VMware Carbon Black EDR Health Check and Upgrade Assistance

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

KEY BENEFITS

- Optimize the value on your VMware Carbon Black EDR 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 the Customer with the optimal use of the VMware Carbon Black EDR product. A VMware Consultant will work jointly with the Customer team via remote working sessions to review current configuration, provide recommended best practices advice and product optimization plan to the Customer.

Part Number / SKU

VSEC-CB-EDR-PS-HC-UG-AS

The VMware Carbon Black EDR Health Check and Upgrade Assistance service assesses the Customer's existing VMware Carbon Black EDR deployment following VMware best practices and helps the Customer with planning & upgrading the earliest supported version of VMware Carbon Black® EDR to the latest supported version.

Outcomes

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

• Improve product performance and efficiency

• Take advantage of the latest features and functionality

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). REMOTE ONLY

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Service Assumptions

CUSTOMER RESOURCES: Should Customer request VMware to perform tasks that are dependent upon Customer resources or decisions, Customer will make such resource available or decisions final in a timely manner.

HARDWARE PROCUREMENT: Procurement and installation of hardware is the responsibility of Customer. VMware will provide recommendations and assistance.

WORKSITE: The Software Related Services tasks may be performed on-site or remotely. An approximate travel schedule will be mutually agreed. Travel expenses are not included in the packaged offering and will be quoted separately and agreed mutually between Customer and VMware.

ON-SITE TRAVEL: In weeks where both parties have agreed that an on-site resource is prudent, travel for VMware consultants will occur on Mondays and Thursdays unless otherwise agreed. It is expected that consultants will travel to Customer's facility on Monday morning, arriving on site as early on Monday as possible, as dictated by flight options and travel time. The consultants will work on-site through Thursday and will schedule return travel on Thursday evenings, as available. Travel expenses are not included in this Datasheet.

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.

PRE-REQUISITES: Pre-requisites must be completed for all installation components before any installation activities will be performed. Should 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 Service Deliverables Table below) and will be delivered within a single production deployment phase. Any alteration to the use-case scope thereafter may necessitate a change request.

Responsibilities

All supplier and Customer responsibilities are listed in the Deliverables section. The ownership is defined as follows:

- Primary Owner = VMware: VMware is responsible for delivery, with minimal assistance from Customer's project team.
- Joint: VMware and Customer's project team are jointly responsible for delivery.
- Primary Owner = CUSTOMER: Customer is responsible for delivery, with minimal assistance from VMware.

Completion Criteria

The project will be deemed complete when any of the criteria below are met.

1. Completion of all service deliverables included in the Deliverables section.
2. Consumption of up to eleven (11) hours of Consulting Services inclusive of meetings and email correspondence; effort associated with this allocation of hours shall only be allocated to tasks defined in Datasheet.
3. Passage of thirteen (13) weeks after project kick-off (Deliverable 1.1).

Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1: Plan				
1.1	Kick-Off Meeting	Kick-Off Agenda	Joint	Kick-Off meeting to discuss project scope, objectives, impact assessment, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
Phase 2: Execute				
2.1	Collect Data	Alliance dashboard	CUSTOMER	Customer to send cbdiag results
2.2	Offline Analysis	Assessment of up to one (1) administration console	VMware	
2.3	Present Findings	Health check results report	VMware	Meeting to review health check results
2.4	Upgrade Server	Upgrade up to one (1) server	Joint	Assistance with upgrading VMware Carbon Black EDR server
2.5	Configuration Assistance	Knowledge transfer	Joint	Conduct knowledge transfer workshops of the following topics: upgrading sensors, watchlists, and threat intelligence
Phase 3: Close				
3.1	Customer Support Transition	Project closure email	VMware	Transition to support

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.

Carbon Black EDR Health Check and Upgrade
- 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