IMMERSIVE LABS' SERVICES GUIDE (INCLUDING SLA)

Version 2021.04

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1. Service Guide

This Services Guide forms part of, and is incorporated by reference, into the Platform and Service Terms and Conditions for Enterprise 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 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**
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.
PURCHASE	This module is purchased with access to either: • Pre-built scenarios; or • Pre-built scenarios PLUS custom content.	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 come with Silver Professional Services as standard, Gold Professional Services can be purchased for an additional fee or an upgrade will automatically be offered where certain spend thresholds are met. 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 PLUS custom content		
	IMMERSIVE CYBERPRO *(number of Authorised Users)*	10	50	100	Unlimited**
	IMMERSIVE APPSEC *(number of Authorised Users)*	250	1,000	2,000	Unlimited**
	IMMERSIVE TALENT *(number of assessments per annum)***	500	1,000	5,000	Unlimited**
	AWARENESS ARCADE *(number of Authorised Users)*	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 Hiring 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.

Tiers 1-3 of the Human Cyber Readiness Platform (Enterprise Suite) purchases include Gold Professional Services as standard. Platinum Professional Services can be purchased for an additional fee. Tier 4 of the Human Cyber Readiness Platform comes with Platinum Professional Services as standard. For more Information on Professional Services, please see section 5.

4. Platform Content

4.1. Content Features by Module

The table below 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.

CONTENT	MODULES				
	CRISIS	CYBERPRO	APPSEC	TALENT	AWARENESS ARCADE
Knowledge	✗	✓	✗	✓ (Limited number)	✗
Tools	✗	✓	✗	✓ (Limited number)	✗
Offensive	✗	✓	✗	✓ (Limited number)	✗
Defensive	✗	✓	✗	✓ (Limited number)	✗
Immersive Originals	✗	✓	✗	✗	✗
Cyber Threat Intelligence	✗	✓	✗	✗	✗
Application Security (inc. Cloud Security)	✗	✓	✓	✓ (Limited number)	✗
Cyber Crisis Simulations	✓ (Custom content depends on purchase method)	✗	✗	✗	✗
Workforce Security Awareness	✗	✗	✗	✗	✓

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	Application Security Labs are aimed at developers and engineers and teach them how to code securely to mitigate the risk of a cyber breach. 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.
Cyber Crisis Simulations	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. 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. For all purchase methods, a facilitator licence is granted. There is an overall maximum limit of 1,000 Authorised Users participating.
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.

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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. 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).

PROFESSIONAL SERVICES	SILVER	GOLD	PLATINUM
ACCOUNT MANAGEMENT			
Customer Success Manager ("CSM")	✓ Within first 90 days	✓ Throughout term	✓ Throughout term
Introduction to Immersive Labs (first 90 days)	✓	✓	✓
User & Manager Onboarding	✓ Within first 6 weeks	✓ Within first 6 weeks	✓
Ongoing Training	✓ Public only (see 5.2.1)	✓	✓
Executive Business Reviews	✓ Annual	✓ Semi-annual	✓ Quarterly
CUSTOMIZATION			
Custom Lab Collections	✓ Catalogue only	✓	✓
Branded Landing Page	✗	✓	✓
Enriched Reports and Dashboard	✗	✓	✓
EVENTS			
Out of box events	✗	✓ Semi-annual	✓ Quarterly
Event-reporting, marketing campaign	✗	✗ POA	✓
CYBER CRISIS SIMULATION SERVICES			
Facilitator Training	✗	✓	✓
GAP Analysis	✗	✓ Semi-annual	✓ Quarterly

INSIGHTS			
Program Analysis Reporting	✗	✓ Semi-annual	✓ Quarterly
CSAT Surveys & Analysis	✗	✓	✓
CONSULTANCY			
Workforce development consultation sessions	✗	✓ Semi-annual	✓ Quarterly
Usage trend analysis with development plan	✗	✓ Semi-annual	✓ Semi-annual
Framework mapping – skills matrix, MITRE map	✗	✓ Semi-annual	✓ Semi-annual
Assessment and Baselining	✗	✗ POA	✓ Annual
INTEGRATIONS			
SSO	✓	✓	✓
LMS via xAPI	✗	✗ POA	✗ POA
3rd Party Reporting	✗	✗ POA	✗ POA
Threat Intelligence	✗	✗ POA	✗ POA
Assessments with ATS	✗	✗ POA	✗ POA

5.2. *Professional Services Specifications*

5.2.1. *Account Management*

PROFESSIONAL SERVICE	SPECIFICATION
Customer Success Manager (CSM)	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 section7 of this Services Guide. Immersive Labs may substitute a customer's CSM at any time in its absolute discretion. Silver • Customers are allocated a single named designated individual CSM for the duration of the onboarding period (first 90 days) only. Gold & Platinum • Customers are allocated one named designated individual CSM for the duration of the term.
Introduction to Immersive Labs	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.
User & Manager Onboarding	Silver • CSM provides Manager onboarding sessions (maximum 1 per week for first 6 weeks of the initial term). • CSM provides Authorised User onboarding sessions (maximum 1 per week for first 6 weeks of the initial term). • All sessions are held by video call for a maximum of 45 minutes. Gold • CSM provides Manager onboarding sessions (maximum 2 per week for first 6 weeks of the initial term). • CSM provides Authorised User onboarding sessions (maximum 2 per week for first 6 weeks of the initial term). • All sessions are held by video call for a maximum of 45 minutes. Platinum • CSM provides Manager onboarding sessions as reasonably required during term of the contract. • CSM provides Authorised User onboarding sessions as reasonably required during life of contract.

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Ongoing Training	Public onboarding sessions are held from time to time. A public onboarding session is an open session for all users and managers from any customer. Training content will be generic and not specific to an individual customer's use case. Private ongoing training sessions are held for a maximum duration of 1 hour by video call. Account Reviews Sessions are video calls with customer champions / account administrators / team managers / executive sponsors to discuss usage and adoption. Silver • Access to public Manager onboarding sessions once per quarter • Access to public Authorised User onboarding sessions once per quarter • CSM provides Account Review Sessions (maximum once per quarter) Gold • CSM provides private Manager onboarding sessions (maximum 1 per month). • CSM provides private Authorised User onboarding sessions (maximum 1 per month). • CSM provides Account Review Sessions (maximum once per month). Platinum • CSM provides private Manager onboarding sessions (maximum 1 per month). • CSM provides private Authorised User onboarding sessions (maximum 1 per month). • CSM provides Account Review Sessions (maximum once per week).
Executive Business Reviews	Executive Business Reviews (EBRs) include CSM / IL Exec Sponsor / IL Product Managers + customer Economic buyer / customer champions / account administrators / team managers / executive sponsors as required. The purpose of an EBR is to provide: Business updates and product roadmap Account review (progress against goals / success criteria to date) and goals and success criteria for next period. EBRs are performed by video call for a maximum duration of maximum 90 minutes. Silver • CSM provides 1 EBR at the end of 90-day onboarding. Gold • CSM provides 1 EBR at the end of 90-day onboarding and 1 EBR 120 days prior to contract renewal. Platinum • CSM provides 1 EBR per quarter for the life of the contract.

5.2.2. *Customizations*

PROFESSIONAL SERVICE	SPECIFICATION
Custom lab collections	Customer's CSM may work with customer to design and create custom lab collections 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. Silver • CSM will recommended lab collections created from Immersive Labs' existing catalogue during the first 90 days of the contract term only. Gold • CSM will recommend lab collections created from Immersive Labs' existing catalogue as requested by customer. • New lab collections may be created that are tailored to customer no more than once per annum. Platinum • CSM will recommend lab collections created from Immersive Labs' existing catalogue as well as new lab collections tailored to customer on request.
Branded Landing Page	Silver • Customer may use standard login page (immersivelabs.online). There is no tailoring or customer-own branding applied. Gold & Platinum • Customer may request a custom URL (customername.Immersivelabs.online) for duration of contract. Customer may opt to have branded login page including logo / colour scheme and custom wording. • CSM will consult with customer to understand customer requirements and advise on possible configurations.
Enriched Reports & Dashboard	Silver • Customer has access to such data and reports as are available from time to time within the insights area of the platform. Gold & Platinum • 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_

PROFESSIONAL SERVICE	SPECIFICATION
Out of Box Events	These events are "out of box", being Immersive Labs' live online event offering with no customisations. 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. Silver • No events. Gold • Customer can run 2 events per year (maximum 1 in each 6-month period). Platinum • Customer can run 4 events per year (maximum 1 in each 3-month period).
Event -Reporting, Marketing Campaign	Immersive Labs offers additional enhancements to Its "out of box" event offering. Reporting: CSM may consult with customer to understand customer's reporting needs and tailor custom reports including layout, file format and delivery mechanism subject to a maximum of 1 custom report per event. Customized reports may contain tabulated data and/or graphic visualizations of each event and telemetry. Delivery of reports is not currently automated, customer's CSM will deliver these to customer via email. Marketing: CSM will consult with customer to understand customer's event marketing requirements. On request, CSM can facilitate a managed internal email campaign for customer, providing email templates and printed literature to support the event and tracking respondent interactions. Silver • No event reporting or marketing campaigns. Gold • No event reporting or marketing campaigns included but priced on approval. Platinum • Available for each event.

5.2.4. _Cyber Crisis Simulation Services_

PROFESSIONAL SERVICE	SPECIFICATION
Facilitator Training	In these video call sessions customer's CSM will provide an opportunity for the customer's cyber crisis simulation facilitator to learn how best to use the product and run a crisis simulation for the customer's organisation. Silver • No training sessions provided, all instructions will be delivered in platform help areas or in additional documentation. Gold • CSM provides private facilitator training (maximum 1 per week during first 90 days of the term). • CSM provides private facilitator training (maximum 1 per quarter thereafter). Platinum • CSM provides private facilitator training (maximum 1 per week during first 90 days of the term). • CSM provides private facilitator training (maximum 1 per month thereafter).
GAP Analysis	A session with a customer's CSM to analyze the output of a customer's Crisis Sim exercises, identify skills gaps and recommend learning paths. Silver • No access to Crisis Sim Gap Analysis. Gold • Maximum 2 per annum (1 in each 6-month period). Platinum • Maximum 4 per annum (1 per quarter).

5.2.5. _Insights_

PROFESSIONAL SERVICE	SPECIFICATION
Program Analysis Report	An off-platform deep dive analysis report into a customer's cyber capability, gap analysis and workforce development recommendations prepared by Immersive Labs' cyber learning consultant. Silver • None. Gold • On request subject to a maximum of 1 in each 6-month period. Platinum • On request subject to a maximum of 1 in each quarter.
CSAT Surveys & Analysis	Customer satisfaction surveys and associated analysis to enable customer to better understand its employee preferences and strengths and demonstrate return on investment. Silver • None. Gold & Platinum • Included.

5.2.6.   _Consultancy_

PROFESSIONAL SERVICE	SPECIFICATION
Workforce Development Consultation Sessions	A facilitated 1-2 hour video consultation session between an Immersive Labs cyber learning consultant and customer's senior management to define customer needs, identify goals and how best to measure them within the platform. Silver • None. Gold • Semi-Annual. Platinum • Quarterly.
Usage Trend Analysis with Development Plan	A report summarising discussions and trends and concerns identified in workforce development consultation sessions and providing a series of recommendations. Silver • None. Gold & Platinum • Semi-Annual.
Framework mapping – skills matrix, MITRE map	A report following the consultation session which identifies roles and matches these to skills within the MITRE framework, identifies content that aligns to customer's objectives and development and proposes a strategy, rationale and delivery methodology within the platform. Silver • None. Gold & Platinum • Semi-Annual.
Assessment & baselining Capability - Inc reporting, analysis and workforce development plan	A comprehensive workforce development plan which aligns to framework mapping and which draws on gap analysis, strengths and recruitment needs to create recommendations and content suggestions. The plan is narrated in a facilitated 1-2 hour consultation session between Immersive Labs cyber learning consultant and customer's senior management before a delivery methodology Is agreed. Silver • Price on application. Gold & Platinum • Once per annum.

5.2.7. _Intergration_

PROFESSIONAL SERVICE	SPECIFICATION
SSO	Single-sign-on support using SAML 2.0 protocol. Any additional systems supported on request with scope and cost to be agreed.
LMS xAPI	Integrations with learning management systems via xAPI can be undertaken on request subject to scope and cost being agreed between Customer and Immersive Labs.
3rd Party Reporting	Business Intelligence tool integrations can be undertaken on request subject to scope and cost being agreed between Customer and Immersive Labs.
Threat Intelligence	Threat intelligence monitoring tool Integrations can be undertaken on request subject to scope and cost being agreed between Customer and Immersive Labs.
Assessments with ATS	Integrations with applicant tracking systems and assessments can be undertaken on request subject to scope and cost being agreed between Customer and Immersive Labs.

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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