

# Verizon Threat Intelligence Platform Service (VTIPS) Professional Service Description

## First Responders Training Course

### 1. First Responders Training Course

#### 1.1 Scope of Work

1.1.1 First Responders Training Course. Verizon will provide training to Customer's first responders and/or members of Customer's incident response team ("Attendees"). Training focuses on basic skills and industry practices for first responders. Training modules includes topics such as proper evidence handling and chain of custody issues, collecting and preserving data of evidentiary value, including volatile data and forensic imaging techniques, and basic forensic analysis techniques.

1.1.1.1 Verizon will provide up to two (2) instructors to perform one (1) training course which will take place in two (2) days (maximum of sixteen (16) hours onsite) for up to twenty (20) Attendees. Topics included in the 2-day First Responder's training course include the following:

- Current security trends and incident response case studies;
- Incident response process;
- Evidence handling procedures;
- Volatile data collection and tactical analysis techniques;
- Forensic imaging techniques;
- Basic forensic analysis techniques – system analysis; and
- Mock incident table-top exercise.

1.1.1.2 Additional training topics may be offered on a case by case basis as shown in the Engagement Letter. The training course will be conducted during Verizon's normal business hours at a Customer Site and on a date mutually agreed to and detailed in the Engagement Letter.

1.1.1.3 Verizon will provide training materials ("Training Materials") and a certificate of training to Attendees.

1.2 **Deliverables and Documentation to be produced by Verizon.** Any Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement's confidentiality terms. Verizon will provide:

1.2.1 Training Materials