



PROFESSIONAL SERVICES RESIDENT CONSULTANT

SERVICES BRIEF

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1. INTRODUCTION

The description of Professional Services in this Services Brief (“Brief” or “SOW”) incorporates and is governed by the Master Agreement located at http://static.tenable.com/prod_docs/tenable_slas.html, or any negotiated agreement between the parties that covers Professional Services (“Agreement”). Any capitalized terms used herein but not defined will have the definitions ascribed to them in the Agreement.

Any installation, configuration, knowledge transfer, or instruction not specifically referenced in this SOW is considered out of scope for this engagement. This includes, but is not limited to, any integrations related to third party products.

All services outlined in this SOW will be delivered by a Tenable Certified Security Consultant, or by one of Tenable’s qualified partners (hereinafter “Consultant”).

2. SERVICE OVERVIEW

Resident Services will be rendered on a Fixed Fee per month basis and are expected to take the form as specified within the **Scope**. Deviations from the stated scope will be mutually agreed upon in writing between the parties prior to the execution of any changes.

Consultant working hours will be 9:00 am to 5:00 pm Customer’s local time, Monday through Friday, unless otherwise mutually agreed upon. Tenable reserves the right to change the assigned Consultant at any time.

Each Full-Time Resource can be scheduled for:

- a) up to eight (8) hours a day.
- b) up to one hundred forty (140) hours per month. Unused hours do not rollover month to month.

3. SCOPE

This SOW defines the scope of services to be provided by the Tenable Consultant to Customer.

Services provided by Consultant will be limited to reasonable and customary Professional Services activities as described below.

Tenable will provide one (1) full time equivalent resource (FTE) for the number of months identified on the sales order, delivered in eight (8) hour increments.

Activities can include, but are not limited to:

- a) Exposure Management design and planning
- b) Exposure Management readiness validation
- c) Install and configure Tenable products
- d) Validate Tenable product operational capabilities
- e) Tenable product enablement

4. DELIVERABLES

There are no predefined deliverables included in this offering.

5. ASSUMPTIONS AND CONSTRAINTS

Tenable has relied upon the following assumptions and constraints in performing the Professional Services in this SOW. If Customer or Reseller fails to comply with any of the following assumptions, constraints or responsibilities, Tenable reserves the right to modify the price, scope, level of effort, or schedule for the Professional Services in this SOW.

In the event Customer fails to meet the requirements under this **Assumptions and Constraints** section, resulting in a material delay preventing Tenable personnel from performing the Professional Services in the **Scope** section in accordance with any agreed Milestones, Tenable reserves the right to charge Customer for any additional costs, including travel and expenses, incurred.

- a) Customer has valid licenses for all Tenable Products necessary to complete the Professional Services in the **Scope** section.
- b) Customer and Tenable will each identify a designated account contact in advance of the Professional Services commencing.
- c) Tenable may perform services either remotely or on-site at a mutually agreed upon Customer location.
- d) For onsite engagements, estimated travel and expenses shall be included as a separate line item on the Quote and Purchase Order.
- e) This SOW represents Tenable's commercially reasonable technical judgment based upon information made available by Customer or Reseller. Reseller acknowledges that any failure to provide accurate information in respect to Customer's environment may require Tenable to issue a change control notice.
- f) If during the performance of this SOW Customer or Reseller requests a change to the **Scope** section, this will be documented using the change control notice process defined herein.
- g) Customer or Reseller will provide Tenable access to key individuals, information and system resources at Customer site required for Tenable to provide the required deliverables set out in this SOW.
- h) When at Customer's or Reseller's facility, Customer or Reseller will provide the Consultant with a professional workspace such as a conference room and access to personnel with sufficient privileges to the relevant hardware and software required to perform Professional Services.
- i) Customer or Reseller shall provide the Consultant with reasonable and safe access to Customer's facilities and ensure that its facilities constitute a safe working environment.
- j) The Customer's systems must meet or exceed the specifications found in the Tenable General Requirements document, available at <https://docs.tenable.com/generalrequirements/>.
- k) All workdays under this SOW are based upon an eight (8) hour workday and all work will be completed during normal working hours defined by local custom.
- l) Tenable personnel will not be exposed to physically hazardous environments without prior risk assessment and agreement by Tenable. Customer or Reseller will provide any safety equipment needed. If applicable, Customer or Reseller personnel will mount hardware and conduct configuration in appropriate locations where necessary.

- m) Tenable is not responsible for any impact caused by querying, network communication or system interaction within Customer's environment. Customer understands that assessing Customer's network or infrastructure is a complex procedure, and Tenable does not guarantee that the results of the Professional Services will be error-free. Customer acknowledges that the Professional Services may result in loss of service or have other impacts to networks, infrastructure, assets or computers. Customer agrees not to pursue any claims against Tenable as a result of any Professional Services unless such a claim is based on the gross negligence or willful misconduct of Tenable.
- n) Other than the work defined in the **Scope** section, ongoing support and maintenance of Tenable deliverables or scripts beyond the warranty period detailed in the Agreement is not within the scope of this SOW.
- o) Additional maintenance of Tenable deliverables or scripts delivered under this SOW shall be contracted under a new Statement of Work through a change control notice.

6. ABOUT TENABLE

Tenable is the exposure management company, exposing and closing the cybersecurity gaps that erode business value, reputation and trust. The company's AI-powered exposure management platform radically unifies security visibility, insight and action across the attack surface, equipping modern organizations to protect against attacks from IT infrastructure to cloud environments to critical infrastructure and everywhere in between. By protecting enterprises from security exposure, Tenable reduces business risk for approximately 44,000 customers around the globe. Learn more at [tenable.com](https://www.tenable.com).



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