

VMware Carbon Black EDR Health Check and Upgrade Assistance

AT A GLANCE

The primary objective of this service is to assist 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 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. The VMware Consultant will review current configuration, provide recommended best practices advice and product optimization plan to the Customer.

Part Number / SKU	Service Description
VSEC-CB-EDR-PS-HC-UG-AS	VMware Carbon Black EDR-PS-Health Check/Upgrade Assistance (REMOTE ONLY)

Project Scope

The scope of the service includes the following:

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

VMware Carbon Black EDR Health Check and Upgrade Assistance and Upgrade Assistance (REMOTE ONLY)

The VMware Carbon Black EDR Health Check and Upgrade Assistance service assesses Customer's existing VMware Carbon Black EDR deployment following VMware-best practices, helps Customer with planning and upgrading the earliest supported version of VMware Carbon Black® EDR to the latest supported version. The assessment examines the components and configurations supporting Customer's global production environment and assists Customer with the optimal use.

Specification	Parameters	Description
Design Discovery and Best Practices Workshop		Workshop to discover and review the current VMware Carbon Black EDR software level, configuration and architecture.
Administration Console(s)	Up to one (1)	Number of VMware Carbon Black EDR Administration Console(s) to be assessed.
Environment GAP Analysis		
Carbon Black EDR instance(s)	Up to one (1)	Number of VMware Carbon Black EDR instance(s) to be upgraded.

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
- 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:

- Assess
- Implement
- Knowledge Transfer

3.1 Execute: Assess

VMware leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following:

- Review the current infrastructure and specify necessary infrastructure upgrades to support future growth.
- Review the current configuration and system metrics resulting in tuning and optimization recommendations.
- Review current threat intelligence configurations and notification settings for effective alerting and response.
- Work with Customer to align the product's software patching and release schedules to Customer's change windows, system verification processes and maintenance plan.
- Support Customer in upgrading the current VMware Carbon Black EDR environment to VMware Carbon Black EDR's current release and review new key functionality
- Presents a summary of the findings detailed in the summary report.
- Carries out an assessment of the current Customer VMware software configuration against VMware best practice which is documented in the summary report.

Deliverables

- Summary presentation
- Summary report

3.2 Execute: Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Solution verification workbook

3.3 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 one (1) 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 one (1) 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

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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

