

Quest International vCIO/vCISO with expanded technical services

vCIO services includes formulating strategic IT goals, planning the IT budget, analysing and reworking business processes and facilitating technology changes. The vCIO would help maintain the IT infrastructure -- keeping the lights on -- also providing forward looking services to plan a technology roadmap and identify opportunities to use new technology tools. The following projects would be addressed in the first 90 days:

- Complete data/infrastructure network diagram
- Backup/Disaster recovery document
- Acceptable computer use policy
- Review network change policy and documentation

vCISO (virtual Chief Information Security Officer) services helps to create security policies, controls and cyber incident response planning; ensuring compliance with the changing laws and applicable regulations; and maintaining a current understanding of the IT threat landscape, among other responsibilities related to the security posture. The following projects would be addressed in the first 90 days:

- Review password change policy
- Review password security

We would also like to offer at no charge for 90 days our new cyber security awareness program . This initial program would incorporate the following:

- Learning Management System(LMS)
- Phishing Simulator
- Engaging and Interactive training courses
- Trackable, customizable training campaigns
- Campaign and contact management
- Reporting tools

After the 90 day free trial period and once we have determined the pricing/packaging for our Cyber security solutions we will discuss with you the value.

For the vCIO/vCISO tasks we would conduct weekly 1-hour meetings with myself or an appropriate engineer, either be on site or via video conference. In order to track the progress a living document will be created with meeting notes and assigned tasks.

Our recommendation for moving Kiet further from the day to day IT services is that VSN provide an engineer to address tasks as they arise either on site or remote—budgeting 3 hours per week. This will allow users to be able to contact VSN support or know when there will be a support person on site plus the ability to take over the physical desktop support, such as rebuilding machines, backup etc. We will need to work with the team to clearly define the scope.

We would like to suggest that we start this on a 90-day trial basis which would include 12 hours of an onsite technician and 8 hours of myself and/or appropriate engineer.

The cost would be \$2,500.00 per month after which we can adjust based upon feedback.

Accepted by: _____

Date: _____