

IMMERSIVE LABS PRODUCT AND SERVICES GUIDE (INCLUDING SLA)

Version 2022.06

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1. Service Guide

This Services Guide forms part of, and is incorporated by reference, into the Master Services Agreement for Customers and any negotiated agreement between Immersive Labs and its customers or channel partners that covers the purchase of software and professional services provided by Immersive Labs.

The purpose of this Services Guide is to set out details of the products and services we provide to our customers, the overall standard which we aim to achieve in the provision of our services and to provide a mechanism for resolving any issues.

2. Platform Objectives

The Immersive Labs platform is used for equipping, exercising, and evidencing the cyber skills of entire workforces, preparing businesses to counter the latest cyber threats. Immersive Labs offers a fully interactive, on-demand and gamified cyber skills platform, with a huge range of cyber skills topics mapped against industry frameworks.

3. Purchase Method

Immersive Labs offer three principal purchase routes through which customers can procure access to the platform:

- a module purchase;
- human cyber readiness platform (Enterprise Suite); or
- a combination of Enterprise Suite and additional module(s).

3.1. Modules

A module purchase provides limited access to specific areas of the platform (as further described in Section 4). At the time of publication of this Services Guide, Immersive Labs offers four modules - the objectives and purchase methods for which are more particularly described below.

		Modules						
		IMMERSIVE CRISIS	IMMERSIVE CYBERPRO	IMMERSIVE APPSEC	IMMERSIVE TALENT	IMMERSIVE CLOUDSEC	IMMERSIVE TEAM SIM	IMMERSIVE RANGES
OBJECTIVE		Stress testing organizational decision making in response to cyber crises	Power up human capability to demonstrate resilience in the face of evolving threats.	Embed security expertise across every individual in the software development lifecycle.	Increase speed and diversity in hiring. De-mystify technical skills and talents.	Embed security best practices in the Cloud for developers, engineers and security professionals.	Immerses technical security practitioners into realistic offensive and defensive security incident scenarios.	Create hyper realistic representations of enterprise networks for high value use cases.
PURCHASE	The level of purchase is specified in the order form/quote.	Each module purchased has an associated “Licence Band”. The maximum quantity of Authorised Users or assessments (for Immersive Talent only) shall not exceed the limit set out in the Order. To increase the number of Authorised Users (or assessments) within a module, the Licence Band must be upgraded.						

All module purchases have a recommended services package based on the level of investment and products being purchased. This will be stated on the order form or quote document. If no services package is specified, the default is Silver Professional Services. If you want to upgrade your Services Package please speak to your customer sales representative. For more Information on Professional Services, please see section 5.

3.2 Human Cyber Readiness Platform (Enterprise Suite)

The Enterprise Suite provides customers with access to the platform for the whole organisation, with content across our current four modules as well as access to a fifth bonus module - the Awareness Arcade.

The Enterprise Suite may be purchased in one of four tiers, the table below sets out the tiers available to customers, the nature of access and maximum number of Authorised Users or assessments (as applicable) included with each.

		HUMAN CYBER READINESS PLATFORM			
		Tier 1	Tier 2	Tier 3	Tier 4
MODULE LIMITS BY TIER	IMMERSIVE CRISIS	Pre-built scenarios only	Pre-built scenarios as specified in the order form/quote		
	IMMERSIVE CYBERPRO <i>(number of Authorised Users)</i>	10	50	100	Unlimited**
	IMMERSIVE APPSEC <i>(number of Authorised Users)</i>	250	1,000	2,000	Unlimited**
	IMMERSIVE TALENT <i>(number of assessments per annum)**</i>	500	1,000	5,000	Unlimited**
	AWARENESS ARCADE <i>(number of Authorised Users)</i>	Unlimited**	Unlimited**	Unlimited**	Unlimited**

** Unlimited access is subject always to a maximum number of 50,000 Authorised Users / assessments per annum.

*** To the extent that a customer has not utilised its full assessment entitlement within the Immersive Talent module, the number of assessments will refresh at the start of each renewal term and any unutilised assessments from the previous term will not be carried forward.



4. Platform Content

4.1. Content Features by Module

CONTENT	MODULES							
	CRISIS	CYBERPRO	APPSEC	TALENT	AWARENESS ARCADE	CLOUDSEC	TEAM SIM	RANGES
Knowledge	X	✓	X	✓ (Limited number)	X	X	X	X
Tools	X	✓	X	✓ (Limited number)	X	X	X	X
Offensive	X	✓	X	✓ (Limited number)	X	X	X	X
Defensive	X	✓	X	✓ (Limited number)	X	X	X	X
Immersive Originals	X	✓	X	X	X	X	X	X
Cyber Threat Intelligence	X	✓	X	X	X	X	X	X
Application Security	X	✓	✓	✓ (Limited number)	X	X	X	X
Cyber Crisis Simulations	✓ (Custom content depends on purchase method)	X	X	X	X	X	X	X
Workforce Security Awareness	X	X	X	X	✓	X	X	X
Cloud Sec	X	X	X	X	X	✓	X	X
Team Sim	X	X	X	X	X	X	✓	X
Ranges	X	X	X	X	X	X	X	✓

The table above sets out the content features included with each module. For further details on what each content features comprises, please see section 4.2 below for definitions.

4.2 Content Features Defined

CONTENT FEATURE	DESCRIPTIONS
Knowledge Labs	This content covers the basics of cyber security, assisting users to master the fundamentals. It includes a series of introductory labs on compliance, cyber for board members, executives, ethics, and risk.
Tools Labs	Tools labs teach users the tools of the cyber security trade and includes labs covering a variety of network scanning tools, Linux command lines, encoding and encryption methods and techniques for packet analysis.
Offensive	These labs contain cyber skill experiences and content for red teams and penetration testers and include labs such as web application hacking to privilege escalation.
Defensive	These labs contain cyber skill content for security analysts, incident responders and threat hunters and include labs such as log analysis and malware samples.
Immersive Originals Labs	These are gaming labs written by industry leaders and our own elite hackers to put users' knowledge to the test and includes capture the flag style challenges.
Cyber Threat Intel Labs	Labs in this series are based on real-time threat intelligence and give users hands-on experience of real-world attacks and how to defend against them.
Application Security Labs	<p>Application Security Labs are aimed at developers and engineers and teach them how to code securely to mitigate the risk of a cyber breach.</p> <p>The Application Security Labs create a realistic development environment which give users live code to identify, exploit, change, analyse and validate security vulnerabilities. Once the user submits their revised code, the labs scan for vulnerabilities and detect bugs. The user must fix all detected bugs and redeploy the code to pass all functional checks before they can complete a lab.</p>
Cyber Crisis Simulations	<p>Cyber Crisis Simulations throw decision-makers into an emerging attack scenario and are based on traditional table-top scenario exercises. They encourage the key stakeholders in business continuity and crisis management roles to come together and validate or test their personnel and the processes and technology they have in place to react to a real cyber incident. The aim of the Cyber Crisis Simulator is to enable security professionals and senior managers to learn what to do if the worst should happen.</p> <p>For custom Cyber Crisis Simulation scenarios, customer success managers will provide the customer with a template to input their own materials relating to a fictitious scenario, its organization and industry. Our customer success managers will utilise the template to build, configure and deploy a single custom cyber crisis simulation scenario for the customer.</p> <p>For all purchase methods, a facilitator licence is granted.</p> <p>There is an overall maximum limit of 1,000 Authorised Users participating.</p>
Workforce Security Awareness Labs	These labs cover the fundamentals of cybersecurity, such as staying safe online, phishing and password management, aimed at the general working population. These fun practical labs help users develop good cyber security hygiene and keep your business safe.

<p>Cloud Sec Labs</p>	<p>Cloud Security labs are aimed at developers, engineers and security professionals to teach them security best practices in the Cloud to mitigate the risk of a cyber breach in their Cloud domain.</p> <p>The labs allow users to build and configure secure and resilient infrastructure in hyper-realistic hands-on environments using real tools and platforms. Cloud Security labs present a series of tasks which users must work through; automated intelligent logic based on security best practices and external frameworks are used to confirm whether a user has completed these tasks successfully. Once a user has completed all the tasks and answered any necessary questions, they will finish the lab successfully.</p>
<p>Team Sim</p>	<p>Team Sim immerses technical security practitioners into realistic offensive and defensive security incident scenarios played out in complex environments. Teams of security practitioners must work together to complete the tasks at hand: investigating an end-to-end attack chain by a simulated threat actor or carrying out such an attack chain themselves. Team Sim stress tests your teams to more effectively respond to real crisis scenarios and promotes improvements in response processes, techniques, and team composition.</p> <p>Managers within the platform are able to schedule Team Sim exercises from a catalogue of pre-built scenarios after purchase.</p> <p>The number of exercises per annum will be specified in the Order Form. If the number of exercises are not specified in the Order Form, the fall back shall be:</p> <ul style="list-style-type: none"> • Small – 4 exercises per annum • Medium – 8 exercises per annum • Large – 15 exercises per annum <p>There is a "soft" limit of 10 teams per exercise, 10 participants per team, and a 5 day maximum exercise duration. These can be adjusted on a case-by-case basis.</p>
<p>Ranges</p>	<p>The Immersive Labs Cyber Range provides the fastest way for technical teams to create hyper realistic representations of enterprise networks for high value use cases like detection engineering, malware analysis, tool testing & validation, and research & development activities. Ranges support a wide variety of out of the box systems and software configurations, including the ability to create Custom images.</p> <p>Cyber Ranges customers who also purchase Team Sim may launch the range designs from within the pre-built catalogue of scenarios.</p> <p>The maximum number of range resources (size of the range(s)) is limited by the product tier the customer has purchased.</p>

5. Professional Services

5.1. Service Packages

Our service packages come in three levels: Silver, Gold and Platinum. The table below sets out what elements of professional services are included in each level. You must have purchased the relevant module for the relevant Professional Services to be included. The recommended professional services package will be included on the order form/quote. Professional Services shall only be provided during the Term of the contract between Customer and Immersive Labs and no Professional Services may be carried forwards, credited or refunded if not used during the Term. For further detail on what each of the professional services entails and how they apply to each service package, please see section 5.2 below (Professional Services Specification). These Professional Services do not currently apply to Team Sim or Ranges products or services.

PROFESSIONAL SERVICES	SILVER	GOLD	PLATINUM
IMPLEMENTATION			
SSO Service	X	✓	✓
System Integration Service	X	X	✓
API Consulting Service	X	X	✓
Customer Success Manager (“CSM”)	✓ Within first 90 days	✓ Throughout term	✓ Throughout term
Executive Business Reviews	✓ Annual	✓ Semi-annual	✓ Quarterly
CUSTOMIZATION			
Cyber Skills Plan - Standard (for CyberPro and AppSec customers only)	X	✓ Annual	X
Cyber Skills Plan - Premium (for CyberPro and AppSec customers only)	X	X	✓ Annual
EVENTS (for CyberPro and AppSec customers only)			
Event-in-box	X	✓ Semi-annual	✓ Semi-annual
Custom Curated Events	X	X	✓ Annual
INSIGHTS & ANALYTICS (for CyberPro and AppSec customers only)			
Targeted Talent Capability Assessment	X	✓ Annual	✓ Semi-annual



CWA ADVISORY SERVICE (for CyberPro and AppSec customers only)			
Cyber WorkForce Advisor (Dedicated or Half)	POA	POA	POA
Cyber Maturity Assessment Service	POA	POA	✓
Cyber Workforce Optimization Playbook	POA	POA	✓
CYBER CRISIS SIMULATION SERVICES (for Cyber Crisis Simulator customers only)			
Crisis Sim Quick Start Bundle	POA	POA	POA
Custom Crisis Simulation	POA	POA	POA
Tailored Crisis Simulation	POA	POA	POA
Crisis Sim Consulting Bundle (20 Hours)	POA	POA	POA

5.2 Professional Services Specifications

5.2.1 Onboarding and Integrations

PROFESSIONAL SERVICE	SPECIFICATION
SSO Services and Landing Page	<p>SSO Services and Landing page</p> <p>This service is a single configuration between Customer and Immersive Labs that allows Authorised Users to provision a login to the Immersive Labs Platform without the need for Immersive Labs-specific credentials.</p> <p>Immersive Labs supports SSO using SAML 2.0 as the standard. Customers are responsible for the IdP side of such connection. SAML spec is followed universally, both SP and IdP initiated linking and deep linking are supported.</p> <p>This SSO Service includes free of charge integration for one (1) IdP and includes any certification updates to facilitate Customer’s use of Immersive Labs during the Term. Immersive Labs will offer Customer support for Customer’s configured SSO integration for the Term.</p> <p>Silver</p> <ul style="list-style-type: none"> Standard SSO features only. Customer may request a custom URL (customename.Immersivelabs.online) for duration of contract. No team or org mapping. <p>Gold</p> <ul style="list-style-type: none"> Full SSO features as set out above. Customer may request a custom URL (customename.Immersivelabs.online) for duration of contract. Customer may use standard login page (immersivelabs.online). There is no tailoring or customer-own branding applied. <p>Platinum</p> <ul style="list-style-type: none"> Full SSO features as set out above. Customer may request a custom URL (customename.Immersivelabs.online) for duration of contract. Customer may opt to have branded login page including logo / colour scheme and custom wording. <p>A Professional Services Consultant will consult with customer to understand customer requirements and advise on possible configurations.</p> <p>If Customer wishes to take up this Professional Service, Customer must contact Immersive Labs and commit to timeline in the first 30 days of the Contract term to give sufficient time to deliver this Professional Services.</p>

<p>System Integration Service</p>	<p>This service is a single configuration between Customer’s system and Immersive Labs. System Integrations includes, but is not limited to, an LMS or LXP application. Customer’s system must accept one of the standards supported by Immersive Labs e.g. xAPIs, LTI, GraphQL. This integration service includes both Single Sign-on and Data Feeds that are supported by the Customer’s system.</p> <p>The Systems Integration Service includes integration for one (1) System.</p> <p>Customer is allowed one (1) change per Data Feed per quarter. Immersive Labs will offer Customer support for Customer’s configured integration for the Initial Term of the underlying subscription Plan. In the event Customer desires; a) changes to the configured integration after the Initial Term, or b) configuration(s) of additional Data Feed integrations, Customer must purchase additional integration Services.</p> <p>If Customer wishes to take up this Professional Service, Customer must contact Immersive Labs and commit to timeline in the first 30 days of the Contract term to give sufficient time to deliver this Professional Services.</p>
<p>API Consulting Service</p>	<p>This Service provides an expert Immersive Labs resource to consult with Customer regarding integrations to the Platform. Such resource will provide consulting on API best practices and how to utilize the data from Immersive Labs API.</p> <p>This Service does not include writing or troubleshooting code for Customer and Customer agrees that it is solely responsible for maintaining any code created during the user of this Service. The API Consulting Service is a flat fee that includes up to 5 hours of support from an Immersive Labs expert resource during normal business hours (to be agreed in writing). In the event Customer desires additional API consulting, Customer must purchase additional integration Services. This Service must be utilized within one (1) year of purchase and during the Term. This is for customers that want to use our GraphQL API to integrate IML into their environment.</p> <p>If Customer wishes to take up this Professional Service, Customer must contact Immersive Labs and commit to a timeline in the first 30 days of the Contract term to give sufficient time to deliver this Professional Services.</p>
<p>Customer Success Manager (CSM)</p>	<p>CSMs are responsible for supporting customer’s commercial leads, account administrators, team managers and executive sponsors to derive best value from the platform. For technical support queries, customers should contact the support desk. Further information is set out at section 7 of this Services Guide. Immersive Labs may substitute a customer’s CSM at any time in its absolute discretion.</p> <p>Silver</p> <p>Customers are allocated a single named designated individual CSM for the duration of the onboarding period (first 90 days) only.</p> <p>Gold & Platinum</p> <p>Customers are allocated one named designated individual CSM for the duration of the Term.</p>



<p>Introduction to Immersive Labs</p>	<p>Customer's CSM will provide an opportunity for customer to take part in an introductory call and service kick-off at a mutually convenient time following registration of the first Authorised User.</p>
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5.2.2 Customizations

PROFESSIONAL SERVICE	SPECIFICATION
<p>Cyber Skills Plan (for CyberPro and AppSec customers only)</p>	<p>Customer’s Professional Services Consultant may work with customer to design and create custom lab collections (from existing labs) that help their users to target the labs that are relevant to customer’s role, team, organisation, and industry or fulfil a learning pathway or objective.</p> <p>Silver</p> <ul style="list-style-type: none"> • Not included. <p>Gold - Standard</p> <ul style="list-style-type: none"> • Once per year, Professional Services Consultant will recommend lab collections created from Immersive Labs’ existing catalogue as requested by customer. • New lab collections (from existing labs) may be created that are tailored to customer no more than once per annum. • Build Learning Pathways aligned to Functional Skill Areas or Cyber Security Roles. <p>Platinum – Premium</p> <ul style="list-style-type: none"> • Once per year, Professional Services Consultant will recommend lab collections created from Immersive Labs’ existing catalogue as well as new lab collections tailored to customer on request. • As per Standard above, plus Develop Comprehensive Skill Matrices & Corresponding IML Content Inventory <p>This Service provides expert resource(s) on the Immersive Labs Platform and cyber security skills development to work closely with the Customer to deliver a tailored skill development roadmap aligned to business & technology objectives, cyber frameworks (MITRE or NICE NIST), department initiatives, and/or to job functions/roles. The engagement lasts up to ninety (90) days from initial discovery session and must be completed within the Term of the Contract. Unless otherwise agreed in writing, the Cyber Skills Plan begins with customer providing existing skills documentation, and a sixty (60) minute discovery meeting between customer and Immersive Labs, generally followed by subject matter expert discovery meeting(s) (maximum one call per functional area) to be coordinated by the customer in a timely manner. As part of the Cyber Skills Plan, the Immersive Labs cybersecurity skills consultant(s) will typically work on the following deliverables; (1) understand desired outcomes of the customer’s skills development initiatives, (2) identify or review functional areas / roles that will best support achievement of those desired outcomes, (3) Platinum Premium Only - categorize and group associated skills (subject to maximum functional areas or role limits for the tier sold), (4) Platinum Premium Only - map Immersive Labs Platform resources to customer’s identified skills in the form of matrices and a content inventory, including alignment to cybersecurity frameworks if requested (5) cyber</p>



	<p>skills pathway recommendations consisting of recommended resources, bespoke to roles identified. (6) work with the customer to iterate and finalize deliverables primarily through email, (7) creation of cyber skills pathways on the Immersive Labs platform.</p> <p>Unless otherwise agreed in writing by the Customer and Immersive Labs:</p> <ul style="list-style-type: none">a. Cyber Skills Plan Tier 1 engagements include up to 3 functional areas or roles;b. Cyber Skills Plan Tier 2 engagements include up to 6 functional areas or roles;c. Cyber Skills Plan Tier 3 engagements include up to 9 functional areas or roles; andd. Cyber Skills Plan Tier 4 engagements include up to 12 functional areas or roles.
Custom Data Feeds	<p>Silver & Gold</p> <ul style="list-style-type: none">• Customer has access to such data and reports as are available from time to time within the insights area of the platform. <p>Platinum</p> <ul style="list-style-type: none">• CSM will consult with customer during onboarding phase to understand their reporting needs and tailor “off-platform” reports including layout / file format / delivery mechanism.• The cadence of report delivery may be as agreed between the customer and Immersive Labs subject to a maximum number of custom reports 8 per quarter and 2 in any 1 week.• Customized reports can contain tabulated data and/or graphic visualizations of platform usage and telemetry. Delivery of customized reports is not currently automated, these will be delivered via e-mail by customer’s CSM.• Any amendments to reports may be made on request of the customer’s CSM, subject to a maximum of 1 amendment request per quarter.

5.2.3. Events - (for CyberPro and AppSec customers only)

PROFESSIONAL SERVICE	SPECIFICATION
<p>Event-in-box</p>	<p>These events are “event in box”, being Immersive Labs’ live online event offering with no customisations.</p> <p>Customer’s CSM will consult with customer to understand customer’s event requirements before recommending event content from Immersive Labs’ existing content catalogue. Customer’s CSM will create event learning pathways/objectives (maximum 3 per event) mapped to the content and will facilitate the start and end of an event by enabling and disabling objectives for Authorised Users. Customers will be provided with a standard event pack to include manager and Authorised User instructions and instructive imagery.</p> <p>Silver</p> <ul style="list-style-type: none"> • No events. <p>Gold & Platinum</p> <ul style="list-style-type: none"> • Customer can run 1 event per year.
<p>Custom Curated Event</p>	<p>Immersive Labs offers additional enhancements to its “event in a box” event offering.</p> <p>Available to Platinum customers only. All terms to be agreed in writing between Customer and Immersive Labs.</p>

5.2.4. Cyber Crisis Simulation Services (for Cyber Crisis Simulator customers only)

PROFESSIONAL SERVICE	SPECIFICATION
Crisis Sim Quick Start Bundle	<p>The ProServ team will lead an onboarding engagement which will include both consultative guidance and instructor-led training. The aim of this service will be to assist the Customer in becoming self-sufficient using the Crisis Sim tool. Training will be conducted over an agreed video conference bridge and will consist of (5) five 1-hour sessions to no more than 20 participants. The 5 modules will be delivered over the term of the contract. The training modules are as follows: (1) Scenario creation overview & inject writing: This session will guide delegates through the scenario creation and inject writing process. Delegates will be able to effectively use the Create tab and write relevant injects in the Immersive Crisis Content Builder. (2) Option writing and ranking: This session will focus on writing participants’ options (decisions) to tackle the challenges posed by the injects. The training will include option writing and guidance on how to use the Option Ranking feature. Delegates will be able to write options and rank them in the content builder. (3) Rationale, rich media & Indicators: This session will provide guidance on writing the Option Rationale in the Content Builder. We will also cover attaching various types of rich media, as well as using the Indicators feature. Delegates will learn effective use of Option Rationale, Rich Media and the Indicator feature to enhance the quality, reality and plausibility of scenarios.(4) Exercise delivery: This session will cover Presentation and Asynchronous Play modes, and the differences therein. Delegates will learn effective facilitation and management of exercises in all play modes. (5) Interpreting results: This session will provide guidance on the interpretation of the Results data in Immersive Crisis. Delegates will be able to successfully interpret the Results data within Immersive Crisis and receive high level suggestions on After Action and Post Simulation learnings and remediation strategies.</p>
Custom Curated Challenge Event	<ul style="list-style-type: none"> • Price on application • Subject to acceptance and payable as a separate additional fee, 5 x 1 Hour • Modules Covering Custom Crisis Sim Creation/Delivery.
Tailored Crisis Simulations	<ul style="list-style-type: none"> • Tailor Crisis Sims to Match Customer's Environment. • Assist with Delivery & Analysis. <p>This Service assists Customers with the design, development and delivery of a crisis exercise based on modifying one of Immersive Labs’ existing catalogue scenarios or using one of our pre-built scenario templates. Each engagement consists of the following activities: (1) Initial customer scoping session (1a) Up to 2 hour meeting with customer project lead/exercise team to set out the suggested scenario. (1b) Immersive Labs will recommend a scenario from its existing catalogue of scenarios. (1c) Agree delivery approach and expected exercise learning outcomes. (1d) Minor modifications to the scenario will be agreed during the scoping meeting to provide a tailored experience for the customer. (1e) Delivery timescales will be agreed during the scoping meeting. (2) Scenario design and build. (2a) Design any agreed changes to scenario content, feedback and scoring. (2b) Build scenario in Immersive Crisis. (2c) QA and Test. (3) Conduct exercise. (3a) Pre-exercise preparations and stakeholder engagement. (3b) Exercise set-up and comms. (3c) Delivery of exercise (asynchronously and facilitated sessions). (4) Report. (4a) Post-exercise report and recommendations including any other observations and recommendations.</p>

Service delivery assumptions: (i) Customer will attend (up to) a 2-hour scoping meeting to support scenario design. (ii) Customer will assign an appropriate point of contact for the duration of the project. (iii) A scenario from Immersive Labs/customer catalogue will be used as the basis of the exercise. (iv) Modification to the content is possible – minimum structural changes (i.e. where possible, the number and format of injects and options will remain unchanged). (v) Inclusion of scenario and options feedback and scores will be dependent on occasional access to and input from the customer team. (vi) Customer will have access to the platform during the scenario build phase. (vii) Immersive Labs and customer will agree a date for final changes prior to the scenario being published and assigned to users. (viii) Customer will be responsible for identifying users, preparing stakeholders and any pre-exercise comms. (ix) Access to the asynchronous scenario will be provided over a one-week period, the date will be agreed with the customer. (x) The facilitated exercise will re-use the same scenario and will be delivered on a date agreed with the customer. (xi) Immersive Labs will provide a post-exercise report. No acceptance criteria are associated with the POV. (xii) All IL work is conducted off-site.

<p>Custom Crisis Simulations</p>	<ul style="list-style-type: none"> • Custom Crisis Sims to Match Customer's Environment. • Assist with Delivery & Analysis. <p>This Service assists Customers with the design, development and delivery of a new crisis exercise including up to 10 core injects and up to 20 injects in total.. Each engagement consists of the following activities: (1) Initial customer scoping session. (1a) Agree on delivery approach and expected exercise learning outcomes. (1b) Gather business information and supporting documentation (e.g. critical services, incident response plan, playbooks, etc). (1c) Identify key threats and resource dependencies. (1d) Determine plausible disruption scenarios. (2) Scenario design. (2a) Design scenario structure and format. (2b) Design scenario options and branches. (2c) Design feedback and scoring. (3) Scenario development. (3a) Build scenario. (3b) Build rich media assets. (3c) QA and Test. (4) Deliver exercise. (4a) Pre-exercise preparations and stakeholder engagement. (4b) Exercise set-up and comms. (4c) Delivery of exercise (asynchronously or facilitated session(s)). (5) Report. (5a) Post-exercise report and recommendations.</p> <p>Service delivery assumptions: (i) Where possible, the customer will provide a copy of the scenario they would like to use, including any reference materials or relevant rich media files or links. (ii) Customer will attend a (up to) 2-hour scoping meeting to support scenario design. (iii) Immersive Labs will determine if the customer scenario is suitable for Immersive Crisis conversion – otherwise Immersive Labs will propose an alternative, custom scenario. (iv) The scenario will include no more than 10 core injects and 20 injects in total. (v) Inclusion of scenario and options feedback and scores will be dependent on occasional access to and input from the customer team. As such, option feedback and ranking might not be included. (vi) Immersive Labs will create rich media attachments where possible from its existing content library. (vii) Customer will have access to the platform during the scenario development phase. (viii) Immersive Labs and Customer will agree a date for final changes prior to the scenario being published and assigned to users. (ix) Customer will be responsible for identifying users, preparing stakeholders and any pre-exercise comms. (x) Customer and Immersive Labs will agree a start/end date (typically 1 week) for an asynchronous exercise. (xi) Immersive Labs will provide a post-exercise analysis. No acceptance criteria are associated with the report or analysis. (xii) All IL work is conducted off-site</p>
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5.25. CWA Advisory Service

PROFESSIONAL SERVICE	SPECIFICATION
<p>Cyber Workforce Advisor (CWA) (for CyberPro and AppSec customers only)</p>	<p>This Service provides an Immersive Labs resource to provide expert guidance to oversee and manage the holistic customer experience using the Immersive Labs Platform. Immersive Labs will assign an experienced CWA (consultant with cybersecurity and skills development expertise) over the Term of the Contract, beginning with a kick-off call between Immersive Labs and the customer. Following discovery by the assigned CWA, Immersive Labs will provide a cyber workforce optimization or skills development program that will enable customer to achieve the critical initiatives identified during discovery. The CWA may also provide project management oversight for all Service offerings provided by Immersive Labs Professional Services, advising and directing various cybersecurity learning campaigns, providing platform guidance to plan administrators, and sharing competitive insights. The CWA will have meetings with the Customer’s designated contact(s) to assist in the delivery and completion of a continuous cyber workforce optimization or skills development program. The CWA will also serve as a Liaison between Immersive Lab’s product organization, helping to prioritize and provide closed loop communication regarding customer requests for new product functionality or enhancements.</p> <p>Price on application.</p>
<p>Cyber Workforce Assessment & Recommendations (for CyberPro and AppSec customers only)</p>	<p>This Service provides expert resource(s) on Immersive Labs Platform and cyber security skills development who will work closely with the Customer to deliver a customised set of assessment activities (e.g. Labs) and skills/readiness analysis after the activities are completed by Customer team members.</p> <p>The Assessment typically begins with one (1) sixty (60) minute discovery meeting with the Customer. The purpose of this discovery meeting is to (1) understand desired goals, objectives and outcomes of the Customer’s Cyber Capability Assessment, (2) agree upon needed resources & timelines to make the assessment a success, and (3) to identify the Customer team member that will participate. Following the discovery meeting, Immersive Labs will produce an Assessment project plan, consisting of recommended assessment resources (e.g. Labs), as well as a timeline of activities. Customer will review the proposed plan (including timeline), and request adjustments, or approve the plan. Included in the approval is a commitment from the Customer to fulfill the activities in the plan, according to the agreed-upon timelines (e.g. team members will participate in the selected Labs, within the timeframe given).</p> <p>Once the plan is approved, Immersive Labs will create the customized assessment activity via Objective(s) on the Immersive Labs platform, and assign the appropriate users to those objectives. Immersive labs will further coordinate communication and administration of the assessment activity.</p> <p>Completion of assessment activities by a sufficient number of Customer</p>

team members is the sole responsibility of the Customer. Any agreement to extend plan deadlines so that additional Customer team members may complete plan activities is at the sole discretion of Immersive Labs, and is not guaranteed.

Once the assessment activity timeline has elapsed, Immersive Labs will compile activity data, analyse the data, and deliver an analysis document. This analysis document may be presented to Customer via conference call/live presentation (including discussion afterwards), subject to the agreed-upon project plan. The analysis document will include (1) statistics and analysis, identifying areas of strength as well as gaps, aligned to the agreed-upon cyber skill and cyber readiness areas, (2) suggestions and recommendations to close gaps and improve readiness, and (3) an overall summary of the assessment, including findings and insights, relevant to Customer's desired goals. Once the analysis document is delivered, the Cyber Capability Assessment service is considered complete. Immersive Labs may, at its sole discretion, provide additional follow up information or activities (e.g. additional review sessions, extended analysis, etc.) relevant to the Assessment

- Platinum only

6. Service Availability

The Immersive Labs Platform is designed to be available 24 hours a day, 7 days a week, 365 days a year.

Immersive Labs operates on a target minimum service availability of 99.5% uptime. We monitor the uptime of our services using a third-party company who generate alerts in the event the site is unavailable. We use a third-party monitoring tool (Uptime Robot) to generate reports, alerts, and dashboards for the uptime of our application.

7. Technical Support

Immersive Labs provides support for both the web application and underlying content served in the platform. We maintain an online support function through the following email address: support@immersivelabs.com.

Immersive Labs monitors the support inbox and aims to respond to queries in accordance with the Response Targets set out in the table below.

Working hours are 09.00 to 17.30 GMT/BST (as applicable) Monday to Friday (excluding UK bank and public holidays).

In the event you or your Authorised Users experience a fault with the Platform, please report it as soon as possible to support@immersivelabs.com.

Immersive Labs use four tiers of incident depending on the scale and severity of the issue. A target response time and resolution time is defined for each priority level and will apply during working hours only.

Where development work is required, the target resolution times may be extended. We attempt to achieve the following target response and resolution times across each priority level once we have classified the incident.

	Description	How incident reported	Response target
Priority 1	The production system is unavailable for all users.	Immersive Labs notified via uptime monitor.	Support team working inside and outside of working hours until resolved.
Priority 2	Multiple users cannot access multiple labs.	Notification to support@immersivelabs.com	Investigated inside working hours with a 0.5-day target to resolve.
Priority 3	A single user cannot access multiple labs.	Notification to support@immersivelabs.com	Investigated inside working hours with a 1-day target to resolve.
Priority 4	A single user cannot access a single lab.	Notification to support@immersivelabs.com	Investigated inside working hours with a 5-day target to resolve.

8. Complaints

Complaints with Immersive Labs’ support services should be addressed to the Immersive Labs account manager or to support@immersivelabs.com who will then forward the complaint on to our Sales and Commercial Manager.

9. Service Credits

For the avoidance of doubt, Immersive Labs does not offer service credits.

10. Changes

The Immersive Labs platform is provided as a software as a service solution. Therefore, we may make changes (including procedural and functionality changes) without prior notice. If these changes result in a material degradation to performance, accessibility, or available functionality, you may write to us and raise a query with your account manager or by emailing support@immersivelabs.com. We reserve the right to add, amend and discontinue features and modules from time to time. Where this occurs, we’ll endeavour to notify you where practical. We shall be entitled to increase the Fees at the start of each Renewal Term upon reasonable notice (for example if we have made changes to packaging and features during the term).

We may modify this Services Guide at any time by posting a revised version on our website or by otherwise notifying you. All modified terms will become effective upon posting or as otherwise stated in the notice. By continuing to use the Platform after that date, you agree to be bound by the modified terms and conditions.

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