



**INFORMATION TECHNOLOGY
DEPARTMENT; CITY OF AURORA, IL**

**DATA SHIELD® MANAGED SECURITY SERVICES
CHANGE ORDER**

**Client Contact: Michael Pegues, CIO
Contract No: 20190213-01-DS-003
Change Order Number: 002
Change Order Date: January 5, 2022
Engagement Manager: Cyrus Walker**

Introduction

This Managed Security Services Change Order (MSSTC) Request is Appended to the Managed Security Services Terms & Conditions for services by and between Data Defenders and City of Aurora, IL Information Technology Division (COA) dated December 22, 2020 (“Agreement”).

Order Form: 003

Effective Date: January 1, 2021

This MSSTC Change Order Request is governed by the above referenced Agreement, the terms and conditions of which are hereby incorporated into this MSSTC Change Order Request by this reference. The terms of this MSSTC Change Order Request shall control if there is a conflict with the terms of the Agreement. The following defines the MSSTC Change Order Request to be provided by Data Defenders.

Project Name	Data Shield Managed Security Services
Requested By	City of Aurora, IL
Presented To	Leela Karumuri, Director of Cyber & Technology Risk
Change Name	Order Form Scope Change
Change Number	002
Date of Request	January 5, 2022

Description of Change

The scope of change will include the following service items and tasks(s):

- 1. Incident Response Professional Service Hours**
- 2. KnowBe4 Security Awareness Software Subscription**
- 3. eSentire CrowdStrike Anti-Virus Module**
- 4. Professional Service Hours Increase**

Reason for Change

City of Aurora, IL (COA) is requesting expansion of Data Defenders services to add additional service components that were not included in the DS-002 and DS-003 MSS Order Forms and to expand service coverage throughout COAs technology infrastructure. This change also includes hours for incident response to cover recent incidents that COA experienced in October and November 2021.

Statement of Work for Change Order

STATEMENT OF WORK SUMMARY

Data Defenders is being engaged by CoA to provide additional services as described in the following section.

TASK #1 – Incident Response Professional Service Hours

On October 30th, 2021 COA was alerted to a potential breach of its Microsoft Office 365 Cloud tenant as a result of anomalous login attempts being detected on its O365 Cloud tenant.

- **Initial Analysis:**

Security discussions were immediately initiated between City of Aurora IT Leaders and Data Defenders. During these discussions, City of Aurora and Data Defenders quickly identified anomalous login attempts were indicated on targeted end-user systems.

- **Immediate Response:**

Technical controls were implemented on the targeted end-user systems to terminate any access by the malicious attacker(s). Following situational analysis and decisions by COA IT Leaders, we made the decision to implement Multi-factor Authentication (MFA) on all COA end-user accounts which will immediately prevent unauthorized login attempts on COA end-user systems. Data Defenders conducted an examination of all COA end-user cloud accounts to determine if other accounts were impacted.

TASK #2 – KnowBe4 Security Awareness Training Software Subscription

COA has requested that Data Defenders assume management and service delivery responsibility for its Phishing and security awareness campaign activities. COA has also requested that Data Defenders implement and manage the KnowBe4 Security Awareness training software point solution as part of the Data Shield Managed Security Service tenant provided to COA.

TASK #3 – eSentire CrowdStrike Anti-Virus Module (Prevention) Subscription

COA's current subscription for Symantec Anti-Virus protection expired at the end of June 2021 and COA asked Data Defenders to assume responsibility to provide the Anti-Virus Module function as a component of the current eSentire CrowdStrike implementation.

TASK #4 – Additional Professional Services Hours

The current allocation of hours in the following professional services line items for Order Form DS-003 were exhausted prior to the end of the 2021 contract year(CY). COA has requested that Data Defenders continue to provide services in the following professional service line items and has agreed to replenish those hours to enable continuous service delivery through the end of the CY 2021.

- Threat Intelligence and Incident Response
- vCISO
- Annual General Hours Allocation

Change of Project Scope Benefits

The benefits of these changes are the following:

- Increase in professional services hours will allow for continuous delivery of services through the end of CY 2021
- The CrowdStrike Anti-Virus (Prevention) module will allow for integrated management of prevention and response activities on all COA endpoints.
- The KnowBe4 Phishing and Security Awareness Point solution will enable COA to continue to manage security awareness training of its employees with the objective of reducing the number of employee related security incidents.

Effect on Deliverables (Including a List of Any Affected Deliverables)

The following deliverables will be added to the overall SOW:

- a. Regular Security and Phishing Campaign activities.

Effect on Project Schedule (Including Estimated Completion Date for This Change)

Upon approval of this Change Order 002, Data Defenders will develop a project plan for each of the tasks outlined in this Change Order which will outline the project timelines for each task. However, the project timelines associated with these new tasks will be conducted in conjunction with the currently approved project timeline but will not affect the duration of that timeline. Data Defenders will work with COA Senior IT Management to develop the relative project plans and timelines as necessary.

Effect on Project Cost

This section provides a detailed explanation of the cost associated with the tasks defined in this Change Order. Please note the following:

- Task #2 – KnowBe4 Security Awareness Training Software Subscription pricing will be provided for the following CYs: 2021 (Prorated Costs), 2022 (Full Annual Cost), 2023(Full Annual Cost), 2024(Full Annual Cost), 2025(Full Annual Cost)
- Task #3 – eSentire Crowd Strike Anti-Virus Module (Prevention) Subscription pricing will be provided for the following CYs: 2021 (Prorated Costs), 2022 (Full Annual Cost), 2023(Full Annual Cost), 2024(Full Annual Cost), 2025(Full Annual Cost)

Item Description	Hours		Dollars	
	Reduction	Increase	Reduction	Increase
TASK #1 – Incident Response		389.00		\$ 58,350.00
TASK #2 – KnowBe4 Security Awareness Training Software Subscription CYs: 2021 (Prorated Costs), 2022 (Full Annual Cost), 2023(Full Annual Cost), 2024(Full Annual Cost), 2025(Full Annual Cost)				\$ 80,190.00
TASK #3 – eSentire Crowd Strike Anti-Virus Module (Prevention) Subscription CYs: 2021 (Prorated Costs), 2022 (Full Annual Cost), 2023(Full Annual Cost), 2024(Full Annual Cost), 2025(Full Annual Cost)				\$ 159,757.20
TASK #4 – Additional Professional Service Hours				
Threat Intelligence		69.00		\$ 10,350.00
vCISO		59.00		\$ 8,850.00
Annual General Hours Allocation		128.00		\$ 19,200.00
Sub-Total Cost Change Order #002				\$ 336,697.20
Original Total Project Cost (Pre-Change)				\$ 3,202,215.00
Total Project Cost				\$ 3,538,912.20

Signatures

DATA DEFENDERS ENGAGEMENT MANAGER

Approved

Signature: _____



Rejected Title: _____ Date: _____

CITY OF AURORA, IL

Approved Signature: _____

Rejected Title: _____ Date: _____

WE ARE THE DEFENDERS OF YOUR INFORMATION WORLD!

Data Defenders, LLC.
Corporate Headquarters:
111 W. Jackson Blvd., STE. 1700
Chicago, IL 60604

(WEB): www.data-defenders.com
(EMAIL): info@data-defenders.com

(MAIN): (312) 224-8831
(FAX): (312) 242-1795

Data Defenders, Defenders of the Information World, Data D-Fense 24/7, Data Shield, Applied Computer Forensics, and Election System Auditing are trademarks of Data Defenders, LLC. All rights reserved.