

ANNEXURE I

cloud-based Security and Compliance Monitoring Service that combines Technology, People and Process to deliver Enterprise-Class security and compliance services to its clients and Process to deliver Enterprise-Class security and compliance services to its clients.

- Overall scope to ensure full coverage of 24*7*365 monitoring & management aspects of various endpoints, Network devices, servers, etc. which has been given by bank to be monitored it.
- Scope involves configuration of any new security devices, configuration changes, transition to new devices at an additional cost of per agent license agreed with bank.
- 24x7x365 log and availability monitoring for infrastructure and business applications.
- Rapid response to incidents and forensics as per SLA timeline.
- Hosting in Amazon PCI-DSS certified cloud in India (Maintaining year critical security logs
- Details tanning provide to bank IT Team
- Installation Document and Tanning have to provide.
- SIEM log data retention store for 1 Year and quarterly certificate issue to bank for logs retention
- Quarterly report submits to bank including close and open tickets review
- Direct logs export facility will be provided to bank
- Daily alerts and Reports share to bank by mail
- NDA sign between both party
- Unlimited 24*7*365 supports