

Managed Platform Service – Tier 1

WHAT DOES THIS COVER:

The CyberOne team is committed to supporting the Customer's cybersecurity program and operations. The Managed Platform Service program provides the ability to onboard the skills our customers require while maintaining productivity. It augments the Customer's security team by performing monitoring, investigation, remediation, and guidance of alert information, while acting as a SOC analyst and other tasks and services to help the customer continue to maintain a secure environment.

CyberOne will provide the Security expertise through remote work staff augmentation. These security resources will be able to provide a wide range of Microsoft technologies including, but not limited to: Microsoft Defender for Office 365, Microsoft Sentinel, Microsoft Purview, etc.

MONTHLY CONSULTING HOURS: 10 TOTAL

Technologies include:

- Microsoft 365 ecosystem
- Microsoft Azure

What's Included - Reports, Reviews, Meetings, etc.:

Weekly Reports – 2 hours per week

- Access reviews
- Users, managed identities, service principals, guest users
- Azure activity and Role-Based Access Control (RBAC) review
- Azure AD permissions review
- Data connector health monitoring for Microsoft Sentinel

Monthly Reports - 1 hour per month

- Audit report for access
- Active directory reporting on permissions
 - Includes drift reports
- Azure audit report for changes

Monthly Meeting – 1 hour per month

- Findings and recommendations

Quarterly Business Review – 3 hours per quarter

- Covers reporting above
- Azure spending
- Microsoft 365 spending

ANNUAL CONSULTING HOURS: 60 TOTAL

Technologies include:

- Microsoft 365 ecosystem
- Microsoft Azure

What's Included:

- New, review, or changes in security configurations and policies
- Escalation points for alert investigations for Microsoft Sentinel and Microsoft Security tools
- General Microsoft Consulting – Cloud, SaaS, and on-premise

Gold
Microsoft
Partner



Managed Platform Service – Tier 2

WHAT DOES THIS COVER:

MONTHLY CONSULTING HOURS: 20 TOTAL

■ Technologies include:

- Microsoft 365 ecosystem
- Microsoft Azure

■ Included in Monthly Hours:

Weekly Reports – 4 hours per week (approximate)

- Access Reviews
 - Users, Managed Identities, Service Principals, Guest Users
- Azure activity and Role-based Access Control (RBAC) review
- Azure Active Directory (AD) permissions review
- Microsoft Sentinel
 - Data connector Health monitoring for Microsoft Sentinel
 - Standard updates of analytic rules and workbooks
- Administration and troubleshooting (break fix) for:
 - Microsoft Sentinel
 - Microsoft 365 Defender stack
- Knowledge transfer

Monthly Reports – 1 hour per month

- Audit Report for access
- Active Directory Reporting on permissions
 - Includes drift reports
- Azure Audit report for changes
- Monthly meeting – 1hr
 - Findings and recommendations

Quarterly Business Review – 3hrs per quarter

- Covers reporting above
- Azure spending
- Microsoft 365 Spending

ANNUAL CONSULTING BUCKET OF HOURS* - 80 TOTAL

Covered by Consulting hours:

- New, review or changes in security configurations and policies for Azure and Microsoft 365 Security tools
- Escalation point for alert investigations for Microsoft Sentinel and Microsoft Security tools
- Training on the Microsoft security stack
- General Microsoft Consulting – Cloud, SaaS, and on-premises

*Additional Hours

Additional hours beyond the monthly and annual hours can be purchased on an ad-hoc basis

Gold
Microsoft
Partner



Managed Platform Service – Tier 3

WHAT DOES THIS COVER:

MONTHLY CONSULTING HOURS ** 40 TOTAL

Technologies included:

- Microsoft 365 ecosystem
- Microsoft Azure security tools

Included in Monthly Hours:

Weekly Reports – 7 hours per week (approximate)

- Access reviews
 - Users, managed identities, Service Principals, Guest Users
- Azure activity and Role-Based Access Control (RBAC) review
- Azure Active Directory (AD) permissions review
- Microsoft Sentinel
 - Data connector Health monitoring for Microsoft Sentinel
 - Standard updates of analytic rules and workbooks
- Administration and troubleshooting (break fix) for:
 - Microsoft Sentinel
 - Microsoft 365 Defender stack
- Vulnerability reporting
- Knowledge transfer

Monthly Reports – 1 hour per month

- Audit Report for access
- Active Directory Reporting on permissions
 - Includes drift reports
- Azure Audit report for changes
- Compliance reporting
- Monthly meeting – 1hr
- Findings and recommendations

Quarterly Reports – 30 hours per quarter

- Security Best Practice Assessment
 - Microsoft 365 Security
 - Azure Security
 - Identity and Access
- Findings report
- Remediation guidance
- Executive Summary

Quarterly Business Review – 3hrs

- Covers reporting above
- Azure spending
- Microsoft 365 Spending

ANNUAL CONSULTING BUCKET OF HOURS* 100 TOTAL

Covered by Consulting hours:

- New, review or changes in security configurations and policies for Azure and Microsoft 365 Security tools
- Escalation point for alert investigations for Sentinel and Microsoft Security tools
- Training on the Microsoft security stack
- General Microsoft Consulting – Cloud, SaaS, and on-premises

*Additional Hours

Additional hours beyond the monthly and annual hours can be purchased on an ad-hoc basis

**Tier 3 +

Customers can opt-in for higher monthly hours and a larger annual bucket of consulting hours

- i.e. Monthly 80hrs and 150 annual consulting hours

