

VMware Carbon Black PS Consume Add-Ons Essentials

AT A GLANCE

The primary objective of this service is to implement the VMware Carbon Black solution based on your desired use case.

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

KEY BENEFITS

- Align security with business goals and objectives
- Develop key skills to be able to support your Carbon Black security platform
- Understand the gaps between your current and desired capabilities

SKU

VSEC-CB-PS-ADDON-ESSL

Service Overview

VMware will provide implementation assistance to one (1) of the following Add-On services. Please review the associated Appendix for the respective Add-On service for additional details. Should a customer need more than one (1) Add-On, multiple quantities of this service SKU are required to be purchased.

Deployment Add-On:

A – Carbon Black Cloud All Editions Deployment Add-On: additional 1,000 endpoints or virtual workloads

B – Carbon Black EDR or Hosted EDR Deployment Add-On: additional 1,000 endpoints

C – Carbon Black App Control Deployment Add-On: additional 1,000 endpoints

Post Deployment Add-On:

D- Carbon Black Cloud All Editions: Operations Configuration Assistance

E – Carbon Black EDR or Hosted EDR: Operations Configuration Assistance

F – Carbon Black App Control: Operations Configuration Assistance

G – Carbon Black Cloud Health Check

H – Carbon Black EDR Health Check and Upgrade

I – Carbon Black App Control Health Check and Upgrade

J – Carbon Black EDR to CB Cloud Migration

K – Carbon Black EDR to Hosted EDR Migration

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 six (6) consecutive weeks (exception for the last week of December when VMware offices are closed).

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 six (6) consecutive weeks additions to the base Deployment package (Appendix A, B, C Service Overview).
After six (6) consecutive weeks from date the project is moved to Phase 2 Execute (Appendix D, E, F, G, H, I, J, K 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 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.

Appendix A - Carbon Black Cloud All Editions Deployment Add-On

Service Overview

VMware will provide implementation services to the Carbon Black Cloud Endpoint and/or Workload deployment for up to an additional 1,000 endpoints or virtual machines as an extension to one of the following product deployment packages.

- Carbon Black Cloud Deployment – Essentials (VSEC-CBC-PS-DP-ESSL)
- Carbon Black Cloud Deployment – Standard (VSEC-CBC-PS-DP-STD)

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: PLAN				
1.1	Review key success criteria for Customer’s deployment	-	Joint	Included as part of the base deployment kick off (Service Overview)
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
PHASE 2: EXECUTE				
2.1	Configuration Assistance	Create up to fifteen (15) policies and/or rules	Joint	Assist analyzing event data, define reputation rules, behavioral rules,

				and permission rules
2.2	Alerts and Unexpected Blocks	Review and triage up to fifteen (15) alerts and unexpected blocks	Joint	Assist with alert notifications and triage
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix B - Carbon Black EDR or Hosted EDR Deployment Add-On

Service Overview

VMware will provide implementation services to the Carbon Black EDR or Hosted EDR deployment for up to an additional 1,000 endpoints as an extension to the Carbon Black EDR, Hosted EDR or App Control Deployment – Standard (VSEC-EDRAPC-PS-DP-STD) package.

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: PLAN				
1.1	Review key success criteria for Customer's deployment	-	Joint	Included as part of the base deployment kick off (Service Overview)
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
PHASE 2: EXECUTE				
2.1	Configuration Assistance	Create up to fifteen (15) watchlists and/or sensor groups	Joint	Conduct knowledge transfer workshops of the following topics: threat hunting, threat intelligence feeds, watchlist tuning, Q&A

2.2	Alerts and Unexpected Blocks	Review and triage up to fifteen (15) alerts and watchlists hits	Joint	Assist with alert notifications and triage
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix C - Carbon Black App Control Deployment Add-On

Service Overview

VMware will provide implementation services to the Carbon Black App Control deployment for up to an additional 1,000 endpoints to the Carbon Black EDR, Hosted EDR or App Control Deployment – Standard (VSEC-EDRAPC-PS-DP-STD) package.

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1: Plan				
1.1	Review key success criteria for Customer’s deployment	-	Joint	Included as part of the base deployment kick off (Service Overview)
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
Phase 2: Execute				
2.1	Configuration Assistance	Create up to fifteen (15) high enforcement trusted strategies	Joint	Conduct knowledge transfer workshops of the following topics: upgrading agents, mail configuration, deployment troubleshooting, integrations with

				supported systems, REST API configuration, API best practices, non-persist VDI configuration, and unified management
2.2	Alerts and Unexpected Blocks	Review and triage 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

Appendix D - Carbon Black Cloud All Editions Operations Configurations Assistance

Service Overview

VMware will provide a post-deployment operation configurations and optimization assistance to the Carbon Black Cloud SaaS product. This service assumes a production-level of the Carbon Black Cloud in operation at the customer location.

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: PLAN				
1.1	Review key success criteria for Customer's deployment	-	Joint	VMware to document
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	VMware Summarizes Key Next Steps and Requirements for Phase 2 (Execute)	-	VMWare	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)

PHASE 2: EXECUTE				
2.1	Configuration Assistance	Create up to fifteen (15) policies and/or rules	Joint	Assist analyzing event data, define reputation rules, behavioral rules, and permission rules. Conduct knowledge transfer workshops covering one or more of the following topics: Web UI Walkthrough, Upgrading Sensors, Policies and Rules, Create notifications walkthrough, Threat Hunting workshops, Review vSphere workload vulnerability management
2.2	Alerts and Unexpected Blocks	Review and triage up to fifteen (15) alerts and unexpected blocks	Joint	Assist with alert notifications and triage
PHASE 3: CLOSE				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix E - Carbon Black EDR or Hosted EDR Operations Configurations Assistance

Service Overview

VMware will provide a post-deployment operation configurations and optimization assistance to the Carbon Black Cloud EDR or Hosted EDR product. This service assumes a production-level of the Carbon Black EDR or Hosted EDR in operation at the customer location.

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: PLAN				
1.1	Review key success criteria for Customer's deployment	-	Joint	VMware to document
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	VMware Summarizes Key Next Steps and Requirements for Phase 2 (Execute)	-	VMWare	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)

PHASE 2: EXECUTE				
2.1	Configuration Assistance	Create up to fifteen (15) watchlists and/or sensor groups	Joint	Conduct knowledge transfer workshops of the following topics: threat hunting, threat intelligence feeds, watchlist tuning, Q&A
2.2	Alerts and Unexpected Blocks	Review and triage up to fifteen (15) alerts and watchlists hits	Joint	Assist with alert notifications and triage
PHASE 3: CLOSE				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix F - Carbon Black App Control Operations Configurations Assistance

Service Overview

VMware will provide a post-deployment operation configurations and optimization assistance to the Carbon Black App Control product. This service assumes a production-level of the Carbon Black App Control in operation at the customer location.

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: PLAN				
1.1	Review key success criteria for Customer's deployment	-	Joint	VMware to document
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	VMware Summarizes Key Next Steps and Requirements for Phase 2 (Execute)	-	VMWare	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)

PHASE 2: EXECUTE				
2.1	Configuration Assistance	Create up to fifteen (15) high enforcement trusted strategies	Joint	Conduct knowledge transfer workshops of the following topics: upgrading agents, mail configuration, deployment troubleshooting, integrations with supported systems, REST API configuration, API best practices, non-persist VDI configuration, and unified management
2.2	Alerts and Unexpected Blocks	Review and triage 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

Appendix G - Carbon Black Cloud Health Check

Service Overview

VMware will provide health check service to the Carbon Black Cloud SaaS product to improve performance and configuration efficiency.

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

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, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
PHASE 2: EXECUTE				
2.1	Collect Data	Assessment of up to one (1) administration console	VMware	
2.2	Offline Analysis	-	VMware	
2.3	Present Findings	Health Check Results Report	VMware	Meeting to review health check results
2.4	Configuration Assistance	Knowledge transfer	Joint	Conduct knowledge transfer workshops of the following topics:

				upgrading agents, assist analyzing endpoint event data, define reputation rules, behavioral rules, and permission rules
PHASE 3: CLOSE				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix H - Carbon Black EDR Health Check and Upgrade

Service Overview

VMware will provide health check and software upgrade service to the Carbon Black EDR product to improve performance and configuration efficiency, and to take advantage of the latest product features and improvements.

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

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, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
Phase 2: Execute				
2.1	Collect Data	Assessment of up to one (1) administration console	VMware	
2.2	Offline Analysis	-	VMware	
2.3	Present Findings	Health check results report	VMware	Meeting to review health check results

2.4	Upgrade Server	Upgrade up to one (1) server	Joint	Assistance with upgrading VMware Carbon Black EDR server
2.5	Configuration Assistance	Knowledge transfer	Joint	Conduct knowledge transfer workshops of the following topics: upgrading sensors, watchlists, and threat intelligence
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix I - Carbon Black App Control Health Check and Upgrade

Service Overview

VMware will provide health check and software upgrade service to the Carbon Black App Control product to improve performance and configuration efficiency, and to take advantage of the latest product features and improvements

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

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, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
PHASE 2: EXECUTE				
2.1	Collect Data	Health check scripts	CUSTOMER	Customer to send script results
2.2	Offline Analysis	-	VMware	

2.3	Present Findings	Health check results report	VMware	Meeting to review health check results
2.4	Upgrade Server	Upgrade up to one (1) administration console	Joint	Assistance with upgrading VMware Carbon Black App Control instance
2.5	Configuration Assistance	Knowledge transfer	Joint	Conduct knowledge transfer workshops of the following topics: upgrading agents and rule configuration
PHASE 3: CLOSE				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix J - Carbon Black EDR to Carbon Black Cloud Enterprise EDR Migration

Service Overview

VMware will provide migration assistance from one (1) instance of a Carbon Black EDR on prem implementation to one (1) instance of a Carbon Black Cloud Enterprise EDR.

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1: Plan				
1.1	Kick-Off Meeting	Solution Overview presentation	Joint	Initial meeting to discuss project scope, objectives, impact assessment, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	Publish Pre-Installation Requirements	Operating Environment Requirements (OER) document	VMWare	Minimum system requirements
1.4	Review Change Management Strategy	-	CUSTOMER	Customer determines a change management

				process for sensor testing and installation
Phase 2: Execute				
2.1	Pilot Deployment	Deploy up to (5) Carbon Black Cloud agents	CUSTOMER	Assist in the migration of the solution from the current to the desired state according to the objectives, constraints, and policies
2.2	Configuration Assistance	Create up to fifteen (15) policies, rules and/or watchlists	Joint	WebUI walkthrough, API basics, alert tuning and triage, integrate supported 3rd party threat intel, Q&A
2.3	Production Deployment	Deploy remaining Carbon Black Cloud agents	CUSTOMER	Customer deploys solution to production endpoints
2.4	Alerts and Watchlist Hits	Review and triage up to fifteen (15) alerts and watchlist hits	Joint	Assist with alert notifications and triage
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

Appendix K - Carbon Black EDR to Carbon Black Hosted EDR Migration

Service Overview

VMware will provide migration assistance from one (1) instance of a Carbon Black EDR on prem implementation to one (1) instance of a Carbon Black Cloud Hosted EDR.

The Package expects the following:

- The purchase of VMware Carbon Black Hosted EDR licenses to replace the existing VMware Carbon Black EDR licenses
- At least one (1) member of the Customer team has completed VMware Carbon Black Hosted EDR administrator training course

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

Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1: Plan				
1.1	Kick-Off Meeting	Solution Overview presentation	Joint	Initial meeting to discuss project scope, objectives, impact assessment, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	Publish Pre-Installation Requirements	Operating Environment Requirements (OER) document	VMWare	Minimum system requirements

1.4	Review Change Management Strategy	-	CUSTOMER	Customer determines a change management process for sensor testing and installation
Phase 2: Execute				
2.1	Pilot Deployment	Deploy up to (5) sensors	CUSTOMER	Assist in the migration of the solution from the current to the desired state according to the objectives, constraints, and policies
2.2	Configuration Assistance	Create up to fifteen (15) policies, rules and/or watchlists	Joint	WebUI walkthrough, API basics, alert tuning and triage, integrate supported 3rd party threat intel, Q&A
2.3	Production Deployment	Deploy remaining sensors	CUSTOMER	Customer deploys solution to production endpoints
2.4	Alerts and Watchlist Hits	Review and triage up to fifteen (15) alerts and watchlist hits	Joint	Assist with alert notifications and triage
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

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FOR MORE INFORMATION

Contact a Professional Services expert at [vmware.com/company/contact.html](https://www.vmware.com/company/contact.html).

Service Assumptions

CUSTOMER RESOURCES: Should the 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 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 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 and will be delivered within a single production deployment phase. Any alteration to the use-case scope thereafter may necessitate a change request.

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. For detailed pricing, contact your local VMware representative.

