

## nCircle's 24-hour Service Level Agreement

*Our continuing commitment to complete vulnerability coverage*

### nCircle's Vulnerability Coverage Guarantee

The number of known vulnerabilities continues to grow, and vulnerability management solutions must keep up with the growth in order to be effective. nCircle has committed to our customers to provide vulnerability checks, within 24 hours, for all Microsoft Security Advisories. With this guarantee, nCircle's customers can be assured that within 24 hours of the announcement of the vulnerability by Microsoft, nCircle will provide a check with which they can test their systems for the vulnerability. No other vulnerability management vendor has made such a commitment to its customers – the 24-hour SLA is unique to nCircle Network Security.

### Details about nCircle's 24-hour SLA

Within 24 hours of Microsoft's announcement, nCircle will provide authenticated checks (requiring credentials on Windows hosts) for **ALL** vulnerabilities contained in the advisories, and unauthenticated checks (remote checks requiring no credentials) for **all remotely available services**. This is a very high level of commitment, as competing solutions release only authenticated checks for many of the remotely available services. nCircle not only commits to unauthenticated checks whenever possible, but also to release them within the first 24 hours. nCircle is able to provide these checks so quickly due to its unique profiling methodology, which enables us to gather a great deal of information about each host, and gives us a speed advantage when creating vulnerability checks.

#### "Patch Tuesday" Facts

- Most advisories: 12 (Feb 2005)
- Most vulnerabilities: 22 (Oct 2004)
- Average nCircle turnaround: 17 hours
- Fastest turnaround: 7 hours, 15 minutes (May 2004)

nCircle has never breached its 24-hour SLA, even for off-schedule releases (those releases not on the second Tuesday of each month which are released with little warning.) In the event that nCircle does not meet the SLA three times in any twelve month period, nCircle will give the customer a credit equal to fifteen percent of the annual maintenance fee for the following renewal period.

### About Microsoft Advisories

Microsoft Advisories were previously released whenever they were ready, causing confusion and unpredictability for enterprise customers. In October 2003, Microsoft began releasing advisories on the second Tuesday of each month. Occasionally, Microsoft will release out-of-cycle advisories for serious threats, such as the download.ject vulnerability in June 2004 and the IFRAME vulnerability in December 2004.

All Microsoft advisories utilize a common rating system:

- Critical – "worm-able" vulnerabilities
- Important – vulnerabilities that allow widespread system compromise
- Moderate – vulnerabilities that are mitigated by other factors
- Low – low impact or unlikely exploit

Microsoft Advisories follow a common naming scheme: MS<year>-<sequential release number> e.g. MS04-028. They can include multiple vulnerabilities; for example, MS04-011 contained 14 distinct vulnerabilities. For more information, please see <http://www.microsoft.com/security/>.