

# VMware Carbon Black Cloud Enterprise EDR Migration

## AT A GLANCE

The primary objective of this service is to assist customer with migrating to the VMware Carbon Black Cloud Enterprise EDR SaaS product.

## KEY BENEFITS

- Rapid time to value on moving to the VMware Carbon Black Cloud Enterprise EDR SaaS 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

The VMware Carbon Black Cloud Enterprise EDR Migration Professional Services Package provides implementation services to assist Customer with migrating from Carbon Black EDR or Carbon Black Hosted EDR deployment to a new VMware Carbon Black Cloud Enterprise EDR SaaS environment. A VMware Consultant will work jointly with the Customer team via remote working sessions to provide recommended best practices advice and product knowledge transfer to assist Customer with the migration.

The Package requires the following:

- The purchase of VMware Carbon Black Cloud Enterprise EDR licenses to replace the existing VMware Carbon Black EDR or VMware Carbon Black Hosted EDR licenses
- It is expected that at least one (1) member of the Customer team has completed the self-paced VMware Carbon Black Cloud™ administrator training materials including the VMware Carbon Black Cloud Enterprise EDR modules

Part Number / SKU	Service Description
VSEC-CB-EN-EDR-PS-MIGA	VMware Carbon Black Cloud Enterprise EDR - PS - Migration Assistance (REMOTE ONLY)

## Project Scope

The scope of the service includes the following:

### VSEC-CB-EN-EDR-PS-MIGA

#### VMware Carbon Black Cloud Enterprise EDR Migration (REMOTE ONLY)

Design, plan and migration of VMware Carbon Black EDR or VMware Carbon Black Hosted EDR deployment to a new VMware Carbon Black Cloud Enterprise EDR instance. This requires planning preparation work to be done on existing environment as well as roll out to the new Carbon Black Cloud setup.

Specification	Parameters	Description
Requirements review		Requirements review workshop to ascertain Customer environment readiness before migration. The result of these workshops is used to establish parameters for migration

EDR or Hosted EDR Administration Console to migrate	Up to one (1)	Number of existing EDR or Hosted EDR Administration Console
Replace Carbon Black EDR sensor with Carbon Black Cloud sensor	Up to five (5)	Provide guidance in deploying VMware Carbon Black Cloud Enterprise EDR sensors and removing the VMware Carbon Black EDR or VMware Carbon Black Hosted EDR sensors
Recreate watchlists and sensor groups	Up to fifteen (15)	Assist in the importing of watchlists and sensor groups and assist in integrating Customer's SIEM solution, if applicable, with VMware Carbon Black Cloud Enterprise EDR

## 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 include the following:

- Project 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 datasheet.
- Participating team members are confirmed, and contact details are exchanged to schedule execution phase.

### Deliverables

- Project Initiation Email

## **Phase 2: Execute**

### **2.1 Execute: Migrate**

VMware performs the migration of the solution from the current to the desired state according to the Customer objectives, constraints and policies.

#### **Deliverables**

- Migration Execution Plan Workbook

### **2.2 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 five (5) hours of knowledge transfer sessions for appropriate Customer representatives to jointly work together on the migration tasks.

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**

- Knowledge transfer workshop presentation

## **Phase 3: Close**

The VMware Project Manager sends 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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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. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

#### 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.
- Migration of sensor data from VMware Carbon Black EDR or VMware Carbon Black Hosted EDR deployments
- Customer solution training other than the defined in scope services

##### Carbon Black EDR Migration to Carbon Black Cloud EDR

- Developing custom documentation
- Building of custom scripts or feeds
- Performing custom threat feed configuration
- Remediation/removal of unauthorized, malicious, or unwanted files
- Investigation and analysis of potential malware and threats
- Troubleshooting integration or infrastructure issues when deemed to be non-Company product issues

#### Prerequisites Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to starting of the Execution phase.

Participation of the following Customer stakeholders is required for the Service to be performed:

- Enterprise Architect
- Infrastructure Architect
- IT Operations Manager
- IT Security Manager