

VMware Carbon Black Hosted EDR Migration

AT A GLANCE

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

KEY BENEFITS

- Rapid time to value on moving to the VMware Carbon Black Hosted 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

The VMware Carbon Black Hosted EDR Migration Professional Services Package provides implementation services to assist Customer with migrating from Carbon Black EDR to a new VMware Carbon Black Cloud Hosted EDR 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 Hosted EDR licenses to replace the existing VMware Carbon Black EDR licenses
- It is expected that at least one (1) member of the Customer team has completed VMware Carbon Black Hosted EDR administrator training course

Part Number / SKU	Service Description
VSEC-CB-EDR-PS-MIG	VMware Carbon Black Hosted EDR - PS - Migration Assistance (REMOTE ONLY)

Project Scope

The scope of the service includes the following:

VSEC-CB- EDR-PS-MIG

VMware Carbon Black Hosted EDR Migration (REMOTE ONLY)

Plan and migration of VMware Carbon Black EDR to a new VMware Carbon Black Hosted EDR instance.

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 Administration Console to migrate	Up to one (1)	Number of existing EDR Administration Console
Carbon Black EDR sensor to redirect	Up to five (5)	Provide guidance in redirecting VMware Carbon Black EDR sensors to VMware Carbon Black Hosted EDR

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 Hosted EDR
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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 two (2) hour of knowledge transfer sessions for appropriate Customer representatives to jointly perform 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

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 Migration to Hosted EDR

- 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
- Developing custom documentation
- Building of custom scripts or feeds
- Performing custom threat feed configuration
- Remediation/removal of unauthorized, malicious, or unwanted files

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Contact a Professional Services expert at vmware.com/company/contact.html.

- 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

TERMS AND CONDITIONS

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