

VMware Carbon Black App Control Deploy and Consume - Advanced

AT A GLANCE

The primary objective of this service is to design and implement a high enforcement solution on the VMware Carbon Black App Control platform.

This service is conducted jointly with your team members to enhance the learning experience during the deployment.

KEY BENEFITS

- Rapid time to value on your newly purchased VMware Carbon Black security platform
- Deploy a best practice based, foundational Carbon Black App Control implementation
- Develop key skills to be able to support a CB App Control security platform
- Harden new and legacy systems against unwanted change

SKU

VSEC-EDRAPC-PS-DPCON-ADV

Service Overview

The VMware Carbon Black App Control Deployment Standard service assists you with deploying the Carbon Black server software and all the necessary configurations required to get you up and running.

VMware will provide services for a pilot deployment of CB App Control in the Customer's environment. VMware will install and configure one instance of the CB App Control software to meet customer's security requirements, up to 30 days of data retention. Services include configuration and agent deployment best practices for the customer's Carbon Black App Control instance via interactive knowledge transfer workshops for up to 5,000 Carbon Black App Control endpoints.

The implementation will follow a phased approach with phases defined as follows: 1) Plan, 2) Execute, and 3) Close.

Knowledge Recommendation

It is recommended that at least one customer representative will have knowledge of the Carbon Black App Control Administration function. To obtain this knowledge, the Customer can attend the VMware Carbon Black App Control Administration training course (to be purchased separately).

Estimated Schedule

Professional services are performed during normal business hours and workdays (weekdays and non-holidays) remotely. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).

Project Schedule begins from the first Execute meeting and will run for a maximum of twenty-six (26) consecutive weeks (exception for the last week of December when VMware offices are closed).

Responsibilities

All supplier and Customer responsibilities are listed in the Deliverables section. The ownership is defined as follows:

- VMware: VMware is responsible for delivery, with minimal assistance from the Customer's project team
- Joint: VMware and the Customer's project team are jointly responsible for delivery
- Customer: The Customer is responsible for delivery, with minimal assistance from VMware

Project Scope

The project scope is defined as follows for CB App Control:

- Install up to one (1) CB App Control Server
- WebUI walkthrough
- Assist in deployment of up to one hundred (100) agents into Low Enforcement
- Design Workshop, create up to fifty (50) custom policies
- Create up to fifty (50) primary trust strategies (for high enforcement policy)

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: PLAN				
1.1	Kick-Off Meeting	Kick-Off Agenda	Joint	Kick-Off meeting to discuss project scope, objectives, impact assessment, team roles and responsibilities
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	Architecture Design	Architecture Diagram	Joint	Create or revise architecture diagram for CB App Control environment within customer network
1.4	Review Pre-Installation Requirements	Operating Environment Requirements (OER) document	VMWare	Validate proposed CB App Control infrastructure meets the minimum Operating Environment Requirements
1.5	Design Workshop	Design Workshop document	Joint	Complete detailed design of the Adaptive Implementation Methodology and platform use-cases
1.6	Review Change Management Strategy	-	CUSTOMER	Customer determines a change management process for agent testing and installation
PHASE 2: EXECUTE				
2.1	Installation & Configuration of Application Server	Install up to one (1) CB App Control server	Joint	Install and configure application server components as necessary

2.2	Pilot Deployment	Install up to one hundred (100) CB App Control agents in Low Enforcement	CUSTOMER	Customer defines an end-user communication plan for pilot user community
2.3	Product Adoption Document	Product adoption guide	VMware	Publish high-level operational guide
2.4	Configuration Assistance	Create up to fifty (50) High Enforcement Trust Strategies	Joint	Assist analyzing endpoint event data and define Custom Rules, Script Rules, and Rapid Configs
2.5	Pilot High Enforcement	Communications plan	CUSTOMER	Customer assigns a pilot group to test High Enforcement
2.6	Unexpected Blocks	Review up to fifty (50) unexpected blocks	Joint	Assist with alert notifications and triage
PHASE 3: CLOSE				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Completion Criteria

The project is deemed complete upon ONE of the following criteria – whichever comes first:

1. Completion of all service deliverables in the Deliverables section.
2. After twenty-six (26) consecutive weeks from date the project is moved to Phase 2 Execute (Deliverable 2.1).
3. After 12 months from purchase date.
4. If the services were purchased using PSO credits the services expire the same time the credits expire unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.

Out of Scope

The following are the out of scope items for this project.

General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.

- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by the Customer.
- Installation or configuration of VMware products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components.
- Configuration of VMware products used for the service other than those implemented for the mutually agreed to use cases.
- Customer solution training other than the defined knowledge transfer session.

Carbon Black App Control

- Remediation/removal of unauthorized, malicious, or unwanted files.
- Investigation and analysis of potential malware and threats.
- Configuring more than one administration console.
- Building of custom scripts or feeds.
- Performing custom threat feed configuration.
- Customer solution training other than the defined in scope services.
- Developing custom documentation.
- Troubleshooting integration or infrastructure issues when deemed to be non-Company product issues.

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TERMS AND CONDITIONS

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If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited. For detailed pricing, contact your local VMware representative.

Service Assumptions

CUSTOMER RESOURCES: Should the Customer request VMware to perform tasks that are dependent upon the Customer resources or decisions, the Customer will make such resource available or decisions final in a timely manner.

HARDWARE PROCUREMENT: Procurement and installation of hardware is the responsibility of the Customer. VMware will provide recommendations and assistance.

WORKING HOURS: Engagements that require consultants to work in excess of 40 hours per week, to work on weekends or major national holidays and/or to travel outside of this schedule will be considered exceptions to this policy and will be reviewed and approved by VMware and Customer as required.

PREREQUISITES: Pre-requisites must be completed for all installation components before any installation activities will be performed. Should the Customer not purchase the associated software for deployment, the services deliverable line items associated with those software components will not be delivered.

PROJECT MANAGEMENT: VMware and the Customer's project management will work closely together to ensure that project scope remains consistent and issues are resolved on a timely basis.

DELIVERABLE LANGUAGE: All work, documentation and work product(s) will be provided in English.

USE-CASE SCOPE: The scope of the use-cases will be considered locked upon completion of Deliverable 1.1 (See Deliverables section above) and will be delivered within a single production deployment phase. Any alteration to the use-case scope thereafter may necessitate a change request.