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Professional Implementation 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 – Enablement Consulting

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

/ CX Intro – Implementation Prep.
/ Project Kick-off.
/ Technical Solution Validation.
/ Project Completion.

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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CX Intro – Implementation Prep

After purchase of the Services, FireMon will schedule and conduct a transition session from Sales to our Customer Experience team. This session is critical to ensure a seamless customer experience as the Customer transitions from the sales cycle. The goal of this session is for the Customer to understand the process and requirements to install and configure the FireMon Software.

During the CX Intro – Implementation Prep, FireMon will introduce the Customer Experience team, Customer Journey with FireMon, validate customer Outcomes/Use Cases, and will review the Implementation Readiness Workbook. Additionally, specific topics will be discussed based on any Customer's goals identified during the sales cycle. Topics may include:

/ Targeted outcomes and Use Cases.

/ Business Value and Technical Value.

/ Key stakeholders.

/ Deployment expectations.

/ Technical Environment and details.

/ Implementation Readiness Workbook: Description of Customer requirements to prepare for Customer's self-installation of the FireMon Software including VM reference, communication diagram, sample install plan with instructional videos, and sample RACI.

Within ten (10) business days after the CX Intro – Implementation Prep, Customer shall complete the following requirements for Project Kick-off:

/ Complete the Readiness Checklist within the Implementation Readiness Workbook and return to FireMon.

/ Provisioning of environment that fits minimum requirements as defined in the Environment Requirements tab of the Implementation Readiness Workbook

  o Customer has downloaded an updated version of FMOS and successfully loaded it on each server.

  o Customer has selected a role for each server and joined them successfully.

  o Customer has downloaded and installed SIP license.

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/ Review of the Use Case Matrix and Outcomes tabs of the Implementation Readiness Workbook and selected primary use cases to highlight during the implementation.

/ Populate the Inventory Worksheet with details for each server.

/ Identified the Devices to be Monitored Import worksheet with details for each unique device or each management console.

/ Review proposed project timeline and identify any issues.

/ Secure participation of any additional teams within your organization that may be required in the implementation including:

- o Teams responsible for setting up authentication such as Active Directory.
- o Teams that are responsible for Certificates.
- o Teams that are responsible for SMTP configuration.
- o Network team responsible for configuring devices.

The FireMon Customer Experience team will be available to address questions prior to Project Kick-off.

Project Kick-off

Project Kick-off will be scheduled & conducted after Customer provides a completed Implementation Readiness Checklist. The Project Kick-off consists of a single one (1) hour session during which FireMon will review:

/ Review the completed Implementation Readiness Checklist.
/ Confirm Roles and responsibilities.
/ Selection and prioritization of up to four Customer use cases as described in the Implementation Readiness Checklist.
/ Key milestone review.

FireMon will assist Customer with planning, scheduling, and developing, executing, and reporting on an implementation Project Plan. A baselined project plan with key milestones must be established within ten (10) business days of the Project Kickoff. FireMon will coordinate with your team to confirm scope, timelines, implementation readiness and will provide assistance with the transition to production.

During the implementation, a bi-weekly status report will be provided including, but not limited to the following:

/ Overall project status.

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/ Activities completed.
/ Upcoming activities.
/ Key risks and issues.
/ Status for key milestones.

Distribution of status reports will commence upon completion of the Project Kick-off.

Technical Solution Validation

A technical consulting session with the Customer's implementation team will be provided by FireMon within five (5) business days of Project Kick-off and provide guidance in connection with the Customer's installation of FireMon Software in their Deployment Environment.

FireMon will provide an additional session to review the configuration and demonstrate the selected use case(s) in the Deployment Environment within twenty (20) business days of the completion of the initial technical consulting session.

FireMon will provide Customer with assistance via additional technical consulting session(s) for the configuration and operation of the FireMon Software.

Project Completion

The project will be considered complete when the following occurs:

/ Successful verification by FireMon of core functionality of the FireMon Software.
/ Configuration and demo of the prioritized use cases identified in the Project Kick-off.
/ A Knowledge transfer and "Health and Architecture Review" of Customer's deployment.
/ Delivery of Runbook.

Prior to closing the project, FireMon will perform a review of Customer's self-installation to verify core functionality of the FireMon Software, including, by way of example:

/ Retrievals functioning correctly.

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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.

FireMon will provide a Knowledge Transfer session within ten (10) business days of commencing production use of the FireMon Software. This session will include an overview of the installed FireMon Software for the Customer's implementation team to help them manage the system and assume administrative responsibilities. Failure to participate in this session may cause delays in FireMon's ability to provide timely support.

Deliverables

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

/ System Inventory
/ Health Assessment
/ Commands
/ Server health

FireMon Runbook: A reference document that outlines tasks and troubleshooting to ensure FireMon and device health:

/ Daily Tasks
/ Weekly Tasks
/ Monthly Tasks
/ Quarterly Tasks
/ Basic Troubleshoot

Customer Responsibilities

/ Manage the 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.

/ Perform all activities required as outlined herein for installation and deployment of the FireMon Software.

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/ Purchase and attend FireMon Technical Training prior to standing up the production environment. FireMon reserves the right to charge standard professional service rates in the event the Customer does not participate in the training and thereafter requires support which was covered as part of the training.

/ 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.

/ Perform other responsibilities identified in any mutually agreed upon Project Plan developed during Implementation Planning and Design

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Out of Scope Services

Services that are not included in this Service Description include:

/ FireMon Technical Training (instructor led training)

/ FireMon Technical Account Manager Services

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

/ Any customization of the Policy Planner or Policy Optimizers workflow

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

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

Minimum Requirements for Deployment Environment

The Customer is responsible for preparing one of the following three (3) production environments for deployment of the FireMon Software. Details on VM Recommended specifications can be found within the VM Reference tab of the FireMon Implementation Readiness Workbook and can be found **here.**

1) VM configuration specifications

 / All-in-One Configuration (AS/DB/DC)
 / Standard Configuration (AS/DB + DC)
 / Fully Distributed Configuration (AS + DB + DC)

2) Azure environment

3) AWS environment

FireMon will provide a recommended production architecture based on the following:
/ Number of devices.
/ Number of rules.
/ Number of changes per second.
/ FireMon applications installed.
/ Geographic location of devices and servers.
/ Proximity of devices to Data Collector(s).
/ Environment (on premises/cloud).
/ Future plans.

Failure to adhere to the recommended architecture and specifications may impact the performance of the FireMon product.

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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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