## SentinelCore – Chicago Hospital: SLA – Vulnerability Management

**Company:** SentinelCore Security Operations
**Client:** The Chicago Hospital of Illinois
**Prepared by:** Jose G.
**Effective Date:** 12/12/2025

---

**Purpose:**
This SLA defines the service levels, responsibilities, and expectations for vulnerability management services provided by SentinelCore Security Operations to ensure the confidentiality, integrity, and availability of client systems.

**Scope:**

- Regular vulnerability scanning of client systems, including servers, workstations, and network devices.
- Assessment of vulnerabilities and misconfigurations, including operating systems, applications, and network services.
- Reporting and remediation guidance.
- Ad hoc vulnerability scans conducted upon client request or detection of unusual system activity.

**Service Components:**

- Baseline Assessment: Establish normal system behavior to identify deviations.
- Vulnerability Scanning: Authenticated and unauthenticated scans using Tenable or equivalent tools.
- Connectivity Checks: Verification of system readiness via ping, SSH, or remote access.
- Reporting: Deliver detailed findings, risk levels, and remediation recommendations.

**Service Levels:**

| Service | Response Time | Resolution / Reporting Time |
|---|---|---|
| **Critical Vulnerability** | **2 hours** | **24 hours** |
| **High Vulnerability** | **4 hours** | **48 hours** |
| **Medium / Low Vulnerability** | **1 business day** | **5 business days** |
| **Ad Hoc Scan Request** | **4 hours** | **48 hours** |

**Responsibilities:**
**SentinelCore Security Operations:** Conduct scheduled and ad hoc scans according to the SLA; document and report findings clearly; maintain confidentiality of all client systems and data.
**Client:** Provide access and credentials necessary for scanning; review and implement remediation recommendations as agreed.

**Review & Updates:**

- SLA to be reviewed quarterly or as requested by either party.
- Updates must be documented and agreed upon by both parties.

**Approved by:**

---

Jose G., SentinelCore Security Operations