

VMware Carbon Black Cloud Platform Health Check

AT A GLANCE

The primary objective of this service is to assist customer with the optimal use of the Carbon Black Cloud platform.

KEY BENEFITS

- Optimize the value on your VMware Carbon Black Cloud SaaS product.
- Increase security posture and visibility, decrease incident response time, and lock out malicious attacks before they have a chance to infiltrate your data.

Overview

VMware will provide professional services to assist Customer with the optimal use of the VMware Carbon Black Cloud (SaaS) product. A VMware Consultant will work jointly with the Customer team via remote working sessions. The VMware Consultant will review current configuration, provide recommended best practices advice and product optimization plan to the Customer.

Part Number / SKU	Service Description
VSEC-CB-EP-PS-DEF-HC	VMware Carbon Black Cloud Endpoint-PS-Defense Health Check (REMOTE ONLY)

Project Scope

The scope of the service includes the following:

VSEC-CB-EP-PS-DEF-HC

VMware Carbon Black Cloud Platform Health Check (REMOTE ONLY)

The *VMware Carbon Black Cloud® platform Health Check* service assesses Customer's existing VMware Carbon Black Cloud deployment following VMware-best practices. The assessment examines the components and configurations supporting Customer's global production environment and assists Customer with the optimal use.

Specification	Parameters	Description
Design Discovery and Best Practices Workshop		Workshop to discover and review the current VMware Carbon Black Cloud Endpoint Standard configuration and architecture.
Administration Console(s)	Up to one (1)	Number of VMware Carbon Black Cloud Endpoint Standard Administration Console(s) to be assessed.

Outcomes

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

- Improve protection and to stop modern security threats

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:

- Assess

Phase 2.1: Execute: Assess

VMware leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following:

- Review the current policy and rules implementation resulting in tuning and optimization recommendations.
- Review current threat intelligence configurations and notification settings for effective alerting and response.
- Review existing Integrations (SIEM/Syslog, API Connector).
- Review sensor deployment and updates.
- Presents a summary of the findings detailed in the summary report.
- Carries out an assessment of the current Customer VMware software configuration against VMware best practice which is documented in the summary report.

Deliverables

- Summary presentation
- Health Check Results report

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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.

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

Prerequisites Checklist

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

- IT Operations Manager
- IT Security Manager