

VMware Carbon Black App Control Deploy and Get Started in High Enforcement

AT A GLANCE

The primary objective of this service is to assist customer on implementing a high enforcement setup of the VMware Carbon Black App Control purchase.

KEY BENEFITS

- Rapid time to value on your newly purchased VMware Carbon Black App Control product.
- Increase security posture and compliance by controlling application protection.

Service Overview

VMware will provide services for a pilot deployment of one new CB App Control use case in the Customer's existing production environment. The implementation will follow a phased approach spanning a 26-week timeline, with phases defined as follows: 1) Initiate, 2) Execute, 3) Close.

Knowledge Requirements

It is expected that at least one Customer representative will have knowledge of the VMware Carbon Black App Control Administration function. To obtain this knowledge, Customer should attend the VMware Carbon Black App Control Administration training course (to be purchased separately) within the first month of commencing the implementation project.

Part Number / SKU

VSEC-CB-APCL-PS-DPYGS-HEF

Deploy a robust applications control platform solution utilizing VMware Carbon Black® App Control™ in accordance with VMware best practices for up to 1,000 Carbon Black App Control endpoints.

Outcomes

Customer will be able to accomplish the following outcomes after the project:

- Harden new and legacy systems against unwanted change, simplify the compliance process, and provide protection for corporate systems
- Stop malware, ransomware, zero-day and non-malware attacks
- Prevent unauthorized change with file-integrity monitoring, device control and memory protection

Estimated Schedule

VMware consulting services will be performed according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays). REMOTE ONLY

Service Assumptions

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

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

WORKSITE: The Software Related Services tasks may be performed on-site or remotely. An approximate travel schedule will be mutually agreed. Travel expenses are not included in the packaged offering and will be quoted separately and agreed mutually between Customer and VMware.

ON-SITE TRAVEL: In weeks where both parties have agreed that an on-site resource is prudent, travel for VMware consultants will occur on Mondays and Thursdays unless otherwise agreed. It is expected that consultants will travel to Customer’s facility on Monday morning, arriving on site as early on Monday as possible, as dictated by flight options and travel time. The consultants will work on-site through Thursday and will schedule return travel on Thursday evenings, as available. Travel expenses are not included in this Datasheet.

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.

PRE-REQUISITES: Pre-requisites must be completed for all installation components before any installation activities will be performed. Should 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 Service Deliverables Table below) and will be delivered within a single production deployment phase. Any alteration to the use-case scope thereafter may necessitate a change request.

Responsibilities

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

- Primary Owner = VMware: VMware is responsible for delivery, with minimal assistance from Customer’s project team.
- Joint: VMware and Customer’s project team are jointly responsible for delivery.
- Primary Owner = CUSTOMER: Customer is responsible for delivery, with minimal assistance from VMware. Enforce

Completion Criteria

The project will be deemed complete when any of the criteria below are met.

1. Completion of all service deliverables included in the Deliverables section.
2. Consumption of up to seventeen (17) hours of Consulting Services inclusive of meetings and email correspondence; effort associated with this allocation of hours shall only be allocated to tasks defined in Datasheet.
3. Passage of twenty-six (26) weeks after project kick-off (Deliverable 1.1).

Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
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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	Solution Specification	Solution specification workbook	VMware	Record initial platform settings
2.3	Pilot Deployment	Install up to two (2) CB App Control agents in Low Enforcement	CUSTOMER	Customer defines an end-user communication plan for pilot user community
2.4	Product Adoption Document	Product adoption guide	VMware	Publish high-level operational guide
2.4	Configuration Assistance	Create up to fifteen (15) 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	Solution Verification	Solution verification workbook	VMware	Execute product use cases and test plans
2.7	Unexpected Blocks	Review up to fifteen (15) unexpected blocks	Joint	Assist with alert notifications and triage
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

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 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.

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- 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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FOR MORE INFORMATION

Contact a Professional Services expert at vmware.com/company/contact.html.

Prerequisites Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to starting of the Execution phase.

Endpoints minimum operating environment:

- Memory – Minimum 512MB for Windows Embedded POS, POSReady, XP Embedded or Embedded 7; Minimum 1GB of physical memory on other supported operating systems
- Disk Space - Minimum: 200 MB of free disk space on the system volume, or 100MB on the installation volume, Recommended: 500 MB

Participation of the following Customer stakeholders is required for the Service to be performed:

- Enterprise Architect
- Infrastructure Architect
- IT Operations Manager
- IT Security Manager

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services [General Terms and Conditions](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

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. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

