

CENTRIFY APPLICATION SERVICES BASIC JUMP START

The Centrify Application Services Basic Jump Start gives small and mid-sized businesses with fewer than 500 end users the hands-on experience and training required to be successful with the Centrify Application Services. The service includes two virtual instructor-led training seats for your team to help them understand our best practices for the Centrify Application Services. Your assigned consultant will also help in deploying a small production environment.

Deliverables

DELIVERABLES	SCOPE						
Cloud Connector Setup	<ul style="list-style-type: none"> Assist in deploying up to three cloud connectors in a single Active Directory Domain 						
Administrator Setup	<ul style="list-style-type: none"> Configuration of the User Portal for up to two administrators 						
Security Configuration	<ul style="list-style-type: none"> Configure security integration to use current Microsoft Active Directory users, groups, and policies Configure security integration to use Centrify User Services as an alternative, or addition to, the use of Active Directory Set up basic cloud-based security <ul style="list-style-type: none"> One global MFA profile, one per-app authentication profile per app Self service password reset/forgot password profiles. Implement IWA and test Custom development of one per-application account mapping scripts Assist with the configuration of Application Services multi-factor authentication 						
Alias Configuration	<ul style="list-style-type: none"> Configure one portal login alias 						
Mobile Device Management	<ul style="list-style-type: none"> Assist with the configuration of Application Services mobile device management Assist with basic Active Directory configuration for Mobile Device Management <ul style="list-style-type: none"> Two Groups Up to 5 policies configured 						
Application Configuration	<p>Instructions: you may choose only one option, either Apps or Office 365. You may not choose more than one of either Apps or Office 365. If you choose Office 365 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.</p> <table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Apps</td> <td>Configuration of two apps from the Centrify Application Services Catalog</td> </tr> <tr> <td>Office 365</td> <td>Configure a single instance of Office 365 for a single Active Directory Domain</td> </tr> </tbody> </table>	Option	Description	Apps	Configuration of two apps from the Centrify Application Services Catalog	Office 365	Configure a single instance of Office 365 for a single Active Directory Domain
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Application Provisioning	<p>Instructions: choose only one option, either Apps or Office 365. You may not choose more than one of either Apps or Office 365. If you chose Office 365 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.</p> <table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Apps</td> <td>Provisioning configuration of one app from the Centrify Application Services Catalog</td> </tr> <tr> <td>Office 365</td> <td>Configure a single instance of Office 365 for a single Active Directory Domain</td> </tr> </tbody> </table>	Option	Description	Apps	Provisioning configuration of one app from the Centrify Application Services Catalog	Office 365	Configure a single instance of Office 365 for a single Active Directory Domain
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Apps	Provisioning configuration of one app from the Centrify Application Services Catalog						
Office 365	Configure a single instance of Office 365 for a single Active Directory Domain						
Global Portal Settings	Customize the Centrify portal environment to your specifications, including colors, logos, and global settings						

BENEFITS

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

Live Virtual Instructor-Led Training (VILT)

This 3-day course is designed for administrators of Centrify Application Services. The live, virtual instructor-led training has over 50 hands-on practice lab tasks that will equip students to administer, configure, and manage Centrify Application Services Core Services, Applications and the MFA service. Expanded labs include SAML + Provisioning, WS-Fed + Provisioning, Centrify Workflow, Multi-Factor Authentication, Endpoint Device Enrollment and much more.

Course Logistics

Jump start students must pre-register for a scheduled VILT training session. 2 seats are included with this jump start.

This 3-day, virtual instructor-led training will be delivered through a scheduled online meeting.

Pre-registration into a course session is required. See <https://www.centrify.com/services/training/virtual-classroom-training/> for available dates. The registration link, cancellation policy, and the terms and conditions for training are here: <https://www.centrify.com/services/online-training-request/>.

Course Training Details

ITEM	DETAIL
Duration	Three consecutive 8-hour days
Prerequisites	There are no specific pre-requisites. A working knowledge of Active Directory is helpful.
Format	Virtual Instructor-Led Training; includes a hands-on practice environment, an assigned Centrify tenant for practice, student materials and product demonstrations.

Application Services Course Modules

MODULES AND TASKS	
0	<p>Module 0: Introductions and Overview</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe the Course Agenda • Describe the Centrify Identity Platform • Navigate to the assigned practice Tenant • Describe the Centrify Application Services Solution • Discuss Zero Trust Best Practices
1	<p>Module 1: Centrify Admin Portal</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Navigate the Admin Portal • Create Tenant URLs • View Login Settings • Customize the tenant colors, logo, etc. • Create Login Suffixes
2	<p>Module 2: Centrify Connector</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe Centrify Connector Pre-requisites • Configure IWA to the Centrify Tenant • Install and Configure the Centrify Connector • View the Connector Utility • Describe the Centrify Connector Services • View Connector Status in Admin Portal

Application Services Course Modules

MODULES AND TASKS

<p>3</p>	<p>Module 3: Roles</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Discuss Roles Best Practices and RBAC • Describe functions in Roles in Centrify • Create a Granular Admin permissions role • Add users to a role • Create Security Group Roles from Active Directory • Create a Contractor Role from Centrify Directory • Create other Roles
<p>4</p>	<p>Module 4: Managing Users</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe Centrify Directory Users • Manually Create Users • Perform a Bulk Import • Manage Users from the Users page • Create Additional Attributes
<p>5</p>	<p>Module 5: Policies</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe Policies Best Practice • Navigate to the Policies Page • View Default Policies • Create new Policy Sets • Configure Policy Settings • Perform Policy Assignment • Create Application Policies • Create Endpoint Policies • Create Login Policies • Create User Security Policies
<p>6</p>	<p>Module 6: Applications</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe Applications Best Practices • Configure Application Settings • Describe and install the Centrify Browser Extension • Add various types of Applications • Configure an App Catalog app • Configure an Infinite App with the Firefox Utility • Describe the process to Import an App • Utilize Application Catalog Templates • Enable Self-Service Applications: Land and Catch • View Application Status in Admin Portal • Configure User Access • Configure Account Mapping • Deploy Username and Password Apps • Deploy Shared Credentials Apps • Deploy Recommended Apps
<p>7</p>	<p>Module 7: SAML + Provisioning Application Configuration</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe SAML • Describe Provisioning • Describe Establishing Trust between IdP and SP • Add the Zoom SAML + Provisioning Application to Centrify • Configure the Zoom application for Centrify SAML • Download the Security Certificate • Configure User Access Policy • Configure Account Mapping
<p>8</p>	<p>Module 8: WS-Fed + Provisioning O365 Configuration</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe Federation • Describe Pre-requisites for Office 365 Integration • Set up an Active Directory Alternative UPN suffix • Create a Centrify Role for Office • Configure the O365 Application • Federate and Sync O365 with Centrify • Configure De-Provisioning Rules • Provision O365 Accounts to users • View User License count within Centrify Admin portal

Application Services Course Modules

MODULES AND TASKS

9	<p>Module 9: Multi-factor Authentication</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe Best Practices for MFA • Discuss the many use cases for MFA • Describe Factors of Authentication • Configure Security Questions Options • Create Authentication Profiles • Create a Risk-Based Authentication Policy • Create a step-up Authentication Policy • Utilize Application Challenge Rules
10	<p>Module 10: Request and Approval Workflow</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Enable Workflow for an Application • Configure Manager as Approver • Configure Specified User or Role • Establish a No-Manager workflow • Request an Application • Approve an Application Request
11	<p>Module 11: End-User Experience</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Describe the User Invitation process • Experience User Portal Login • Experience User Portal Navigation • Update an Account • Add a Security Question • Enroll a Device • Add a recommended Application • Add the Centrify Browser Extension as a user • Add a self-service Application
12	<p>Module 12: Administrative Dashboards and Reports</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> • Navigate Dashboards • Navigate the User Logins Dashboard • Set a Default Dashboard • Lock/Unlock an account from the Dashboard • Manage Applications from the Apps Dashboard • View Tenant Version and Release Notes • Grant Support Read Only Access • View Built-in reports • Create a report
13	<p>Module 13: Capstone Structured Experience</p> <p>In this module, learners will:</p> <ul style="list-style-type: none"> • Participate in a final scenario-based simulation • Complete a comprehensive hands-on exercise covering many of the tasks learned in class • Troubleshoot issues
14	<p>Module 14: Course Wrap-Up</p> <p>In this module, learners will:</p> <ul style="list-style-type: none"> • Reverse settings via Tenant Clean Up • Engage in Final Q/A • Complete the Customer Satisfaction Survey • Final Sign Off

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 500 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 Application Services product within their environment.

Prerequisites

- The Application Services Basic Jump Start is appropriate for organizations with fewer than 500 end users
- Network domain and Microsoft Active Directory servers set up and configured if connection to Active Directory is needed
- Appropriate for organizations with a single Active Directory Domain (or empty root Forest) if using Active Directory
- One or two 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 and Active Directory, and to the servers for 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.

- Centrify assumes that Client has a single Active Directory Forest in scope of this engagement.
- 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.
- 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-Application-Services-Configuration-Overview/> before the engagement with Centrify Professional Services.
- 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. This entails ensuring that Client is prepared for the Services with all equipment and information as outlined in Exhibit A, as well as regular communications and the close out of the project.
- 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 SOW 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 Centrify 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. Centrify will document this using either the Centrify Change Request Form or an appropriate Change Control form provided by Client.

Any change in scope must be agreed to in writing prior to Centrify reengaging on the project and will require the signature of the Centrify 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 Centrify Consultant for resolution.

Period of Performance

The period of performance for this SOW begins upon the date of mutual signature by authorized representatives of Centrify 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 SOW by authorized representatives of Centrify and Client.

Acceptance Period. For each Activity described under this SOW, 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 Centrify. 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. Centrify 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. Centrify agrees to complete the Services and produce the Deliverables described in this Jump Start. No minimum or maximum hours are promised. Centrify shall document agreement of the completion of these Deliverables by either party. This fee estimate does not include the travel and expenses Centrify will incur in performing this project, as this engagement is solely conducted remotely.

Personnel

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

Background Checks. Centrify shall perform commercially reasonable background checks on all personnel assigned by Centrify to provide the Services under this SOW. 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 Centrify's background check provider that the Background Check was completed successfully.

Subcontractors Permitted. Centrify 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 SOW regarding confidentiality. Subcontractors are subject to Centrify's standard Background Checks. Centrify remains responsible for the performance of such Subcontractor. Centrify will obtain written permission from Client before assigning a Subcontractor to work on this SOW.

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. Subcontractors will be Centrify Certified Administrators who have undergone a rigorous training program from Centrify.

Tasks to be Completed by Client Before Professional Services Engagement Begins

- Registered students from Client will complete the virtual instructor-led 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 Application Services 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 Application Services 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 regard to the user who will be accessing Centrify Application Services. Additionally, this explanation should include details on how Client would like the current security infrastructure to integrate with Centrify Application Services.
- If this engagement includes a bulk user import into Centrify Application Services, Client will provide a table of users in a format and structure that is supported by Centrify Application Services.

Pricing and Ordering

This offering is invoiced on purchase and is valid for 6 months from the date of purchase. Contact your Centrify Sales representative for pricing details for your region and to arrange for a time, place, and schedule. Or email us at sales@centrify.com.



Centrify delivers Zero Trust Security through the power of Next-Gen Access. The Centrify Zero Trust Security model assumes that users inside a network are no more trustworthy than those outside the network. Centrify verifies every user, their devices, and limits access and privilege. Centrify also utilizes machine learning to discover risky user behavior and apply conditional access — without impacting user experience. Centrify's Next-Gen Access is the only industry-recognized solution that uniquely converges Identity-as-a Service (IDaaS), enterprise mobility management (EMM) and privileged access management (PAM). Over 5,000 worldwide organizations, including over half the Fortune 100, trust Centrify to proactively secure their businesses. To learn more visit www.centrify.com.

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