

VMware Carbon Black EDR or Hosted EDR Deploy and Consume - Advanced

AT A GLANCE

The primary objective of this service is to design and implement an incident response and threat hunting solution on the VMware Carbon Black EDR platform.

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 security platform
- Deploy a best practice based, foundational Carbon Black EDR implementation
- Develop key skills to be able to support a CB EDR security platform
- Improve SOC/IR effectiveness and efficiency via an enriched centralize and customizable threat intelligence
- Quickly respond to incidents with continuous visibility across the enterprise

SKU

VSEC-EDRAPC-PS-DPCON-ADV

Service Overview

The VMware Carbon Black EDR and Hosted EDR Deployment Standard service assists you with deploying the Carbon Black server software and all the necessary configurations required to get you up and running.

VMware will provide services for a pilot deployment of Carbon Black EDR in the Customer's environment. VMware will install and configure one instance of the Carbon Black EDR or Hosted EDR software to meet customer's security requirements, up to 30 days of data retention. Services include configuration and sensor deployment best practices for the customer's Carbon Black EDR instance via interactive knowledge transfer workshops for up to 15,000 endpoints.

Knowledge Recommendation

It is recommended that at least one customer representative will have knowledge of the Carbon Black EDR Administration function. To obtain this knowledge, the Customer can attend the VMware Carbon Black EDR Administration training course (to be purchased separately).

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 twenty-six (26) consecutive weeks (exception for the last week of December when VMware offices are closed).

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

Project Scope

The project scope is defined as follows for Carbon Black EDR:

- Install up to one (1) CB EDR Server (not applicable for Hosted EDR customers)
- WebUI walkthrough
- Assist in deployment of up to two hundred (200) sensors
- Up to five (5) syslog/CEF for SIEM solution
- Up to one (1) supported network integration
- Integrate supported 3rd party threat intel feed
- Up to thirty (30) sensor groups and watchlists
- Up to thirty (30) alerts and watchlist hits

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	Validate 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 agent testing and installation
PHASE 2: EXECUTE				
2.1	Installation & Configuration of Application Server	Install up to one (1) Carbon Black EDR Server	Joint	Install and configure application server components as necessary
2.2	Pilot Deployment	Deploy up to two hundred (200) Carbon Black EDR sensors	CUSTOMER	Customer defines an end-user communication plan for pilot user community

2.3	Configuration Assistance	Create up to thirty (30) sensor groups and watchlists Up to five (5) syslog/CEF for SIEM solution Up to one (1) supported network integration	Joint	Assist analyzing event data, define threat intelligence and watchlists
2.4	Publish Adoption Guide	Product adoption document	VMware	High-level operational guide
2.5	Production Deployment	Deploy remaining Carbon Black EDR sensors	CUSTOMER	Customer deploys solution to production endpoints
2.6	Alerts and Watchlist Hits	Review and triage up to thirty (30) 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

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 twenty-six (26) 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 Customer control.

- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by the 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 EDR

- 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 the 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 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.

