

## SERVICE DESCRIPTION

# Workflow Configuration for Automation - ITSM Integration

*This Service Description describes the professional configuration services for FireMon's Policy Planner (the "Service") which must be purchased in conjunction with either Implementation Service - Base or Implementation Service - Enhanced (which are priced and ordered separately).*

## Service Description Overview

In performing the Services, FireMon will provide Customer with assistance in configuring the workflow of Policy Planner. The desired business objectives in configuring the workflows are to increase efficiency of the firewall request process by improving the design and review processes.

## Service Summary

This Service Description is intended to provide a summary of the four phases of the Service:

- Implementation Planning
- Discovery and Definition
- Configuration and Quality Assurance
- User Acceptance Testing

Customer understands the implementation readiness requirements to install and configure Policy Planner and any requirements not timely met prior to engagement with FireMon may limit the work done by FireMon and require a change order setting forth additional resources and expenses. All Services purchased must be used by Customer within six (6) months from the date of purchase.

## Implementation Planning

FireMon will assist Customer with the configuration and implementation of defined workflows with FireMon's Policy Planner.

FireMon will assist Customer with planning, scheduling, executing, and reporting on the implementation Project Plan. FireMon's project team will coordinate with Customer's assigned team to confirm scope, timelines, requirements, configuration, testing, and will guide the transition to production.

### Milestones and Deliverables

- Milestone: Project Kickoff meeting
- Milestone: Virtual meetings as needed
- Deliverable: Project Schedule

## Discovery and Definition

FireMon, with input and guidance from Customer, will define and document the detailed functional requirements of the Services including all Policy Planner Elements. The outcome of this process will be a formal document of detailed requirements (the "Detailed Requirements Document"), which requires acceptance and signoff from Customer stakeholder(s).

In the event Customer requests additional modifications to workflows or additional configurations of Policy Planner Elements which were not identified in the Detailed Requirements Document and included in this phase, a Change Order may or may not be required if FireMon agrees to complete such additional requests.

### Milestones and Deliverables

- Deliverable: Detailed Requirements Document
- Milestone: Detailed Requirements Document Signoff – Customer

## Configuration and Quality Assurance

FireMon will provide a technical consulting session(s) with the Customer implementation team to configure Policy Planner, deliver the workflow modifications as specified in the Detailed Requirements Document, and associated quality assurance.

Configuration to FireMon's Policy Planner will include the following modifications and integrations, alterations and/or options which are specifically defined in the Detailed Requirements Document.

ITSM Integration Elements	
<b>Field Mapping</b>	<ul style="list-style-type: none"> <li>– Mapping fields and variables between Policy Planner and ITSM.</li> <li>– Creation of fields to support the ITSM and Policy Planner integration.</li> <li>– Configuration of field types to support values.</li> </ul>
<b>Workflow and Process Consultation</b>	<ul style="list-style-type: none"> <li>– Consultation to determine business needs and design a workflow and processes that will address those requirements.</li> </ul>
<b>Workflow and Process Mapping</b>	<ul style="list-style-type: none"> <li>– Mapping of processes and workflows between ITSM and Policy Planner.</li> </ul>
<b>API Consultation</b>	<ul style="list-style-type: none"> <li>– Policy Planner consultation on FireMon APIs to support this integration.</li> <li>– API JSON examples.</li> </ul>
<b>Two-API Communications</b>	<ul style="list-style-type: none"> <li>– Included – ServiceNow Only.</li> <li>– Not supported on all other ITSMs.</li> </ul>

The number and scope of Policy Planner Elements listed are the maximum provided in connection with the Services. The actual number and scope will be set forth in the Detailed Requirements Document.

Prior to delivering the configured pack with the modifications as described within the Detailed Requirement Document (the "Solution") to Customer for User Acceptance Testing, FireMon will perform internal Quality Assurance testing ("QA"). As part of QA, FireMon will confirm the Solution substantially conforms to specifications set forth in the Detailed Requirement Document.

At the conclusion of the QA process, FireMon will provide Customer with:

- A demonstration and walkthrough of the Solution hosted by FireMon
- The ability to download the Solution through User Center for Customer to install and use with FireMon Policy Planner

### Milestones and Deliverables

- Milestones: Demonstration of the Solution available to Customer – FireMon
- Deliverable: Solution available to Customer for download - FireMon

## User Acceptance Testing

Once FireMon completes the configuration and quality assurance, Customer will test the Solution to confirm it substantially conforms with the Detailed Requirements Document (“UAT”). Customer will schedule and commence UAT in a timely manner, but in no event no more than ten (10) business days after FireMon provides the Solution. FireMon will provide assistance to Customer as requested to complete UAT. FireMon will also provide support for the deployment of the Solution during UAT.

Upon commencement of UAT, Customer will have ten (10) business days to complete UAT and either (i) accept the Solution or (ii) reject the Solution by providing FireMon with a written list detailing the material nonconformances of the Solution with the Detailed Requirements Document (the “Issues List”). Customer will provide any files or assistance reasonable requested by FireMon to identify and validate the Issues List. FireMon commits to research reported issues within five (5) business days of receiving the Issues List and classify each as “As Designed”/” Bug”/” Change Request” and provide next steps. Once FireMon has resolved any issues classified as “Bugs”, FireMon will then redeliver the Solution to Customer to repeat UAT. FireMon reserves the right to deem UAT complete and the Solution accepted by Customer if Customer has not provided an Issues List within ten (10) business days of entering any UAT period.

### Milestones and Deliverables

- Milestone: Completion of UAT with resolution or resolution path for all issues

# Roles and Responsibilities

FireMon will provide reasonable technical consulting session(s) aligned with this Service Description. FireMon will provide qualified personnel resources to consult with Customer in performance of this Service Description.

## FireMon Responsibilities

- FireMon will provide an assigned Solution Architect (SA) and Professional Services Engineer (PSE) as resources to consult and develop the workflow packages with Customer.
- FireMon will provide an assigned Project Manager (PM) as a resource to consult with Customer to manage the Services.

## Customer Responsibilities

- Provide the FireMon Project Manager with a list of designated Customer personnel, their roles, and responsibilities in relation to this Service Description including identification of the primary and backup Customer authorized site contacts who shall provide necessary information, and coordinate with other organizations/third parties with respect to Services.
- 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 responsibilities identified in any Project Plan.
- Customer has provided complete and accurate information with respect to their environment which FireMon has relied on in determining applicability of this Service Description.
- Customer acknowledges that FireMon's ability to timely deliver the Services is dependent upon Customer's ongoing cooperation and assistance. Accordingly, Customer will supply to FireMon, on a timely basis, all information, material, and assistance reasonably necessary for FireMon to perform the Services. In the event of any delays resulting from Customer's failure to fully comply with the foregoing, at a minimum, FireMon's period of performance shall be equitably extended to account for and such delay may additionally result in a Change Order to reflect additional costs resulting from such delay.

## Assumptions

- Customer agrees to have the required resources available to timely complete all customer dependencies.
- Customer will designate one employee to serve as a primary point of contact (POC) for the FireMon project team. The designated POC will be responsible for and have authority to schedule resources for required meetings, working sessions, and other needs deemed necessary to complete the effort outlined within this document.
- Customer will provide access to any information, applications, and systems necessary to complete this project.
- Customer is responsible for notifying impacted personnel of testing within their environment.
- Data entered must be in a format supported by FireMon.
- Whitelist and Blacklist must be based on source, destination, and port (controls must be created by the customer).
- The Solution will deliver a single, Create Ticket API hand-off to Policy Planner from the defined ITSM solution (the "ITSM").
- For integrations where the ITSM is ServiceNow, FireMon will configure Policy Planner to send status updates and other requested fields from FireMon as defined during Discovery and Definition phase. (If applicable)
- Customer will integrate their ITSM with Policy Planner via FireMon's API.

- FireMon will provide support, guidance, and troubleshooting assistance in using the FireMon API.
- Assistance will be provided with API call creation, but all development in the Customer ITSM (if required) is out of scope for FireMon services.
- Bi-direction communication is only supported with ServiceNow.
- Any additional data outside of what is required for Policy Planner will be stored/handled within the ITSM.
- Customer will format data as required by Policy Planner.

## 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/eula](http://www.firemon.com/legal/eula)) 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 (located at [www.firemon.com/legal/eula](http://www.firemon.com/legal/eula)) for the license of FireMon security software and delivery of Services, 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.