

# VMware Carbon Black App Control High Enforcement Add On

## AT A GLANCE

The primary objective of this service is to assist customer to add a high enforcement setup to an existing VMware Carbon Black App Control system.

## 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.

## Overview

The VMware Carbon Black App Control High Enforcement Add On professional services package provides an add-on implementation service for App Control product to achieve high enforcement setup. A VMware Consultant will work jointly with the Customer team via remote working sessions to add High Enforcement configuration to an existing App Control system.

This service is ideal for organizations who have deployed VMware Carbon Black App Control and needing additional implementation to achieve high enforcement setup for up to five (5) applications.

## Knowledge Requirements

It is expected that at least one Customer representative 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) before commencing the implementation project.

Part Number / SKU	Service Description
VSEC-CB-APCL-PS-HEF-ADN-LF	VMware Carbon Black App Control-PS-High Enforcement Add-On (REMOTE ONLY)

## Project Scope

The scope of the service includes the following:

### VSEC-CB-APCL-PS-HEF-ADN-LF

#### VMware Carbon Black App Control High Enforcement Add-On (REMOTE ONLY)

Setting up a robust applications control platform solution in high enforcement configuration utilizing VMware Carbon Black® App Control™ in accordance with VMware-best practices.

Specification	Parameters	Description
<b>Implementation of high enforcement strategy</b>		Configuration of the current VMware Carbon Black App Control instance for high enforcement strategy.
Create primary trust strategies	Up to five (5)	Number of primary trusted strategies for high enforcement.

Review/triage unexpected blocks	Up to five (5)	Number of unexpected blocks review and triage
Knowledge Transfer workshop(s)		Conduct Knowledge transfer workshops of the following topics: mail configuration, deployment troubleshooting, IDS/IPS integrations, AD integrations for RBAC and Policy Mapping, REST API configuration, API best practices, SAML configuration, non-persist VDI configuration, unified management configuration up to 4 App Control platforms.

### 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).

### Project Activities

The activities for this engagement are organized in phases below.

#### Phase 1: Initiate

The VMware Project Manager coordinate project initiation via email with key Customer and VMware stakeholders. Topics includes the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this SOW.
- Participating team members are confirmed, and contact details are exchanged to schedule the project kickoff meeting.

#### Deliverables

- One (1) project initiation email

#### Phase 2: Execute

The key activities for this phase are organized in the following sub-phases:

- Knowledge Transfer

##### Phase 2.1: Execute: Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Conducts up to a total of five (5) hours of knowledge transfer sessions for appropriate Customer representatives.
- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit -(<http://mylearn.vmware.com/mgrreg/index.cfm>).

#### **Deliverables**

- Adoption guide document
- Knowledge transfer workshop presentation
- Up to five (5) hours of knowledge transfer sessions

#### **Phase 3: Close**

The VMware Project Manager sends one (1) closure email to the Customer covering project status, next steps, and how to engage further with VMware.

#### **Deliverables**

- One (1) closure email

### **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.

#### **Carbon Black App Control High Enforcement Add On**

- 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.

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- Troubleshooting integration or infrastructure issues when deemed to be non-Company product issues

#### 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

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