owner	NTT
Status	APPROVED
Classification	UNCLASSIFIED-EXTERNAL
Version	V1.0
Date	29 March 2019

Contents

1 Service Matrix

Managed Security Services are available in packages consisting of a core set of Service Modules, associated Service Elements and Options.

Secure Long Term Log Storage (SLTLS) is an Managed Security Service (MSS) option that utilizes the Managed Security Services infrastructure to collect, store, retrieve, and retain unaltered raw logs.

Section	Service Elements	Secure Long Term Log Storage
3.0	Core Service Elements	
3.1	24/7 Hours of Operation	✓
3.2	NTT Portal	✓
3.3	Client Portal Language Support	✓
5.0	Secure Long Term Log Storage Features	
5.1	Log Collection	✓
5.2	Log Storage	✓
5.3	Log Search & Retrieval	✓
5.4	Log Retention	✓

2 Service Prerequisites

2.1 General Requirements

2.1.1 Required Services

Client must subscribe to one or more of the below Managed Security Services in order to add SLTLS services:

- Enterprise Security Monitoring Standard (ESM-S)
- Enterprise Security Monitoring Enhanced (ESM-E)
- Threat Detection Standard (TD-S)
- Threat Detection Enhanced (TD-E)
- Public Native Cloud (PNC)

2.1.2 Responsibility for Access, Connectivity, Source, and LTA Configurations

Client is responsible for all Access, Connectivity, Source, and LTA Configurations as outlined in either the Enterprise Security Monitoring or Threat Detection Service Descriptions.

2.1.3 Responsibility for Data Privacy, Regulatory, and Administrative Policies and Procedures

Client is responsible for the compliance with all relevant data privacy, regulatory, and administrative policies and procedures related to log storage.

3 Core Service Elements

3.1 Hours of Operation

Managed Security Services are delivered through the Security Operations Centers (SOCs) of NTT Ltd., which operate 24 hours a day, 7 days a week, 365 days a year.

3.2 Security Operation Centers (SOCs)

NTT Ltd. will deliver services from its SOCs. NTT Ltd. may at its sole discretion deliver services from any of its SOCs, and Client data may be held in any of the SOC and Platform locations unless there is prior agreement and approval between NTT Ltd. and the Client.

3.3 NTT Portal

The NTT Portal is a globally available web-based application, which allows Clients to interact with, manage, and monitor Managed Security Services.

3.4 Language support

Services are provided in English language only, unless there is prior agreement and approval between NTT Ltd. and the Client.

4 Service Transition

Service Transition for the SLTLS service follows the Go-Live of the related Managed Security Services. SLTLS storage, retrieval, and retention shall be enabled after Client subscribed monitoring service have gone live.

For specific details on the Service Transition of Managed Security Services please refer to the respective Service Descriptions.

5 Secure Long Term Log Storage Features

Secure Long Term Log Storage (SLTLS) is an Managed Security Service (MSS) that utilizes the MSS infrastructure to store and retrieve raw logs collected by the platform.

This section presents the features of the Secure Long Term Log Storage service.

5.1 Log Collection

SLTLS will store logs for all devices in scope for Client subscribed monitoring service. SLTLS is not customizable to specific devices or IP addresses.

SLTLS utilizes the NTT Appliance to collect logs. Client must either have a physical or virtual appliance deployed to enable SLTLS services.

5.2 Log Storage

The SLTLS service utilizes proprietary data storage software to securely store raw logs in originally obtained unaltered format.

The SLTLS solution provides data encryption at rest to ensure the privacy of Client stored logs. The data encryption at rest feature is a FIPS 140-2 Level 2 validated enterprise-class encryption solution that complies with regulations for sensitive data, such as HIPAA and Sarbanes-Oxley.

5.3 Log Search & Retrieval

A user interface is provided so that Clients can perform raw log searches. The user interface is located within the NTT Portal. Clients may specify a date range along with an IP address as required input for log searches.

Results from searches are displayed in the NTT Portal as a list of hourly compressed files that can be downloaded.

5.4 Log Retention

Unaltered raw logs will be stored for durations as indicated in the Client Statement of Work. Log retention can be purchased in increments of 3 months (e.g. 3, 6, 9, 12, 15, 18, etc). Once the retention period has expired, raw logs shall be purged.

5.5 SOC Analyst Interactions

SLTLS provides Clients the ability to self-service search for raw logs via the NTT Portal. As this is a self-service offering Client is responsible for performing searches and downloading relevant log files.

6 Data Element Retention Overview

Product Service	Function	Inclusion	Inclusion
Raw Logs	Raw unaltered logs collected from source devices	SLTLS	Customizable based upon purchased duration (3, 6, 9 months intervals, etc.)
Enriched/ Aggregated Logs	Logs enriched with SCE information and aggregated based upon common attributes.	Investigator	Customizable based upon purchased duration (30, 60, 90 day intervals)

7 Terminologies and Definitions

Terminologies and Definitions for Managed Security Services are presented in the 'NTT Ltd. - Terminology and Shared Services Reference' document that accompanies this Service Description.

8 Operating Level Agreements

Operating Level Agreements for Managed Security Services are presented in the 'Operating Level Agreements – Managed Security Services' document that accompanies this Service Description.

9 Changes in Service

9.1 Regulatory Change Requirements

If regulatory changes (e.g., changes by a regulatory agency, legislative body, or court of competent jurisdiction) require NTT Ltd. to modify the Services described herein, NTT Ltd. will modify the Services and this Service Description accordingly, provided the changes do not have a material adverse impact on functionality or performance. In the event a modification in response to regulatory changes have a material adverse impact on functionality or performance, Client agrees in good faith to work with NTT Ltd. to amend this Service Description accordingly and execute any additional agreement which may be reasonable requested by NTT Ltd. to document such amendment.

9.2 Method of Service Delivery

NTT Ltd. reserves the right to make changes to the service, provided these changes do not have a material adverse impact on functionality or performance.

9.3 Modification of Source Feeds

Materially modified source feeds may constitute a coding change to the Classifier in use. These changes may result in the re-instigation of the Service Transition process.

9.4 OS or Application Alteration

If any of the Operating Systems or applications resident on any of the originally contracted devices are materially altered, NTT Ltd. may re-instigate the Service Transition process, and Classifiers or LTAs may require modification or development.

9.5 Unanticipated Log Volume

Client agrees in good faith to work with NTT Ltd. to amend the contract accordingly, if the Client’s environment generates an inordinate number of Logs or Events processed by the MSS.

10 Service Exclusions

Unless otherwise agreed between the Client and NTT Ltd., the services described in this document do not include the following:

- Configuration of in-scope security systems and devices to allow for Log, Events, and evidence collection.
- Support and Remedial Work which is not expressly stated in this Service Description This includes any troubleshooting and problem solving related to issues arising from Client actions or Client's network.
- Project Orientated Requests (PORs) are not included in the Services described herein and are subject to additional fees. NTT Ltd. and the Client will develop a scope for the POR and NTT Ltd. will provide a separate quote to Client, which must be executed prior to performance of any such work.
- Client requests for advice or consultation regarding network or configuration item configuration not specifically outlined in this Service Description is not included are subject to additional fees.
- Client staff training unrelated to NTT Ltd. services (NTT Ltd. provides written and video training on the NTT Portal and the different functions that Client may use within the portal.).
- Software or hardware maintenance (unless otherwise stated).
- Software licensing (unless otherwise stated).
- Software or hardware upgrades.
- Network connectivity troubleshooting.
- On-site forensic services.
- Security policy or procedure establishment.
- Firewall rule set design, validation and troubleshooting.
- Remediation of a Security Incident or attack on a Client's network, server or application.

11 Controlling Terms

In the event of any conflict between the terms of this Service Description and the terms of the Client agreements, then terms of this Service Description shall control.

NTT

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