



Service Description: Advanced Services – Fixed Price

Cisco Security Stealthwatch Deployment Service (ASF-CORE-SW-DEP-IT)

This document describes the fixed price Cisco Security Stealthwatch Deployment Service providing installation, optimization, and tuning service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Security Stealthwatch Deployment Service

Service Summary

The Cisco Security Stealthwatch Deployment Service consists of the integration of up to two (2) Stealthwatch Management Consoles (SMCs), up to four (4) Stealthwatch System Flow Collectors, and up to four (4) Stealthwatch System Flow Sensors into the Customer network infrastructure as well as an initial tuning and optimization activities.

The service includes:

- Reviewing network architecture and flow collection design for effective Stealthwatch System operation.
- Configure IP addresses for all system components to connect to Customer Network
- Configure default Host Group structure based on Customer requirements
- Set up role-based access for up to five (5) Stealthwatch System users
- Provides alarm tuning for up to 5 alarms
- Validating the Stealthwatch System operation (i.e., receiving flows, generating traffic statistics, creating dashboards and reporting capability).
- Validating appliance hardware operability.

System and software upgrades and custom development are not included as a part of this service.

Location of Services

Services are delivered both remotely or on-site to Customer as agreed upon providing up to a five (5) day engagement. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to four (4) days on-site at a single Customer location within EMEAR and APJC regions during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.

Pre-Deployment

Cisco Responsibilities

- Conduct a remote one-hour, pre-assessment call to discuss current design and readiness and to schedule the engagement.
- Review network architecture and flow data collection design for effective Stealthwatch System operation.

- Provide Deployment Profile Report

Customer Responsibilities

- Designate a person to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the service. Customer shall designate a backup when the Customer contact is not available, who has the authority to act on all aspects of the service in the absence of the primary contact.
- Participate in pre-assessment call with Cisco
- Provide topology maps, configuration information and existing and proposed Security infrastructure. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for the service.
- Provide reasonable remote access to Customer environment to enable service delivery.
- Provides required rack space, power and network connectivity for Stealthwatch System equipment.
- Rack and stack gear and apply power and network connection.
- Configure all necessary network/security devices for flow generation and export.
- Configure all SPAN or TAP ports if needed for Stealthwatch Flow Sensor connectivity.
- Approve Deployment Profile Report

Deployment

Cisco Responsibilities

- Install the Stealthwatch System on the Customer premises (or remotely, as requested by Customer) per the approved Deployment Profile Report, subject to travel limitations specified in this Service Description.
- Configure IP addresses for all system components to connect to Customer network.
- Verify virtual platform capacity and operation if a VM appliance.
- Install Stealthwatch System VM appliances on Customer's platform if VM appliances are being deployed.
- Configure default Host Group structure based on Customer input.
- Set up role-based access for up to five (5) Stealthwatch System users as directed by Customer
- Verify flow collection.
- Verify DNS, NTP, and SNMP communication.
- Verify correct license installation.
- Tune alarms to increase alarm fidelity on the top five (5) noisiest alarms
- Validate default dashboards and reports are operable.
- Build up to two (2) more dashboards/reports
- Implement desired alerting (email, Syslog, SNMP trap) on specific alarms for up to three (3) external systems.
- Provide on-the-job instruction for Customer technical staff

Customer Responsibilities

- Provide reasonable remote or physical access to Customer environment to enable service delivery
- Provide knowledgeable staff to participate with assisting the Cisco SME with questions regarding network connectivity and IP addressing and to enable Cisco to meet Cisco Responsibilities.

Post-Deployment

Cisco Responsibilities

- Provide a remote follow-up knowledge transfer call session approximately 30 calendar days post deployment to discuss Stealthwatch System operation and investigative workflows if there are available hours remaining in the service delivery.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers, and project managers.
- Customer will ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer will provide forty-eight (48) hour notice in the event of cancellation of a pre-scheduled meeting.
- Customer expressly understands and agrees that support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein and are limited to completion of activities described above or performance of the Services over a period 5 business days, whichever concludes earlier.
- Customer will provide Cisco with access to Customer's site and facilities as required to enable Cisco to complete the services agreed upon schedule, including where applicable, computers, telecom equipment, facilities, workspace and telephone for Cisco's use during the project.
- Customer will provide Cisco with secure VPN remote access for online services activity.

- Customer will provide Cisco employees and/or subcontractors with proper security clearances and/or escorts as required to access the Customer site.
- Customer will provide Cisco with its workplace policies, conditions and environment in effect at the Customer site.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.