



Immersive Labs

Service Packages

This Service Package Addendum sets out the scope of services to be provided by Supplier to Customer when a Service Package is identified on an Order Form or Quote (as the case may be) ("**Service Package**"). It is supplemental to the Master Services Agreement available at www.immersivelabs.com/legal, or the relevant agreement signed between Customer and Supplier.

5 Service Packages are outlined below, which may be selected by Customer, as identified on the relevant Order Form or Quote. Details below apply solely to the Service Packages outlined in this document, and do not supersede those services listed in the Product & Services Guide available at www.immersivelabs.com/legal (and further identified in the relevant Order Form or Quote).

Service Package Overview

- An exact start date will be agreed between Immersive Labs and Customer, no later than 6 months following the Start Date set out in the Order Form or Quote.
- Service Packages may not be carried over into a subsequent year, nor exchanged for alternative services.
- For multi-year contracts, the Service Package is available for the first year only, i.e not on a recurring basis.
- All Service Packages will be delivered by Supplier remotely.

Assumptions and Dependencies

In addition to the Service Package-specific assumptions and dependencies listed in each of the tables below, the following assumptions have been made, upon which delivery of these Service Packages depends:

- Customer will provide the necessary information required by Supplier for the purposes of tailoring the Service Package to Customer, and ensuring effective delivery.
- Customer will attend meetings as reasonably required by Supplier (estimated to be no more than one hour per week during the Estimated Duration) to inform on progress, or to flag any delivery risks that may arise (such as from insufficient platform usage - see point below).
- Service Package delivery is dependent on sufficient platform usage to enable meaningful results. Supplier will assist with assigning relevant content, but Customer is responsible for ensuring the platform is utilised by its users to receive the benefit of the services.
- The Estimated Duration timelines outlined below are provided as a guide only and time for performance shall not be of the essence.



Service Package 1 - Assess Preparedness: Adversary Tactics	
Overview	Understand and Prove Your Organization's Cybersecurity Capabilities According to the MITRE ATT&CK Framework
Description	Immersive Labs will assign a set of labs to be completed by teams throughout the duration of the service package, to provide suitable coverage of the MITRE ATT&CK framework. Immersive Labs will analyze both individual and team lab performance to evaluate coverage of the adversarial tactics, techniques and procedures (TTPs) that relate to your organizational threat landscape.
Deliverables	Analysis report (delivered as a pdf)
	Findings presentation delivered by Immersive Labs, to discuss the report
Estimated Duration	90 days
Assumptions and Dependencies	Minimum of 10 users participating in lab completions
	Completion rate of 70% of the labs assigned by Immersive Labs

Service Package 2 - Assess Preparedness: Critical Vulnerabilities	
Overview	Understand and Prove Your Organization's Cybersecurity Capabilities Against the Latest Threats
Description	Immersive Labs will assign a set of Cyber Threat Intelligence labs (both defensive and offensive, as appropriate) to an agreed set of individuals within your organisation, to be completed over the 45 day period. Immersive Labs will then analyze performance data within these labs, before producing and presenting a summary report.
Deliverables	Analysis report (delivered as a pdf)
	Findings presentation delivered by Immersive Labs, to discuss the report
Estimated Duration	45 days
Assumptions and Dependencies	Minimum of 10 users participating in lab completions
	Completion rate of 70% of the labs assigned by Immersive Labs

Service Package 3 - Assess Preparedness: OWASP Top 10	
Overview	Understand and Prove Your Organization's Application Security Capabilities Against the OWASP Top 10
Description	After agreeing a set of focus software development languages (covered by our lab content), Immersive Labs will allocate a selection of relevant labs focused on the OWASP top 10. Immersive Labs will then evaluate individual and team performance within these assigned application security labs, before producing and presenting a summary report.
Deliverables	Analysis report



	Findings presentation delivered by Immersive Labs, to discuss the report
Estimated Duration	90 days
Assumptions and Dependencies	Minimum of 10 users participating in lab completions
	Completion rate of 70% of the labs assigned by Immersive Labs

Service Package 4 - Deployment Optimization: Operationalize Cyber Pro

Overview	Optimize Your Immersive Labs Deployment to Make the Most of Your Investment
Description	Immersive Labs will analyze organizational structure and platform configuration data to provide actionable recommendations to ensure an ideal platform deployment (e.g., Assign Career Paths, Collections).
Deliverables	In-platform analysis report
	Findings presentation delivered by Immersive Labs, to discuss the report
Estimated Duration	30 days
Assumptions and Dependencies	

Service Package 5 - Benchmark: Enterprise Security

Overview	Understand and Prove Your Organization's Cybersecurity Capabilities Against Industry Benchmarks
Description	Immersive Labs will analyze and benchmark your teams overall operational capability across one or more functional areas; Blue team, Red team, Application Developers, and Cloud Engineers. Quantitative data will benchmark lab activity by function, including defensive operational readiness, offensive operational ability, programming language, and more.
Deliverables	Analysis report (delivered as a pdf)
	Findings presentation delivered by Immersive Labs, to discuss the report
Estimated Duration	90 days
Assumptions and Dependencies	