

VMware Carbon Black Cloud Deploy and Consume Professional

AT A GLANCE

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

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 Cloud SaaS product
- Deploy a best practice based, foundational Carbon Black Cloud implementation
- Develop key skills to be able to support a CB Cloud security platform
- Consolidate multiple endpoint security capabilities using one agent and console

SKU

VSEC-CBC-PS-DPCON-PRO

Service Overview

The VMware Carbon Black Cloud Deploy and Consume Professional service assists you with the sensor deployment strategy, administration console UI walkthrough, policy/rules review, best practices on alerts tuning, Audit and Remediation usage, and threat intelligence/watchlists, from pilot to production.

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

Services include configuration and sensor deployment best practices for one (1) Customer's VMware Carbon Black Cloud instance via knowledge transfer workshops for up to 20,000 Carbon Black endpoints and virtual workloads.

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 seventeen (17) consecutive weeks (exception for the last week of December when VMware offices are closed).

Project Scope

- Carbon Black Cloud Endpoint Sensor Deploy (up to 200)
- Workload appliance Deploy (up to 10) (if applicable)
- Containers protection Deploy (up to 10) (if applicable)
- Admin Console Setup (1)
- WebUI Walkthrough on purchased features
- Policies, rules and alerts triage (up to 100)
- UEX Intro

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.

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	Review Pre-Installation Requirements	Operating Environment Requirements (OER) document	Joint	Minimum system requirements
1.4	Review Change Management Strategy	-	CUSTOMER	Customer determines a change management process for agent testing and installation
PHASE 2: EXECUTE				
2.1	Pilot Deployment	Deploy up to two hundred (200) Carbon Black Cloud sensors	CUSTOMER	Customer defines an end-user communication plan for pilot user community
2.2	Register Appliance in the vCenter Server (if applicable)	Deploy up to ten (10) Carbon Black Cloud Workload appliance	Joint	Generate the API ID and key to establish connection between appliance and Carbon Black Cloud
2.3	Kubernetes Cluster Operator(s) (if applicable)	Deploy up to ten (10) Kubernetes Cluster Operator(s)	Joint	Assist with deployment of Kubernetes Cluster Operator(s) (if applicable)
2.4	Configuration Assistance	Create up to one hundred (100) policies and/or rules	Joint	Assist analyzing event data, define reputation rules, behavioral rules, and permission rules

2.5	Product Adoption Document	Product adoption guide	VMware	High-level operational guide
2.6	Production Deployment	Deploy remaining Carbon Black Cloud sensors	CUSTOMER	Customer deploys solution to production endpoints
2.7	Alerts and Unexpected Blocks	Review and triage up to one hundred (100) alerts and unexpected blocks	Joint	Assist with alert notifications and triage
2.8	Alerts Investigation	Investigate alerts and provide improvement plan	VMware	Access to customer cloud Instance to Investigate alerts and provide Improvement plan (upon customer's approval)
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 seventeen (17) 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 the Customer's 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 Cloud

- 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.

Service Assumptions

CUSTOMER RESOURCES: Should the Customer request VMware to perform tasks that are dependent upon 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 the 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.

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.

