

# VMware Carbon Black Health Check

## Professional Services Packages

### Overview

The VMware Carbon Black Health Check Packages provide professional services to assist Customer with the optimal use of the VMware Carbon Black products. A VMware Consultant will work jointly with the Customer team via remote working sessions. The VMware Consultant will provide recommended best practices advice and product knowledge transfer to enable Customer to operationalize and maintain the software (limited to one administrative console or cluster).

### Project Activities

Deliverables	VMware Carbon Black App Control	VMware Carbon Black EDR		VMware Carbon Black Cloud Endpoint
	Health Check	Health Check	Health Check and Upgrade	Health Check
Lead project kickoff call	✓	✓	✓	✓
Review the current infrastructure and specify necessary infrastructure upgrades to support future growth	✓	✓	✓	
Review the current policy and rules implementation resulting in tuning and optimization recommendations	✓			✓
Review the current configuration and system metrics resulting in tuning and optimization recommendations		✓	✓	
Review current threat intelligence configurations and notification settings for effective alerting and response		✓	✓	✓
Work with Customer to align the product's software patching and release schedules to Customer's change windows, system verification processes and maintenance plan	✓	✓	✓	
Provide health check assessment document – including review current state of events, rules, file states, cases, ongoing issues and remediation recommendations	✓			
Provide health check and metrics document – including infrastructure and sensor health metrics and integration configuration and findings		✓	✓	
Conduct call to review health check assessment document	✓	✓	✓	
Support Customer in upgrading the current VMware Carbon Black EDR environment to VMware Carbon Black EDR's current release and review new key functionality			✓	
Review existing Integrations (SIEM/Syslog, API Connector)				✓
Review sensor deployment and updates				✓
<b>Professional Services Hours Included in Package</b>	<b>Up to 16 hours</b>	<b>Up to 6 hours</b>	<b>Up to 12 hours</b>	<b>Up to 8 hours</b>

## Out of Scope

The VMware Carbon Black Health Check Packages do not include:

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

## Project Scheduling

After Customer purchases the Package, Customer will receive an email notification with instructions on engaging the VMware Professional Services team to schedule the project kickoff call.

**Travel Expenses:** Travel expenses are not included in the Package.

**Customer Team:** The Customer is expected to provide the appropriate personnel to support the implementation service's working sessions.

**Cancellations:** Provider will decrement the Customer's allotted hours for any planned remote session time, on a per resource basis, that is cancelled within two (2) business days of the scheduled time.

**Communication in English:** Provider assumes that all communication between Provider and Customer, verbal and written, will be in English.

**Working Hours:** VMware Professional Services will be performed during normal VMware business hours and workdays (weekdays and non-holidays).

## 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 (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if 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.

## About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

