

VMware Carbon Black Cloud Use Case Add-On Service

AT A GLANCE

The primary objective of this service is to assist customer on optimizing the VMware Carbon Black Cloud purchase. This service provides a number of knowledge transfer workshops on topics required for the customer to start using the VMware Carbon Black Cloud SaaS product.

A VMware Consultant will work jointly with the Customer team via remote working sessions to assist on optimizing the VMware Carbon Black Cloud configuration.

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 Use Case Add-On service assists you with one or more of the following topics; policy/rules review, best practices on alerts tuning, Audit and Remediation usage or threat intelligence/watchlists, vSphere workloads vulnerability management.

This service is ideal for organizations who had already configured the foundational VMware Carbon Black Cloud platform and needed additional service to optimize the setup.

Part Number / SKU	Service Description
VSEC-CB-CLD-PS-UC-ADON	VMware Carbon Black Cloud-PS-Use Case Add-On (REMOTE ONLY)

Project Scope

The scope of the service includes the following:

VSEC-CB-CLD-PS-UC-ADON

VMware Carbon Black Cloud Use Case Add-On (REMOTE ONLY)

Specification	Parameters	Description
Knowledge Transfer workshop(s)	Up to (3) three hours	Conduct Knowledge transfer workshops of one or more of the following topics: WebUI walkthrough, policies and rules, investigate alerts, alert triage, create notifications walkthrough, vSphere workloads vulnerability management, 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

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: 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 three (3) 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 three (3) hours of knowledge transfer sessions

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

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

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