

SERVICE DESCRIPTION

Asset Manager Kick-Start Implementation

This Service Description describes the enablement consulting services offered in connection with Asset Manager Software (the “Service”).

Service Description Overview

The Service consists of the provision of consulting to Customers by FireMon in connection with Customer’s self-installation and deployment of Asset Manager (the “Software”)

Service Summary - Enablement Consulting

FireMon will assist Customer in their implementation of the Asset Manager Software. Enablement Consulting is comprised of the following tasks:

- / Installation Support (software and hardware)
- / System Configuration Support
- / Training Interpreting and Analyzing System Generated Reports
- / Integration Assistance
- / Knowledge Transfer

All Services purchased by Customer which are not used by Customer within six (6) months from the date of purchase shall expire.

Installation Support

Installation Support (Software and Hardware) up to 8 hours:

- / Guide customer through the installation of the Software on VM or Cloud
- / Assist Customer with the determination of:
 - Need for zones, organizations, users and server deployment
 - address space to explore in Classless Inter-Domain Routing (CIDR) terms
- / Discuss access to network resources issues (ICMP blocked, SNMP blocked)
- / Discuss SNMP access, firewall access, need for Scout deployment
- / Discuss Leak Path Scout and Configuration, if desired

System Configuration Support

System Configuration Support up to 8 hours:

- / Based on inputs from the Customer, provide guidance around mandatory and optional configuration
- / Assist with implementation of Organization(s), User(s) with role-based access, e-mail server, syslog
- / Provide guidance and assistance with:
 - Zone Configuration(s), Scout deployment, configuration, connection
 - Collector interface and demonstrate how to enable / disable
 - passive discovery methods (Broadcast, OSPF, BGP)
 - discovery space CIDR range(s)
 - active discovery methods (Host, Path, SNMP, DNS, Port, Profile, WMI, Cloud)
- / Deploy, configure, and connect Leak Path Scout, if desired

Training Interpreting and Analyzing System Generated Reports

Training on interpreting and analyzing systems generated reports / dashboards (up to 8 hours) FireMon will review and support Customer in the interpretation of any of the following reports:

- / All IP-enabled devices discovered
- / Unknown and Rogue devices
- / Perimeter devices
- / Non-Responding networks
- / Show asset topology map, physical segmentation
- / Address space visualization, logical segmentation
- / Profiles for device types, vendors, and operating systems
- / Forwarder identification with Layer 2 and Layer 3 routing details
- / Domain Name Summary, Autonomous System Routing, OSPF and BGP connections
- / VLAN Hosts and Interfaces
- / Distinction between information technology versus operational technology
- / All devices with certificates | Certificate summary by type/depth
- / Expired certificates summary and detail
- / Self-signed certificates summary
- / Integration Configurations and Dashboard Reports
- / Leaking devices | Leaking Forwarders | Leak by direction | Leak by protocol

Integration Assistance

Provide a knowledge transfer session remotely for the implementation, limited to one (1) up to four-hour knowledge transfer session. During the session, FireMon staff will review a combination of the following:

- / Integration recommendations
- / Configuration Options
- / Reports and report interpretation
- / API reference, import, export capabilities

Customer Responsibilities

- / Provide FireMon with complete and accurate information with respect to their environment which FireMon will rely upon determining the applicability and suitability of this Service Description.
- / Perform all activities required for installation and deployment of the Software.
- / Provide the FireMon Project Manager with a list of designated Customer personnel, their roles, and responsibilities in relation to this Service Description including primary and backup Customer authorized site contacts who shall provide necessary information, and coordinate with other organizations/third parties with respect to Services.
- / Provide an Executive sponsor to the project who will meet with the FireMon Project Manager monthly to review status and address issues.
- / Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- / Participate in scheduled project review meetings or conference calls, if required.
- / Coordinate with, and manage any external third parties, in relation to deliverables and schedules.

Direct Sale from FireMon

If a Customer purchased this Service directly from FireMon, this document is incorporated by reference into Customer's Software License Agreement with FireMon for the delivery of Services (located at <https://www.firemon.com/legal/SLSA>), unless Customer and FireMon have entered into a separate written agreement that applies to Services. Such applicable agreement being referred to as the "Agreement" in this document. If there is a conflict between this Service Description and the Agreement, this Service Description shall govern.

Sale via FireMon Authorized Reseller

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