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Health & Architectural Review Service

This Service Description describes the enablement consulting services offered in connection with FireMon 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 the following FireMon Software as identified in the applicable order for such Services:

/ Security Manager
/ Policy Optimizer
/ Policy Planner
/ Risk Analyzer
/ NSPM Intelligence Platform

Service Summary – Health and Architectural Review

FireMon will provide appropriate resources to review the Customer's installation of FireMon and current health. Health and Architecture Review is comprised of the following tasks:

/ Collection of Information
/ Detailed Analysis of Data
/ Preparation of Summary Reports
/ Review of Documentation and Recommendations

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

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Collection of Information

Within five (5) business days of the date the Service is purchased, FireMon will schedule an initial meeting to review the process, run health check commands, review questions, and provide instruction on preparing and exporting a Diagnostic Package.

Detailed Analysis of Data

A detailed analysis of Customer's data will be completed within ten (10) business days of the date the Diagnostic Package is received by FireMon.

/ Manual review of data
/ Use of diagnostic tools to review CPU Usage, Server Load, RAM, and Swap Utilization
/ Review of configuration including health of devices, password policy, retention policy, backup policy and network parameters

Preparation of Summary Reports

FireMon will prepare a summary report containing:

/ Current Inventory with server details, licenses, device count as well as a count of rules and objects
/ Performance Dashboard for each server
/ Current Health Summary with recommendations for any issues found
/ List of reference commands

Review of Documentation and Recommendations

Within five (5) days of completion of the data analysis, FireMon will host a meeting to review the report results and provide recommendations:

/ Current Inventory with server details, licenses, device count as well as a count of rules and objects.
/ Performance Dashboard for each server
/ Current Health Summary with recommendations for any issues found

/ By way of example the report may cover:
    / Retrievals happening without error

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/ Configurations normalizing correctly

/ Receiving usage via syslog/LEA/hit counters

/ Verifying change detection is configured correctly

/ Authentication configured (i.e., LDAP, RADIUS)

/ User group permissions are properly defined

/ Validate SMTP is configured correctly

/ Backup process configured

/ Zones and network segments imported

/ Final system health check complete

Deliverables

Health & Architecture Review: A snapshot of the current health / configuration of your current deployment of FireMon:

/ System Inventory

/ Health Assessment

/ Commands

/ Server health

Customer Responsibilities

/ Manage the existing installation and deployment of the FireMon Software with the assistance of FireMon.

/ Provide FireMon with complete and accurate information with respect to their environment which FireMon will reply up in determining the applicability and suitability of this Service Description.

/ Run diagnostics and provide results to FireMon

/ 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.

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Out of Scope Services

Services that are not included in this Service Description include:

/ FireMon implementation services including QuickStart, QuickStart Plus, Professional, and Enterprise

/ FireMon Technical Training (instructor led training)

/ FireMon Technical Account Manager Services

/ Development of High-level Design and/or Low-level Design documentation

/ Any workflow configuration of Policy Planner or Policy Optimizers

/ Support for integrating Policy Planner or Policy Optimizer with an ITSM.

For more information on these services, please reach out to your FireMon Account Executive.

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 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

If Customer has purchased this Service through a FireMon Authorized Reseller, this document is incorporated by reference into Customer's Software License Agreement with FireMon (for the delivery of Services (located at www.firemon.com/legal/SLSA), unless Customer and Authorized Reseller have entered into a separate written agreement that applies to delivery of these Services by Authorized Reseller, in which case, the separate written agreement governs Customer's purchase and receipt of such Services and this document is for informational purposes only; it is not a contract between Customer and FireMon.

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