

# VMware Carbon Black Cloud Get Started with Enterprise EDR

## AT A GLANCE

The primary objective of this service is to assist customer on [getting started](#) with the VMware Carbon Black Cloud Enterprise EDR purchase. This service provides a number of knowledge transfer workshops on topics required for the customer to start using the VMware Carbon Black Cloud Enterprise EDR SaaS product.

A VMware Consultant will work jointly with the Customer team via remote working sessions to assist on implementing VMware Carbon Black Cloud Endpoint sensors, UI and product functionality walkthrough.

## KEY BENEFITS

- Rapid time to value on your newly purchased VMware Carbon Black Cloud Endpoint 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

The VMware Carbon Black Cloud Get Started with Enterprise EDR service assists you with the sensors deployment strategy, administration console UI walkthrough, best practices on alerts tuning, and threat intelligence/watchlists.

This service is ideal for organizations who are new to the VMware Carbon Black Cloud Enterprise EDR SaaS product, and desire to quickly configure the system for a rapid time to value experience.

Part Number / SKU	Service Description
VSEC-CB-CLD-PS-GS-ENT-EDR	VMware Carbon Black Cloud-PS-Get Started with Enterprise EDR (REMOTE ONLY)

## Project Scope

The scope of the service includes the following:

### VSEC-CB-CLD-PS-GS-ENT-EDR

**VMware Carbon Black Cloud Get Started with Enterprise EDR (REMOTE ONLY)**  
Configure one instance of the VMware Carbon Black Cloud Enterprise EDR to meet customer's security requirements. Service includes configuration and extension of the customer's VMware Carbon Black Cloud Enterprise EDR instance via interactive business needs, endpoint sensors deployment strategy, and product configuration best practices workshops for up to 3000 Carbon Black Endpoints environment.

Specification	Parameters	Description
Administration console	Up to one (1)	Assist in installation of administration console.
Endpoint(s)	Up to five (5)	Assist deployment of up to 5 of purchased licenses into a standard policy.
Event forwarder, Syslog, Signature mirror, SIEM or API connector integration(s)	Up to one (1)	Assist in integrations of supported Connectors.
Two-Factor Authentication or SAML Config	Up to one (1)	Assist in integration of a supported third party authentication solution.

Knowledge Transfer workshop(s)

Up to (12) hours

Conduct Knowledge transfer workshops of the following: WebUI walkthrough, investigate alerts, alert triage, create notifications, threat intelligence / watchlists, Q&A.

## Outcomes

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

- Improve SOC/IR effectiveness and efficiency via an enriched centralize and customizable threat intelligence platform
- Improve insights on complex attack sequence via real-time continuous recording of events in all deployed endpoints or workloads
- Improve protection and to stop modern security threats
- Ability to response to incidents quickly with continuous visibility across the enterprise

## 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: Plan

VMware leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines. The following are the objectives of the meeting:

- Introducing the VMware team, roles, and responsibilities.
- Describing the project goals, phases, and key dates.
- Agreeing on communication and reporting process and creating a communications plan.
- Validating the project expectations and clarifying roles and responsibilities
- Confirming prerequisites are met as detailed in the solution checklist for specified solutions.

- Presenting the solution overview for specified solutions including expected project results and deliverables.
- The VMware Project Manager and the Customer Project Manager collaborate to develop the project plan.

#### **Deliverables**

- Communications plan
- One (1) project kickoff meeting
- Project Plan
- Solution checklist
- Solution overview presentation

#### **Phase 3: Execute**

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

- Knowledge Transfer

##### **Phase 3.1: 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 twelve (12) 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 twelve (12) hours of knowledge transfer sessions

#### **Phase 4: 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.

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- 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.

#### 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. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

#### Prerequisites Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to starting of the Execution phase.

Endpoints/Workloads minimum operating environment:

- CPU - 2 Cores Minimum: 1.8 GHz, Recommended: 2 GHz
- Memory - Minimum: 1 GB. Recommended: 2 GB for Windows 10 and Windows Server 2016 or higher
- Network - Minimum: 100 Mbit, Recommended: 1 Gbit
- Disk Space - Minimum: 100 MB of free disk space on the system volume, Recommended: 500 MB plus an additional 600 MB if local scanning is enabled

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

- Enterprise Architect
- Infrastructure Architect
- IT Operations Manager
- IT Security Manager

