

MANAGED SECURITY OPERATION CENTER



**PROACTIVE DEFENCE
TO ACCELERATE COMPETENCE**



SOC SERVICE LEVEL AGREEMENT (SLA)

Our Managed SOC teams adhere to a stringent Service Level Agreement (SLA) designed to provide our clients with the utmost assurance in thwarting cyber threats. The SLA matrix, tailored to each client's specific needs, outlines our commitment to timely response, mitigation, and resolution. With this proactive approach, we ensure that potential attacks are swiftly identified and effectively neutralized, guaranteeing a robust defense mechanism for our clients. Our focus on SLA compliance underscores our dedication to preventing and mitigating security incidents, offering a high level of confidence in the effectiveness of our managed security services.

TTA**"Time to Acknowledge"**

Enhancing incident response capabilities by measuring the team's quick responsiveness in recognizing and acting on detected or reported threats.

TTE**"Time to Escalate"**

Efficiently measuring how long it takes for a threat or incident to be escalated to higher-level authorities or experts, ensuring effective handling through timely involvement of necessary resources.

TTN**"Time to Notify"**

Timely duration for the SOC team to notify relevant stakeholders once a security incident is confirmed, facilitating prompt response, collaboration, and informed decision-making.

Severity	Description	TTA	TTE	TTN
Critical P1	Alerts triggered from HVA assets or Users	15 minutes	30 minutes	30 minutes
High P2	Potential threats not mitigated	15 minutes	45 minutes	60 minutes
Medium P3	Possible threats mitigated; root cause analysis required	30 minutes	90 minutes	120 minutes
Low P4	Low impact activities requiring validation	60 minutes	120 minutes	240 minutes
Information	Alerts during stabilization phase	N/A	N/A	N/A

*SLA matrix will be finalised as per client requirement

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