

■ SERVICE BRIEF

RAPID7 INSIGHTV™
Managed Services





re

This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Rapid7 InsightVM Managed Services.

These services provide ongoing management, monitoring, tuning, and reporting for the Rapid7 InsightVM platform to support an effective, proactive vulnerability management program.

This service engagement is governed by this Service Brief and associated with SKU: SEC-R7-IVMMANAGED. The quantity defined in the quote determines the number of assets (IP addresses) and/or InsightVM sites under management.

The FUTURE BELONGS
to the CURIOUS.

Table of Contents

01. Services Overview

02. Offer Structure

03. Project Scope

04. Quantity & Effort Model

05. Services & Key Activities

06. Deliverables

07. Services Scope Changes

08. Services Scope Exclusions

09. Customer Responsibilities

10. Services Schedule

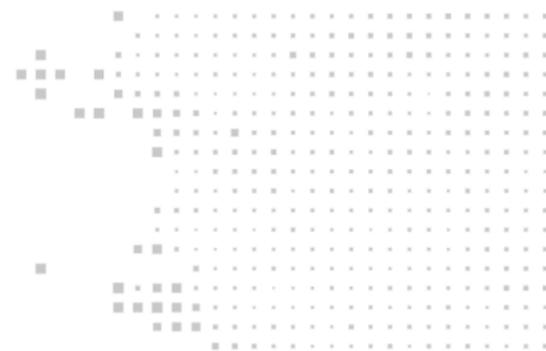
11. Terms and Conditions

01. Services Overview

Redesign's InsightVM Managed Services provide full lifecycle support for the Rapid7 InsightVM vulnerability management platform.

These services are designed to alleviate the operational burden on internal teams while ensuring vulnerability scanning, prioritization, and reporting are executed consistently and aligned with business and compliance requirements.

This engagement includes ongoing configuration management, scan monitoring, credential management, report delivery, and remediation collaboration.



02. Offer Structure

PRIMARY SERVICES

- Ongoing operational management of the InsightVM platform.

Including:

- Scheduled scans
- Asset and site maintenance
- Basic tuning
- Reporting
- Stakeholder communications.

OPTIONAL ADD-ONS

Separate SOW

May include:

- Custom reporting
- Integration support (e.g., SIEM, ticketing tools)
- Remediation coordination workshops
- Vulnerability risk advisory sessions

03. Project Scope

This engagement covers the remote management of InsightVM scan schedules, site configurations, asset tagging, redential validation, and reporting workflows. Scope is determined by asset count or number of InsightVM sites, as defined in the associated quote.

In-Scope Activities

- Management of active scan schedules and policies
- Site-level configuration and tuning
- Monitoring and resolution of scan failures
- Asset group and tag maintenance
- User management (roles, access, permissions)
- Credential configuration and lifecycle validation
- Monthly reporting and review session

In-Scope Activities

- Existing InsightVM components must be stable, up to date, accessible, and supported
- Console access must be available to approved Redesign administration sources
- Managed Asset inventory must be regularly updated for accurate scope definition
- Sufficient scan engines must be present and configured to allow for "network local" scans to each in-scope network
- Rapid7's Insight Agent must be deployed to all supported endpoints

04. Quantity & Effort Model

- **Service SKU: SEC-R7-IVMMANAGED**
- **Quantity: Number of assets (IPs) and/or InsightVM sites under management**
- **This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief.** Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).
- **Work per Unit Includes:**
 - Management of scan activities across defined scope
 - Validation of scan coverage and credential usage
 - Monthly reporting and insight delivery

05. Services & Key Activities

Stage	Key Activities
 Onboarding & Baseline Validation	<ul style="list-style-type: none"> Review existing InsightVM configuration Validate asset inventory, sites, agent deployment, and scan engines Configure access for Redesign team Establish cadence for communications and reporting Develop and publish baseline remediation gap analysis
 Configuration Remediation & Verification	<ul style="list-style-type: none"> Develop and publish configuration baseline remediation plan Verify alignment to baseline configuration
 Ongoing Platform Management	<ul style="list-style-type: none"> Maintain and update scan schedules Create and manage asset groups/tags Monitor scan completion and resolve failures Manage credential sets and validate usage
 Reporting & Collaboration	<ul style="list-style-type: none"> Generate and deliver monthly reports Highlight risk trends and critical vulnerabilities Host monthly review call with Customer Collaborate on remediation prioritization

06. Deliverables

Redesign will deliver all scoped services within the monthly support hour limit defined in the quote. Fixed deliverables (e.g., scheduled reports or platform reviews) will be prioritized.

Support beyond the allocated hours is not guaranteed and may require a revised quote or separate SOW.



**Monthly Vulnerability
Management Report**



**Monthly
Review Session
(virtual, 1 hour)**

07. Services Scope Changes

Changes to asset count, number of sites, scan engine configuration, or integrations must be mutually agreed upon in writing. Scope changes require an updated SOW.

08. Services Scope Exclusions

Unless explicitly included in the SOW, the following are excluded from this engagement:

- **Deployment or installation of InsightVM software or scan engines**
 - **Custom dashboard design or SQL/Custom queries**
 - **Agent-based deployment and management**
 - **Integration with external platforms (e.g., ServiceNow, Splunk)**
 - **Vulnerability remediation implementation**
 - **Real-time incident response or 24/7 coverage**
 - **API scripting or automation development**
-

09. Customer Responsibilities

- **Access & Credentials:** Maintain console access for Redesign and provide required scan credentials
- **Asset Inventory:** Keep IP and site definitions current for accurate scope
- **Remediation Ownership:** Take internal action on findings as outlined in reports
- **Stakeholder Participation:** Attend scheduled review sessions and provide feedback
- **Licensing:** Maintain valid InsightVM licenses covering all in-scope assets

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Start Date:**
Confirmed after Redesign receives signed quote and onboarding checklist
- **Reviews:** Monthly review sessions scheduled in advance
- **Completion:**
Governed by the term outlined in the quote

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: SEC-R7-IVMMANAGED and quantity
- Valid InsightVM licenses in place for in-scope assets
- Approved remote access for Redesign
- Completed onboarding checklist

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

redesign

The FUTURE BELONGS
to the CURIOUS.

