

# PARTNERSHIP SUPPORT PROGRAM



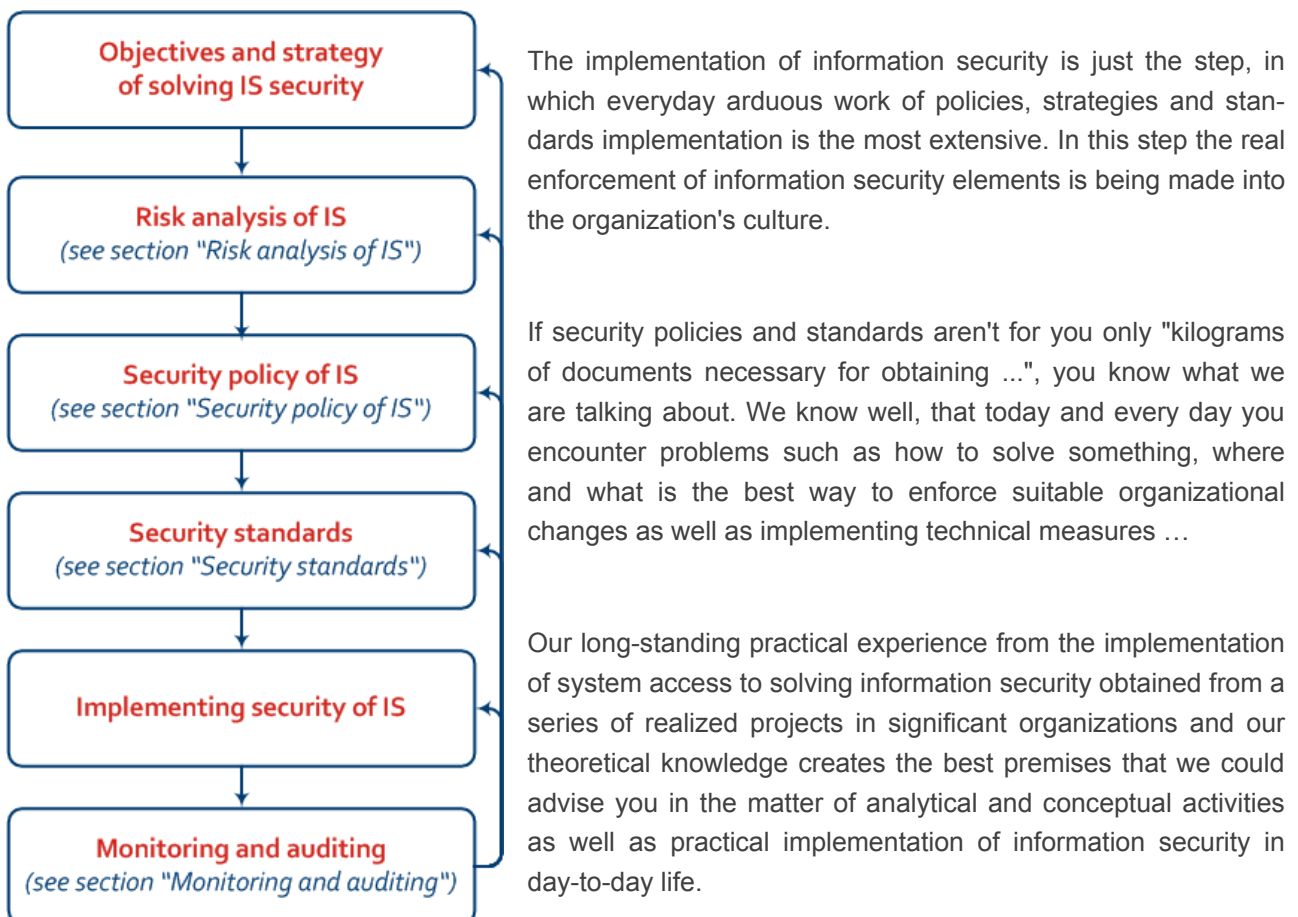
## PERSONAL CONSULTANCY FROM LEADING SPECIALISTS

Without working diligently everyday, it is impossible to put into practice effectively even the best results of security analyses and projects. In search of the best and most effective ways to improve the quality of the organization's information security system, we came to the conclusion to offer personal participation of our leading specialists in solving your everyday problems.

Our security experts are always at your service in terms of the **Partnership Support Program**. When you need advice, you can address us at any time.

The **Partnership Support Program** allows you to select the most suitable variant that matches up with your needs and capabilities. We can fill in or modify the basic offer of programs (CREDIT, VARIANT, CALL, HOT-LINE) according to your needs. Our primary effort is above all your satisfaction and we ensure it to you ...

**The process of solving information security**, which has already been known quite well, is described in a lot of publications and standards, presented in many seminars, trainings and conferences. The diagram below, which is referenced from the "Information security - manager's handbook", describes this process. However, it is typical on the whole issue (but not only in this handbook) that all steps in the diagram are described in detail, except one - "Implementing security of IS".



## ASSISTANCE TAILORED TO YOUR NEEDS

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Risk Analysis Consultants **Partnership Support Program** is aimed at providing personnel consultancy in the field of information security. This service includes not only participation in meetings and workshops, but also personnel consultancy in solving security issues.

In terms of the **Partnership Support Program** personal consultancy is provided by form of elaborating written statements, standpoints or recommendation, not requiring other additional analytical work

The **Partnership Support Program** does not include implementation of standard activities and operations within IS / IT (administration, maintenance, response to security incidents, etc.). Risk Analysis Consultants Partnership Support Program is a specially prepared bid for partnership cooperation in everyday problems of information security. We're ready to solve these problems together with you, your experts and specialists on information security. The program is set up in the way so that you could choose its scope and form that best comply with your specific conditions and needs.

The **Partnership Support Program** is for those who are aware of the real value of their information.

**Program CREDIT** It is a prepaid service with pre-arranged number of consulting hours for given time period (by default monthly or yearly). Consulting hours drawn above prepaid extent (maximum to the double of the pre-arranged number of hours per month) is possible to move into accounting of the closest subsequent month. Extra provided hours are always invoiced in rate of program CALL at the end of the subscription period.

**Program CALL** It is a service which covers situation when a client orders ad hoc consulting services without previous agreement on the fixed hourly rate.

**Program VARIANT** This service is realized by the form of contract about ordering consulting services. When necessary, client demands consulting services by the form of order to the maximum number of 15 hours per month provided it isn't defined otherwise by contract. Numbers of consulting hours are evaluated once a month and according to this number actual hourly rate is invoiced to the client. The more consulting hours the cheaper hourly rate.

**Program HOT-LINE** It is a telephone consultancy in the area of information security. In terms of the program HOT-LINE, a request for the consultation is accepted immediately, an execution of the consultation will be initiated up to 4 working hours. Reduction for 30 % is provided with the Program CREDIT or VARIANT

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*... there are only a few real security experts. Only some organizations can afford their own high - quality experts, in addition with manager capabilities. An effort of some organizations to rely entirely on their own personnel is in contrast with the facts. The organization's personnel, who are dedicated to information security, are preoccupied with daily operations. This is why they deal with activities they understand or activities that are requested by security standards and to a certain extent with monitoring and auditing. Slow, often out of control process, without a conceptual hold, usually has consequences of serious failings in the reduction of the most severe security risks....*

## ASSISTANCE TAILORED TO YOUR NEEDS

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### Effective transmissions of knowledge

Risk Analysis Consultants Partnership Support Program is a service, stemmed from its fundamental orientation which is the most effective way of transmissions of knowledge directly to clients in the area of ensuring information security.

### Independent and price favourable assistance

The Partnership Support Program offers you the highest quality, independent and price favourable assistance in ensuring your information at the top level.

### 24 hours a day / 7 days a week

Within Partnership Support Program you can have a necessary expert assistance reliably and all the time at your service 24 hours a day / 7 days a week.

### Jointly with you, right at your place

Our most skilled experts transmit their knowledge to you directly, working together to solve your problems in the area of ensuring information security and assist you in enforcement of the best practices.

### Assurance of the highest quality of provided services to you

Our long-standing practical experience from the implementation of system access to solving information security obtained from a series of realized projects from significant organizations and our extensive theoretical knowledge that we transmit to wide forum of listeners on trainings, significant domestic and foreign conferences and seminars, are the assurance of the highest quality of our provided services, which can be achieved.

### Independence, quality and effectiveness

Risk Analysis Consultants Partnership Support Program is highly appreciated not only for its high expert quality, but for the promotion of independence within our business. Our objective is to offer and sell solutions that are the most suitable for our clients. These solutions will fulfil the information security requirements of our clients, as well as their requirements for fiscal responsibility.

**A significant Czech printing company has decided to implement steps toward obtaining certification in accordance with standard ISO/IEC 27001.** It has implemented all necessary steps. It has created and approved security policy, accomplished detailed risk analysis, established fundamental security organizational structure and corresponding security standards. Now it is in the phase of implementing security controls. Because the extent of the implementation is considerable and company still must be able to solve its everyday matters, it has applied for Partnership Support Program. Within the basic offer of the Partnership Support Program a suited program of cooperation has been selected for the company and modified according to its particular requirements so the program could best reflect company's specific needs.

**A great financial institution is implementing its own "Corporate Information Security Program".** According to requirements of its headquarter systematic steps for increasing security of information and IS are to be implemented. However the specific implementation steps require amount of activities, which at some time exceed possibilities and experience of information security personnel. The Partnership Support Program has allowed to select a form of cooperation, which is suitable to these particular conditions and assists information security personnel in successful coping with all requirements of the headquarter on information security within their organization.



# PROGRAM CREDIT

## Service form:

This is a prepaid service with pre-arranged number of consulting hours for the given time period (see Rates). Consulting hours drawn above prepaid extent (maximum to the double of the pre-arranged number of hours per month) is possible to move into accounting of the following month. Extra provided hours are always invoiced in rate of program CALL at the end of the subscription period.

## Payment:

A payment is made in advance, generally once a month by the form of pre-arranged subscription. The cost of the subscription depends on the number of prepaid hours and the duration of the pre-arranged subscription.

## Service scope:

Personal consultancy is provided in the area of information security in terms of this service. The service includes both participation in various negotiations, workshops and personal consultancy in solving security problems. Furthermore, the consultancy is provided in the form of elaborating a one page written statement for one consulting hour within the scope of the problems, not requiring any other additional analytical work. The service does not include implementation of standard activities and operations within IS / IT (administration, maintenance, response to security incidents, etc.).

## Assurances:

A consultation within this program will be provided on the basis of the requirement of a client's authorized person up to 2 working days. Time for elaboration of written materials is 2 working days.

## Rates:

### Monthly subscription

up to 5 hours 14 500 CZK

5 - 10 hours 27 000 CZK

### Annual subscription

up to 60 hours 145 000 CZK

60 - 120 hours 270 000 CZK

Summary cost comparison of the basic programs	CZK / hours (monthly payment)		CZK / hours (annual payment)	
	1-5 hours/month	6-10 hours/month	1-5 hours/month	6-10 hours/month
	CREDIT <i>(savings against CALL circa)</i>	<b>2900</b> <b>15%</b>	<b>2700</b> <b>20%</b>	<b>2417</b> <b>29%</b>
VARIANT <i>(only monthly payment)</i> <i>(savings against CALL circa)</i>	<b>3000</b> <b>12%</b>	<b>2800</b> <b>18%</b>		
CALL	<b>3400</b>	<b>3400</b>	<b>3400</b>	<b>3400</b>

## PROGRAM VARIANT

### Service form:

This service is realized by the form of contract about ordering consulting services. Where necessary, client demands consulting services by the form of order to the maximum number of 15 hours per month provided it isn't defined otherwise by contract. Numbers of consulting hours are evaluated once a month and according to this number the actual hourly rate is invoiced to the client.

### Payment:

A payment is made once a month on the basis of mutually approved list of provided consulting hours. An hourly rate depends on month drawing (see Rates)

### Service scope:

Personal consultancy is provided in the area of information security in terms of this service. Program. The service includes both participation in various negotiations, workshops and personal consultancy in solving security problems. Further more, the consultancy is provided in the form of elaborating a one page written statement for one consulting hour within the scope of the problems, not requiring any other additional analytical work. The service does not include implementation of standard activities and operations within IS / IT (administration, maintenance, response to security incidents, etc.).

### Assurances:

The order of consultations within this program will be processed up to 2 working days. Time for elaboration of written materials is 2 working days.

### Rates:

Monthly subscription

1-5 hours/month	3000 CZK / hour
6-10 hours/month	2800 CZK / hour
11-15 hours/month	2600 CZK / hour

Summary cost comparison of the basic programs	CZK / hours (monthly payment)		CZK / hours (annual payment)	
	1-5 hours/month	6-10 hours/month	1-5 hours/month	6-10 hours/month
CREDIT (savings against CALL circa)	2900 15%	2700 20%	2417 29%	2250 33%
VARIANT (only monthly payment) (savings against CALL circa)	3000 12%	2800 18%		
CALL	3400	3400	3400	3400

## PROGRAM CALL

### Service form:

It is a service which covers situation when a client orders ad hoc consulting services without previous agreement on the fixed hourly rate.

### Service scope:

This service covers consulting services provided by RAC experts at the organization's place. Personal consultancy is provided in the area of information security in terms of this service. The service includes both participation in various negotiations, workshops and personal consultancy in solving security problems. Further more, the consultancy is provided in the form of elaborating a one page written statement for one consulting hour within the scope of the problems, not requiring any other additional analytical work. The service does not include implementation of standard activities and operations within IS / IT (administration, maintenance, response to security incidents, etc.).

### Payment:

A payment is made once a month on the basis of mutually approved list of provided consulting hours.

### Assurances:

The consultations within this program will be provided according to actual time limits, but not later than up to 2 working days.

### Rates:

Flat rate 3400 CZK / hour

Summary cost comparison of the basic programs	CZK / hours (monthly payment)		CZK / hours (annual payment)	
	1-5 hours/month	6-10 hours/month	1-5 hours/month	6-10 hours/month
	CREDIT <i>(savings against CALL circa)</i>	<b>2900</b> <b>15%</b>	<b>2700</b> <b>20%</b>	<b>2417</b> <b>29%</b>
VARIANT <i>(only monthly payment)</i> <i>(savings against CALL circa)</i>	<b>3000</b> <b>12%</b>	<b>2800</b> <b>18%</b>		
CALL	<b>3400</b>	<b>3400</b>	<b>3400</b>	<b>3400</b>

## PROGRAM HOT-LINE

### Service form:

This service is realized by the form of contract about ordering consulting services by means of hot-line service on the agreed telephone number. The consultations are provided immediately on the phone. In case that the qualified answer requires finding specific details, the client will be informed about the results later by the preferred methods.

### Service scope:

It is a telephone consultancy in the area of information security. Personal consultancy within this service is provided in the area of information security and in solving security issues. The service is by default provided 24 hours a day / 7 days a week.

**Payment:** A payment is made in advance, generally once a month by the form of pre-arranged subscription. Cost of the subscription depends on the duration of the pre-arranged subscription.

**Assurances:** A request for the consultations within this program is accepted immediately, an execution of the consultation will be initiated up to 4 working hours. Time for elaboration of written materials is 2 working days.

### Rates:

Monthly rate 10 000 CZK / hour

Annual rate 100 000 CZK / hour

Reduction for 30 % is provided with Program CREDIT or VARIANT

Summary cost comparison of the basic programs	CZK / hours (monthly payment)		CZK / hours (annual payment)	
	1-5 hours/month	6-10 hours/month	1-5 hours/month	6-10 hours/month
CREDIT (savings against CALL circa)	2900 15%	2700 20%	2417 29%	2250 33%
VARIANT (only monthly payment) (savings against CALL circa)	3000 12%	2800 18%		
CALL	3400	3400	3400	3400



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Risk Analysis Consultants is a Czech based professional provider of information security services and solutions. We have assisted organizations from government and commercial sectors in protecting their information since 1995. We are the only firm exclusively specialized in the information security field in the Czech market, and one of the few in Europe as well as the world.



QR code RAC

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