

# Product Specification - KYND Start

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## 1. Definitions

- a) **Partner** - The KYND business partner, who is requesting that KYND generate Start reports on behalf of their Users
- b) **User** - The end user or customer who is receiving a KYND Start report
- c) **Organisation** - The business for which the User is receiving the KYND Start report

## 2. Product Description

KYND Start is a report-based Cyber risk analysis service, with each report representing an analysis of one or more Organisations at the date and time of the Start analysis being requested.

The following data points are included within the KYND Start product:

**Domain Risks** - Identify risks associated with Internet Domain registrations.

**Domain Discovery** - Identify domains owned by the Organisation.

**Service Discovery** - Identify external Internet facing services being run by the Organisation.

**Service Location** - Identify the location(s) of the Organisation’s services through the IP data.

**Service Risks** - Identify the risks associated with the Organisation’s services.

**Phishing and Malware Risks** - Identify whether domains owned by the Organisation are being used or impersonated to host malware or phishing attacks.

**Certificate Risks** - Identify risks associated with the security certificates associated to the domains and subdomains owned by the Organisation.

**Email Security Risks** - Analyse how the Organisation has configured its email security settings and identify impersonation, spoofing and business email compromise risks.

**Ransomware Risks** - Focuses on a subset of the Organisation's risk factors to identify specific risks that would enable a ransomware attack. Presents the User with actions to take to mitigate the Organisation's ransomware risk.

**Recommendations** - Prioritises up to five of the most important actions that an Organisation should take to begin to mitigate the cyber risks that have been identified.

**Comparative Risk Profile** - Comparison of the Organisation to others in the same industry sector. The comparison covers:

1. The percentage of services using out-of-date and or vulnerable software
2. The percentage of services which are misconfigured
3. The percentage of certificates that have or are in danger of expiry and or distrust
4. The percentage of domains with domain protection risks

KYND analyses and presents the data in one form with multiple document types available:

1. **Start Custom** - Allows a selection of components to be included
2. **Start Full** - Includes all the selectable components
3. **Start Summary** - A summary page only

### 3. Delivery

Start reports can be delivered as:

- A PDF report per Organisation via the Webapp and or the API

### 4. Support Services

KYND will provide Support Services to the Partner to address issues related to the production of reports. Users can also access KYND Support via links included within their Start Report. Support will be available from Monday to Friday, between 09:30 and 17:30 UK time, excluding national holidays.

**Level 1** - Support will be provided via email in English and covers:

- Assistance with account access and activation
- Basic guidance on the risk factors presented in the KYND Start Report

**Level 2** - Support will be an escalation from Level 1, where an issue requires further investigation by KYND's cyber analysts or engineers.

Level 1 and 2 Support is available to all KYND Partners and Users.

KYND will aim to respond to all queries within one working day.

## **5. Service Availability**

KYND will use reasonable endeavours to maintain an application availability measure of 95%, excluding planned downtime. Partners will be given notice of any planned downtime where possible.