

VMware Carbon Black Hosted EDR Get Started

AT A GLANCE

The primary objective of this service is to assist customer on getting started with the VMware Carbon Black Hosted EDR purchase.

A VMware Consultant will work jointly with the Customer team via remote working sessions to assist on configuring the VMware Carbon Black Hosted EDR server software, UI and product functionality walkthrough and threat hunting workshops.

KEY BENEFITS

- Rapid time to value on your newly purchased 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 Get Started service assists you with all the basic configurations required to get you up and running.

This service is ideal for organizations who are new to the VMware Carbon Black Hosted EDR product, and desire to quickly configure the system and learn the best practice of threat hunting using Carbon Black Hosted EDR for a rapid time to value experience.

Part Number / SKU	Service Description
VSEC-CB-H-EDR-PS-GS	VMware Carbon Black Hosted EDR-PS-Get Started (REMOTE ONLY)

Project Scope

The scope of the service includes the following:

VSEC-CB-H-EDR-PS-GS

VMware Carbon Black Hosted EDR Get Started (REMOTE ONLY)

Service includes configuration of the customer's VMware Carbon Black Hosted EDR instance via interactive business needs, endpoint sensors deployment strategy, and product configuration best practices workshops for up to 3000 Carbon Black Hosted EDR Endpoints.

Specification	Parameters	Description
Sensor(s) deployment assistance	Up to two (2)	Number of Carbon Black EDR sensors within scope
Syslog/CEF for SIEM Solution	Up to one (1)	Number of syslog/CEF for SIEM solution setup
Supported network integration	Up to one (1)	Number of supported network integration
Knowledge Transfer workshop(s)	Up to (6) six hours	Conduct Knowledge transfer workshops of the following: UI walkthrough, API basics, alert tuning and triage, integrate supported 3 rd party threat intel, threat hunting, threat intelligence feeds, watchlist tuning, Q&A.

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: 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 six (6) 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 six (6) hours of knowledge transfer sessions

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 Hosted EDR Get Started

- Remediation/removal of unauthorized, malicious, or unwanted files.
- Investigation and analysis of potential malware and threats.
- Configuring more than one administration console.
- Building of custom scripts or feeds.
- Performing custom threat feed configuration.
- Customer solution training other than the defined in scope services.
- Developing custom documentation.
- Troubleshooting integration or infrastructure issues when deemed to be non-Company product issues.

LEARN MORE

Visit vmware.com/services.

FOR MORE INFORMATION

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

Prerequisites Checklist

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

Endpoints/Workloads minimum operating environment:

- Memory – 12-50 MB RAM
- Disk Storage – The sensor regularly sends data to the server, requiring minimal storage on the endpoint (500 KB to 3 MB). If the sensor cannot communicate with the server, data queues up to an adjustable threshold (2 GB by default, expected 30-60 days activity on a normal system). The data is synced when server communications are reestablished.

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

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services [General Terms and Conditions](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

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.

