

VMware Carbon Black EDR Health Check

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	VMware Carbon Black EDR-PS-Health Check (REMOTE ONLY)

Project Scope

The scope of the service includes the following:

VSEC-CB-EDR-PS-HC

VMware Carbon Black EDR Health Check (REMOTE ONLY)

The VMware Carbon Black EDR Health Check service assesses Customer's existing VMware Carbon Black EDR deployment following VMware-best practices. 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.

Outcomes

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

- Improve SOC/IR effectiveness and efficiency via an enriched centralized 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 respond 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: Execute

The key activities for this phase are organized in the following sub-phases:

- Assess

Phase 2.1: 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.
- 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
- Health Check Result report

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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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- 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