VMware Carbon Black EDR or Hosted EDR Deployment - Standard

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 centralized and customizable threat intelligence
- Quickly respond to incidents with continuous visibility across the enterprise

SKU
VSEC-EDRACP-PS-DP-STD

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 5,000 endpoints.

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

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 thirteen (13) 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 (2) sensors
- Up to one (1) syslog/CEF for SIEM solution
- Up to one (1) supported network integration
- Integrate supported 3rd party threat intel feed
- Up to fifteen (15) sensor groups and watchlists
- Up to fifteen (15) alerts and watchlist hits

**Deliverables**

<table>
<thead>
<tr>
<th>ID</th>
<th>DESCRIPTION</th>
<th>TOOL/DELIVERABLE</th>
<th>PRIMARY OWNER</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>PHASE 1: PLAN</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>Kick-Off Meeting</td>
<td>Solution Overview presentation</td>
<td>Joint</td>
<td>Initial meeting to discuss project scope, objectives, impact assessment, and teams</td>
</tr>
<tr>
<td>1.2</td>
<td>Review Datasheet</td>
<td>-</td>
<td>CUSTOMER</td>
<td>Understand service assumptions, scope, and completion criteria</td>
</tr>
<tr>
<td>1.3</td>
<td>Validate Pre-Installation Requirements</td>
<td>Operating Environment Requirements (OER) document</td>
<td>VMWare</td>
<td>Minimum system requirements</td>
</tr>
<tr>
<td>1.4</td>
<td>Review Change Management Strategy</td>
<td>-</td>
<td>CUSTOMER</td>
<td>Customer determines a change management process for agent testing and installation</td>
</tr>
<tr>
<td></td>
<td><strong>PHASE 2: EXECUTE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td>Installation &amp; Configuration of Application Server</td>
<td>Install up to one (1) Carbon Black EDR Server</td>
<td>Joint</td>
<td>Install and configure application server components as necessary</td>
</tr>
</tbody>
</table>
### PHASE 2: DEPLOYMENT

| 2.2 | Pilot Deployment | Deploy up to two (2) Carbon Black EDR sensors | CUSTOMER | Customer defines an end-user communication plan for pilot user community |
| 2.3 | Configuration Assistance | Create up to fifteen (15) sensor groups and watchlists Up to one (1) 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 fifteen (15) 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 thirteen (13) 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.
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.