

CENTRIFY DATASHEET

# Centrify Identity Service Professional Jump Start

The Centrify Identity Service Professional Jump Start is designed to give mid-sized and large enterprises the hands-on experience and training required to be successful with the Centrify Identity Service. The service includes two computer-based training seats for your team to help them understand our best practices for the Centrify Identity Service. Your assigned consultant will also help in deploying a small production environment.

## Deliverables

Deliverables	Scope								
<b>Cloud Connector Setup</b>	<ul style="list-style-type: none"> <li>Assistance designing Cloud Connector deployment across your enterprise</li> <li>Cloud Connector deployment across up to two domains in a single Forest connected to multiple Active Directory servers</li> </ul>								
<b>Administrator Setup</b>	<ul style="list-style-type: none"> <li>Configuration of the User Portal for up to three administrators</li> </ul>								
<b>Security Configuration</b>	<ul style="list-style-type: none"> <li>Configure security integration to use current Microsoft Active Directory (AD) users, groups, and policies</li> <li>Assist with the design and deployment of new Microsoft Active Directory users, groups, and policies specific to Centrify Identity Service</li> <li>Set up cloud-based security</li> <li>Custom development of account mapping scripts, one per application being configured</li> <li>Assist with the configuration of Identity Service multi-factor authentication</li> </ul>								
<b>Alias Configuration</b>	<ul style="list-style-type: none"> <li>Configure and customize portal login aliases</li> </ul>								
<b>MDM</b>	<ul style="list-style-type: none"> <li>Assist with the configuration of Centrify Identity Service mobile device management</li> <li>Assist with Active Directory configuration for mobile device management</li> </ul>								
<b>Application Configuration</b>	<p><i><b>Instructions:</b> you may choose only <b>one</b> option, either Apps or Office 365 + Apps. You may not choose more than one of either Apps or Office 365+Apps. If you choose Office 365+Apps here, you may not select Apps in Application provisioning. If no option is selected at time of purchase, then your designated representative will be asked to choose as part of an onboarding meeting.</i></p> <table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><b>Apps</b></td> <td>Configuration of the ten apps from the Centrify Identity Service Catalog.</td> </tr> <tr> <td><b>Office 365 + Apps</b></td> <td>Configure a single instance of Office 365 for a two Active Directory Domains.</td> </tr> <tr> <td></td> <td>And</td> </tr> </tbody> </table>	Option	Description	<b>Apps</b>	Configuration of the ten apps from the Centrify Identity Service Catalog.	<b>Office 365 + Apps</b>	Configure a single instance of Office 365 for a two Active Directory Domains.		And
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<b>Application Provisioning</b>	<p><i><b>Instructions:</b> choose only <b>one</b> option, either Apps or Office 365 + Apps. You may not choose more than one of either Apps or Office 365+Apps. If you chose Office 365+ Apps in Application Configuration above, you may not select Apps in Application provisioning. The app for provisioning must be one of the apps listed in Application Configuration above. If no option is selected at time of purchase, then your designated representative will be asked to choose as part of an onboarding meeting.</i></p> <table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> <th>Selected</th> </tr> </thead> <tbody> <tr> <td><b>Apps</b></td> <td>Provisioning configuration of one app from the Centrify Identity Service Catalog.</td> <td></td> </tr> <tr> <td><b>Office 365+Apps</b></td> <td>Configure provisioning for a single instance of Office 365 for a single Active Directory Domain.</td> <td></td> </tr> </tbody> </table>	Option	Description	Selected	<b>Apps</b>	Provisioning configuration of one app from the Centrify Identity Service Catalog.		<b>Office 365+Apps</b>	Configure provisioning for a single instance of Office 365 for a single Active Directory Domain.	
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<b>Global Portal Settings</b>	<ul style="list-style-type: none"> <li>• Customize the Centrify portal environment to your specifications, including colors, logos, and global settings</li> </ul>									

## Benefits

- Discounted pricing (compared to a la carte)
- Achieve 50% faster time-to-production
- Gain hands-on experience deploying Centrify Identity Service
- Reduce management overhead
- Ensure a consistent, supportable implementation based on your existing business practices
- Reduce troubleshooting complexity
- Proven methodology with 96% customer satisfaction rate

## Virtual Classroom Training

This course is designed for administrators of the Centrify Identity Service for Apps. At the completion of the Centrify Identity Service for Apps Virtual Classroom, your staff will be proficient at installing, configuring, and operating Centrify products across your SaaS and mobile environment. This technical training is eight (8) hours of live instructor led virtual classroom demonstrations, recorded copies of the daily sessions, and associated training documentation.

## Course Logistics

The virtual classroom will be delivered through an online meeting program. This classroom does not include access to a lab environment. Each session will have time allocated for live questions and answers. Please see the Terms and Conditions for exact details on course registration and attendance.

Students will attend training for four (4) consecutive days. Training dates can be found here:

<http://www.centrify.com/training>.

For each student, the following requirements need to be met:

- One of the following: Windows 7 or higher - Mac OS X 10.9 or higher - iOS 8 or higher - Android 4.0 or higher
- A stable internet connection of 1Mbps or better for computers - 3G or better for mobile
- A JavaScript enabled web browser

## Course Training Details

Item	Detail
<b>Duration</b>	2-hour daily sessions for 4 consecutive days.
<b>Prerequisites</b>	Students should have a basic understanding of Active Directory and SaaS applications.
<b>Format</b>	Instructor led online training and lab demonstrations.

## Virtual Classroom Course Modules

Modules and Descriptions	
<b>1</b>	<p><b>Session 1 (1 hour): Installation</b> – This module guides users through the process of installing the Centrify Identity Service Cloud Connector. During this lecture we demonstrate and explain the different settings available during installation</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Centrify Cloud Connector               <ul style="list-style-type: none"> <li>• Installation</li> <li>• Configuration</li> <li>• Status</li> <li>• Scalability</li> </ul> </li> </ul>
<b>2</b>	<p><b>Session 1 (1 hour): Cloud Manager Introduction</b> – This module provides a general overview and first steps to take when accessing the Centrify Cloud Manager.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Administrator Accounts</li> <li>• Help Menu</li> <li>• User Portal</li> <li>• Reporting</li> </ul>
<b>3</b>	<p><b>Session 2 (30 minutes): Login Settings</b>–This module provides an in-depth understanding of login suffixes, tenant URLs, and the functions that they provide to the Centrify Identity Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Understanding the Suffixes and Tenant URLs</li> <li>• Configuring and Creating New Suffixes</li> <li>• Configuring and Creating New Tenant URLs</li> </ul>

Modules and Descriptions	
4	<p><b>Session 2 (1 hour): Advanced Cloud Settings</b> –This module covers the advanced settings within the Centrify Identity Service. These settings will allow you to customize your environment and allow more granular access.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Customizing Color, Logo, and Landing Page</li> <li>• Enable Corporate IP Ranges</li> <li>• Mobile Device Settings</li> <li>• Authentication Settings</li> <li>• Additional Centrify Identity Service Settings</li> </ul>
5	<p><b>Session 2 (30 minutes) Managing AD and Cloud Users</b> –This module explains the process of reviewing, adding, and managing users within the Centrify Identity Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Understanding ADUC users</li> <li>• Creating Centrify Identity Service users</li> <li>• Tips/Tricks/Warnings</li> </ul>
6	<p><b>Session 3 (30 minutes) Understanding Roles</b> – This multi-part module will guide you through “Roles” in the Centrify Identity Service. Roles play a very important part in managing access and rights within the Centrify Identity Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Roles in relation to ADUC</li> <li>• Adding users <ul style="list-style-type: none"> <li>• Single user</li> <li>• Group of ADUC users</li> </ul> </li> <li>• Adding apps to roles</li> <li>• Managing administrative rights</li> </ul>
7	<p><b>Session 3 (1.5 hours) Adding Applications</b> – This series of modules will guide you through adding applications to your Centrify Identity Service. These applications can be from the Centrify App Catalog or by customizing your own using a variety of methods.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Reviewing Application Settings</li> <li>• Adding Applications <ul style="list-style-type: none"> <li>• App Catalog</li> <li>• Generic Username/Password</li> <li>• Generic Browser Extension</li> <li>• Generic SAML Authentication</li> <li>• Infinite Apps</li> </ul> </li> <li>• Configuring Applications <ul style="list-style-type: none"> <li>• Application Settings</li> <li>• User Access</li> <li>• Policy</li> <li>• Provisioning</li> <li>• Workflow Requests</li> </ul> </li> </ul>

<b>8</b>	<p><b>Session 4 (1 hour) Office 365 Integration</b> – This module steps you through the process of connecting Office 365 to Centrify and verifying the settings of both environments.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Gathering information</li> <li>• Configuring Office 365 for Centrify</li> <li>• Configuring Centrify for Office 365</li> <li>• Provisioning</li> </ul>
<b>9</b>	<p><b>Session 4 (30 minutes): Cloud Policies</b> – This module steps you through the process of connecting Office 365 to Centrify and verifying the settings of both environments.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Mobile Device Policies</li> <li>• User Security Policies</li> <li>• Application Policies</li> </ul>
<b>10</b>	<p><b>Session 4 (30 minutes): End User Training</b> – This module focuses on the end user portal and interactions the end user will perform in the Centrify Identity Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Adding Applications</li> <li>• Application Tags</li> <li>• Reviewing Activity</li> <li>• Changing Profile Information</li> </ul>

## Customizations

The Centrify Services team has the skill and expertise to handle or assist with many implementation customizations where needed. If your organization has more than 1,000 end users, requires extra implementation tasks, custom scripting, custom integration, or any other technical services to be successful with Centrify, our Services team can set up a pre-sale scoping call to provide custom implementation estimates to fulfill these needs.

## Who Should Attend

Security and system administrators who need to deploy and administer the Identity Service product within their environment.

## Prerequisites

- The Identity Service Professional Jump Start is appropriate for organizations with fewer than 1,000 end users
- Network domains and Microsoft Active Directory servers set up and configured
- Appropriate for organizations with a two Active Directory Domains in a single Forest if using Active Directory
- One or more servers with Windows 7, Windows Server 2008, or Windows Server 2012 installed and connected to the enterprise Active Directory domain
- Personnel with administrative rights to domain controllers, Active Directory, and the servers where the Centrify Cloud Connector will be installed

## Key Assumptions

- Client understands that Centrify's performance of the Services and delivery of agreed upon deliverables under this Jump Start is dependent in part upon Client's actions, and Client therefore agrees to cooperate with Centrify in a

commercially reasonable manner in the completion of the Services by Centrify. Centrify will promptly notify Client of any delays of potential delays in Centrify's ability to undertake and complete performance in accordance with the applicable schedule resulting from the inaction of Client.

- Client will provide all hardware, software, facilities, equipment, and Client personnel (including technical resources) necessary to complete the project. These resources will be provided when they are needed in order to avoid project delays.
- Client will appoint a single point of contact for the duration of the project. This person will have project management responsibilities, be technically astute and familiar with Client change request processes as well as have the authority to expedite if necessary.
- Client management will make decisions and resolve issues in a timely manner in order to avoid project delays.
- If any Consulting Services engagement is cancelled by Client less than three (3) weeks before the scheduled start date for such Services, Centrify will most likely not be able to reschedule the engagement and be out the revenue. Centrify will make every effort to redeploy the consultant and if Centrify is able then the Client agrees to pay Client agrees to pay any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. If Centrify is not able to redeploy the consultant then Client agrees to pay the full amount of the Consulting Fees that would have been properly invoiced by Centrify had Client not cancelled such engagement, and also any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. For multiple week engagements this only applies for each week that is less than the three (3) week cancellation notice.
- Client will have network connectivity and name resolution between all Client systems (including workstations and servers the Centrify Suite will be installed on, regardless of on-premise vs. off-premise computer locations) and Active Directory connectivity functioning correctly prior to work beginning.
- Unless otherwise specified in the project scope and Activities, Centrify assumes that Client has a single Active Directory Forest with up to two Active Directory Domains in scope of this engagement.
- Client will have installed the Centrify Cloud Connector on at least two logical Windows machines as defined in the Centrify Identity Service Installation Guide.
- If this engagement involves integration with Microsoft Office 365, Client agrees to complete KB-6028 at <https://centrify.force.com/support/Article/KB-6028-Getting-Started-with-Office-365-and-the-Centrify-Identity-Service-Configuration-Overview/> before the engagement with Centrify Professional Services.
- Virtual Classroom recordings expire one hundred twenty (120) days from the purchase date.
- All materials and information generated or used by Centrify in the performance of the Services, including but not limited to the work product delivered to Client ("Consulting Materials"), and all intellectual property rights therein, shall be the property of Centrify. Centrify hereby grants to Client a personal, non-transferable, non-sublicensable, non-exclusive license to use, reproduce, copy and display any Consulting Materials solely for Company's internal business purposes. Client obtains no title or ownership in any Consulting Materials, and Centrify retains all right, title and interest in and to any Consulting Materials. Client retains all right, title, and interest in and to Client data.
- Engagement Management includes activities performed in support of this Jump Start that require management expertise, oversight, control, and direction in team building, communications, time management, quality assurance and quality control and management, and cost management. Centrify Professional Services will regularly communicate personnel and resource requirements for this Jump Start to be a success, ensure appropriate staffing and scheduling of Centrify personnel for this Jump Start, and ensure deliverable quality and timeliness.
- Impracticability. Centrify shall not be required to provide any portion of the Services to the extent the performance of such Services becomes "Impracticable" as a result of a cause or causes outside the reasonable control of Centrify including unfeasible technological requirements, or to the extent the performance of such Services would require Centrify to violate any applicable laws, rules or regulations or would result in the breach of any software license or other applicable contract.

## Scope Change Control

During the performance of the engagement, certain issues may arise that effectively prevent the completion of the work outlined in this Jump Start within the planned timeframe, such as, but not limited to, hardware or network

failures or outages in Client's environment, problems with Client's in-house software or Client's third-party software, or the unavailability of key Client personnel. If this situation occurs, the designated Centrifly representative will work with Client to identify and document the scope change, its impact on the project approach, timing, fees, resources, and the quality of project results. Centrifly will document this using either the Centrifly Change Request Form or an appropriate Change Control form provided by Client.

Any change in scope must be agreed to in writing prior to Centrifly reengaging on the project and will require the signature of the Centrifly Technical Services Vice President and the appropriate Client representative. Any other problems, disputes or issues arising during this engagement should be communicated as soon as possible after identification to the designated Centrifly Consultant for resolution.

## Period of Performance

The period of performance for this Jump Start begins upon the date of mutual signature by authorized representatives of Centrifly and Client and continues through the Completion Date (as defined below). All work must be scheduled to be completed within four months (120 days) of the start of the performance period. Any modifications or extensions will be requested through Change Control for review and discussion.

**Completion date.** The "Completion Date" will be the earlier of (1) the date on which all Services and Deliverables defined in Section 1 are completed, or (2) four months after the date of mutual signature of this Jump Start by authorized representatives of Centrifly and Client.

**Acceptance Period.** For each Activity described under this Jump Start, Client shall have a 15-day "Acceptance Period" beginning on the Completion Date. During the Acceptance Period, Client may reject an Activity on the basis that it fails to conform to the written description of the Activity or Client believes the Activity has not been completed by giving written notice to Centrifly. Unless such rejection notice is given during the acceptance/rejection period, as described above, the Activity will be deemed accepted by Customer at the end of the Acceptance Period.

**Rejection and Cure.** Centrifly shall have thirty (30) days from the date of written notification of non-completion to cure any nonconformance. Acceptance on the Activity will then be calculated from the date of delivery of the new version of the Deliverables.

## Professional Fees and Expenses

The professional services fees for the Services will be outlined in the customer quotation/product schedule. Centrifly agrees to complete the Services and produce the Deliverables described in this Jump Start. No minimum or maximum hours are promised. Centrifly shall document agreement of the completion of these Deliverables by either party. This fee estimate does not include the travel and expenses Centrifly will incur in performing this project, as this engagement is solely conducted remotely.

## Personnel

**Personnel Quality.** Centrifly agrees that all personnel used by Centrifly to perform the Services will be competent and adequately trained by Centrifly to perform the Services in accordance with the provisions of this Jump Start.

**Background Checks.** Centrifly shall perform commercially reasonable background checks on all personnel assigned by Centrifly to provide the Services under this Jump Start. These background checks include and are not limited to: criminal history for the past seven years, verification of employment, credit history, and education verification. Client may request in writing a letter of proof from Centrifly's background check provider that the Background Check was completed successfully.

**Subcontractors Permitted.** Centrifly may engage a Subcontractor to perform all or any portion of its duties under this Agreement provided that any such Subcontractor agrees in writing to be bound by confidentiality obligations at least as protective as the terms of this Jump Start regarding confidentiality. Subcontractors are subject to Centrifly's standard Background Checks. Centrifly remains responsible for the performance of such Subcontractor. Centrifly will obtain written permission from Client before assigning a Subcontractor to work on this Jump Start.

**Subcontractor Defined.** As used in this Agreement, "Subcontractor" will mean any individual, partnership, corporation, firm, association, unincorporated organization, joint venture, trust or other entity engaged to perform hereunder.



## Tasks to be completed by Client before Professional Services engagement begins

These tasks are to ensure a successful and productive engagement. If these steps are not completed it may be necessary to use Centrify change control to revise the scope of the original engagement and/or re-schedule the engagement.

- Registered students from Client will complete the online training before the engagement begins.
- Client will be responsible for preparing and filing change management in advance as required to prevent schedule delays
- Client will provide availability and contact information of an Active Directory Administrator with Enterprise Forest Admin privileges
- Client will provide a list of all applications to be configured with Centrify Identity Service by Professional Services, including applications from the Centrify App Gallery and custom application integration.
- Test user accounts for all applications that will be integrated with Centrify Identity Service will be provided to Centrify Professional Services.
- Client will ensure that required server hardware for Centrify Cloud Connector installation has been configured and meets the minimum requirements for the Centrify Cloud Connector.
- Client will ensure that all custom branding media has been provided to Centrify Professional Services before the start of this engagement for use with portal customizations.
- Client will provide Centrify Professional Services with a written explanation of current Active Directory configuration in regards to the user who will be accessing Centrify Identity Service. Additionally, this explanation should include details on how Client would like the current security infrastructure to integrate with Centrify Identity Service.
- If this engagement includes a bulk user import into Centrify Identity Service, Client will provide a table of users in a format and structure that is supported by Centrify Identity Service.

## Pricing and Ordering

This offering is invoiced on purchase and is valid for four months from the date of purchase. Contact your Centrify Sales representative to order. Or, call 1-669-444-5200 or email [info@centrify.com](mailto:info@centrify.com).

## About Centrify

Centrify is the leader in securing enterprise identities against cyberthreats that target today's hybrid IT environment of cloud, mobile and on-premises. The Centrify Identity Platform protects against the leading point of attack used in data breaches — compromised credentials — by securing an enterprise's internal and external users as well as its privileged accounts. Centrify delivers stronger security, continuous compliance and enhanced user productivity through single sign-on, multi-factor authentication, mobile and Mac management, privileged access security and session monitoring. Centrify is trusted by over 5000 customers, including more than half of the Fortune 50.

Learn more at [www.centrify.com](http://www.centrify.com).

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