

VMware Carbon Black Cloud Enterprise EDR Migration

AT A GLANCE

The primary objective of this service is to assist the 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 service assists the Customer with migrating from a Carbon Black EDR or Carbon Black Hosted EDR environment 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 and product knowledge transfer to assist the Customer with the migration.

The Service expects 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
- 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

VSEC-CB-EN-EDR-PS-MIGA

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.

Outcomes

The 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). REMOTE ONLY

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 six (6) 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 eight (8) weeks after project kick-off (Deliverable 1.1).

Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1: Plan				
1.1	Kick-Off Meeting	Solution Overview presentation	Joint	Initial meeting to discuss project scope, objectives, impact assessment, and teams
1.2	Review Datasheet	-	CUSTOMER	Understand service assumptions, scope, and completion criteria
1.3	Publish Pre-Installation Requirements	Operating Environment Requirements (OER) document	VMWare	Minimum system requirements
1.4	Review Change Management Strategy	-	CUSTOMER	Customer determines a change management process for sensor testing and installation
Phase 2: Execute				
2.1	Pilot Deployment	Deploy up to (5) Carbon Black Cloud agents	CUSTOMER	Assist in the migration of the solution from the current to the desired state according to the objectives, constraints, and policies
2.2	Configuration Assistance	Create up to fifteen (15) policies, rules and/or watchlists	Joint	WebUI walkthrough, API basics, alert tuning and triage, integrate supported 3rd party threat intel, Q&A
2.4	Production Deployment	Deploy remaining Carbon Black Cloud agents	CUSTOMER	Customer deploys solution to production endpoints
2.7	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

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TERMS AND CONDITIONS

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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

