

CENTRIFY INFRASTRUCTURE SERVICES WINDOWS SERVER JUMP START

The Centrify Infrastructure Service Windows Jump Start gives enterprises the hands-on experience and training required to get a quick start on the deployment of Centrify's solution for Windows. The service includes two days of remote training covering the DirectAuthorize for Windows portion of our platform solution. Your assigned senior consultant will also help your team with the configuration of Centrify's best practice roles and rights for Windows. We will also provide on-site support during the deployment of a pilot environment. Finally, we will provide documentation detailing the current environment, and a high-level plan to complete the implementation.

BENEFITS

- Achieve 50% faster time-to-production
- Gain hands-on experience deploying the Centrify solution
- Reduced management overhead
- A consistent, supportable implementation based on your existing business practices
- Reduced troubleshooting complexity

Deliverables

At the completion of the service, you will receive the following:

- Up to ten (10) staff trained on Centrify Infrastructure Service Standard Edition
- The final release Centrify Design Document captures the Active Directory and Centrify architecture and optimal design specific to your environment as well as the implementation of any Centrify specific critical processes that were newly implemented in your environment.
- Centrify DirectManage configured to deploy the rest of your environment
- Centrify's best practices for roles and rights on Windows systems configured for your Windows environment
- Centrify Infrastructure Service, Standard Edition, deployed on up to 30 Windows systems

Definitions

- **Formal Training:** each student working in an individual isolated lab and network with hands on labs for each individual student
- **Informal Training:** the consultant provides an overview of the primary subject matter (DirectAuthorize for Windows)

Duration

- This is a 9-day package
- Two (2) days of remote informal training with a DirectAuthorize for Windows focus
- Seven (7) days of remote consulting services

Who Should Attend

Windows, security and/or system administrators who need to deploy and administer the Centrify Infrastructure Service in their environment.

Prerequisites

- **For customers with up to 500 Windows systems.** We can help customize this offering if your organization has more than 500 Windows systems and can assist customizing a package for integrating with Centrify Infrastructure Services, Standard Edition.
- Participants should have a basic understanding of Windows, Active Directory user authentication, and roles and rights
- Approval must already be obtained to create an organizational unit for storage of Centrify data prior to Centrify coming on-site
- An individual with appropriate Active Directory permissions must be available during on-site services
- All change control required for implementation of Centrify Infrastructure Service must be approved prior to the Centrify services team arriving on-site.

Logistics

A reserved conference room with an LCD projector and a white board with dry-erase markers and a printer should be available. Participants should bring laptops with network connectivity to connect to in-scope pilot systems. Please see the Course Logistics in the training details section for specific hardware requirements for the class portion.

System Requirements for Training

Classes are held at the customer's site or at a venue (such as a hotel conference room arranged by the customer). The room should be configured in classroom style and be equipped with a LCD projector, a white board, power outlets to support 12 computers, and Internet connectivity. For each student, the customer needs to provide a computer that meets or exceeds the minimum hardware requirements listed below:

- 4GB Memory
- 64-bit Operating System
- Dual-core processor
- A stable internet connection
- An HTML5 browser
- The latest version of Java
- Each student machine must be verified using this URL:
<https://virtual.mclabs.com/training/syscheck>

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.

Customizations

The Centrify Professional Services team has the skill and expertise to handle or assist with many implementation customizations where needed. If there are extra implementation tasks required, custom scripting needs, custom integration requirements, or any other technical services that will be useful to customer success with Centrify, our services team can set up a pre-sale scoping call to provide custom implementation estimates to fulfill these needs.

Daily Overview

DAY	ACTIVITY
1, 2	Centrify Infrastructure Service Standard Edition remote training for up to 10 staff
3	Customer interviews and installation of the DirectManage Access Manager console
4	Creation of up to 5 Centrify best practice DirectAuthorize Roles to control access to the Windows systems
5	Deployment to initial Windows systems, and build out of OU structure and Centrify Zones
6 - 8	Deployment to remaining Windows systems, and join systems to Zones
9	Project closeout: Overview and delivery of final release design document; overview and hand off of the deployment plan, and a final status meeting with the customer management team

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 verify that each student computer for use during onsite training meets the minimum system requirements by using the system check at: <https://virtual.mclabs.com/training/syscheck>
- Client will provide the assigned consultant for the engagement a list of students for the onsite training. This list must be emailed a minimum of two weeks in advance of the scheduled training dates.
- 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 canceled 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 canceled 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.
- Centrify assumes that Client has a single Active Directory Forest in scope of this engagement.
- Centrify assumes that no computers in a DMZ at Client are in the scope of this Professional Services engagement.
- Centrify assumes that Client has a single logical project team in the same physical location, with representatives from the Windows platform participating as needed in the design discussions.
- All Client servers will be in the same data center or, if multiple data centers, there will be at least T1 connection speed between the main data center and the remote sites. It is also recommended that resources from other sites be identified in advance as project resources, if multiple remote sites are in scope.

- Client will provide Centrify with an associate that has the proper administrative access to all agent servers and will have the ability to reboot servers as necessary within twenty-four (24) hours of request. Any applications the customer has running on these systems that need to authenticate to the operating system could be affected after the agent is installed since Centrify is adding Centrify's PAM module. Some applications need to be restarted after Centrify's agent is installed in order to run properly. There is no way Centrify can know every application running on all of the servers of Client and how they will react. What Centrify has found is rebooting the server is the most reliable and safest way to ensure those applications are restarted appropriately.
- Client will ensure all systems meet the minimum patch requirements and system requirements for the Centrify Suite (see Centrify Product Release Notes for specific platform requirements).
- All systems and applications that will have Centrify's Suite of technologies installed must be on the Supported Platforms list at: <http://www.centrify.com/directcontrol/platforms.asp>
- If the scope of this project involves any specialized customization or software development that is outside the current functionality of the Centrify Suite of Products, that development work is subject to a 30-day warranty beginning on the completion of that development work.
- For onsite engagements five (5) business days or longer, Centrify reserves the right to either work four ten (10) hour days or four (4) days on site and one day off site.
- Computer based training classes (CBT's) expire one hundred eighty (180) 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 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.

Timeframe and Resources

Centrify estimates that Centrify's work on the project will require the number of person-days reflected in the total days below in order to complete based upon the scope and assumptions described in this Jump Start and will be performed according to the following planned schedule:

Activity	Estimated Days
Centrify Infrastructure Service Jump Start	
Standard Service for Windows	9
Total Days	9

This proposal is based on a standard eight (8) hour workday. Any work performed in excess of a standard eight-hour workday may be subject to an hourly over time charge based on the hourly rate currently being charged to Client. If this condition occurs, Centrify will notify the Client contact, provide a change request form and obtain approval in writing from the customer prior to the overtime work being performed.

In performing this engagement, Centrify will assist in prioritizing and sizing Centrify's recommended changes, and will assist with implementing the recommended changes as time permits (i.e., up to the amount of time presented in the table above). Centrify cannot commit to assisting with implementing all of the changes Centrify will recommend as it is impossible at this point in time to determine the amount of effort that will be required to fully implement those recommendations.

Circumstances may necessitate changes to the tasks and/or time estimates. If this situation occurs, Centrify will follow the change control procedures in the Jump Start.

Period of Performance

The period of performance for this Jump Start 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 six months (180 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 are completed, or (2) six months after the date of mutual signature of this Jump Start by authorized representatives of Centrify 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 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 fees for the Services will be outlined in the customer quotation/product schedule. Any fees that are quoted on a daily basis are equated to an hourly rate based on an eight (8) hour day (hourly rate = daily rate divided by eight hours). All Services are recorded and will be billed on this hourly basis. This fee estimate includes travel and expenses for one (1) week long trip Centrify will perform in completing the Services. This is set for the first week of the project. Centrify will adhere to the Client's travel policies once they are provided to Centrify as long as they are provided before travel has been arranged.

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 Jump Start.

Background Checks. Centrify shall perform commercially reasonable background checks on all personnel assigned by Centrify 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 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 Jump Start 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 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. Subcontractors will be Centrify Certified Administrators who have undergone a rigorous training program from Centrify.

Tasks to be completed by Client before Professional Services personnel arrive onsite

- Client will complete a pre-design questionnaire and return the questionnaire to the Centrify Customer Success team at least one week in advance of the engagement.
- Client will provide initial DirectAuthorize for Windows use cases to the Centrify Customer Success team at least one week in advance of the engagement.
- Client will determine the owner and/or responsible individual for determining privileged access to each in-scope system.
- Client will be responsible for preparing and filing change management in advance as required to prevent schedule delays
- Client will provide a network diagram or documentation that represents the Active Directory Sites and Services
- Client will provide availability and contact information of an Active Directory Administrator with Enterprise Forest Admin privileges

Centrify delivers Zero Trust Security through the power of Next-Gen Access. Centrify verifies every user, validates 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. To learn more visit www.centrify.com.

US Headquarters +1 (669) 444 5200 | EMEA +44 (0) 1344 317950 | Asia Pacific +61 1300 795 789 | Brazil +55 11 3958 4876 | Latin America +1 305 900 5354 | sales@centrify.com
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