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■ SERVICE BRIEF

Rapid7 InsightVM
Managed Services

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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.

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01. Services Overview

Redesign's InsightVM Managed Services provide operational lifecycle support for the Rapid7 InsightVM vulnerability management platform. These services are designed to reduce the operational burden on internal teams while ensuring vulnerability scanning, prioritization, and reporting are performed consistently and aligned with business and compliance requirements.

This engagement includes ongoing configuration management, scan monitoring, credential management, report delivery, and remediation collaboration. Services are delivered on a best-effort basis and in accordance with vendor guidance and industry best practices; however, Redesign does not guarantee the discovery, prioritization, or remediation of all vulnerabilities.

02. Offer Structure

PRIMARY SERVICES

- Ongoing operational management of the InsightVM platform, including scheduled scans, asset and site maintenance, basic tuning, reporting, and stakeholder communications.

OPTIONAL ADD-ONS

Separate SOW

- May include custom reporting, integration support (e.g., SIEM, ticketing tools), remediation coordination workshops, and vulnerability risk advisory sessions.

03. Project Scope

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

In-Scope Assets

- 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

Environment Requirements

- 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
- Where agent-based scanning is required, Rapid7’s Insight Agent must already be deployed and operational on supported endpoints

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Service SKU: SEC-R7-IVMMANAGED**
- **Quantity: Number of assets (IPs) and/or InsightVM sites under management**
- **Work per Unit Includes:**
  - Management of scan activities across defined scope
  - Validation of scan coverage and credential usage
  - Monthly reporting and insight delivery

MONTHLY SUPPORT TERMS

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).

05. Services & Key Activities

Stage	Key Activities
Onboarding & Baseline Validation	▪ 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 and Verification	▪ Develop and publish configuration baseline remediation plan ▪ Verify alignment to baseline configuration
Ongoing Platform Management	▪ 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	▪ Generate and deliver monthly reports ▪ Highlight risk trends and critical vulnerabilities ▪ Host monthly review call with Customer ▪ Remediation collaboration includes prioritization guidance and advisory support only; implementation remains the responsibility of the Customer.

06. Deliverables

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 and may require a formal Change Request (CR) and/or updated Statement of Work (SOW).

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08. Services Scope Exclusions

This engagement does not include:

- **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**

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09. Customer Responsibilities

Maintain valid vendor support agreements:

- **Access & Credentials: Maintain console access for Redesign and provide required scan credentials**
- **Third-Party Authorization: Customer is responsible for confirming and obtaining any required approvals from cloud service providers, hosting providers, or third-party infrastructure owners for ongoing vulnerability scanning and asset monitoring activities.**
- **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

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11. Terms and Conditions

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

- www.redesign-group.com/legal

ONSITE 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.

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