

CENTRIFY INFRASTRUCTURE SERVICES DIRECTAUDIT JUMP START

The Centrify Infrastructure Services DirectAudit Jump Start is designed to give customers a quick start in their deployment and usage of the DirectAudit component of the Centrify Infrastructure Services, Enterprise Edition software. Formal training is included when this package is purchased as an add-on to any of our Jump Start packages that already include the standard training. If this package is purchased as a stand-alone, the consultant will provide an informal version of the training.

BENEFITS

- Achieve 20% faster time-to-production
- The design will be consistent with best practices and experiences of other customers
- Reduced management overhead
- A consistent, supportable implementation based on your existing business practices
- Reduced troubleshooting complexity

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 (DirectAudit)

Deliverables

At the completion of these services, you will receive the following:

- A final release design document covering the DirectAudit architecture and newly implemented operational processes to ensure user session activity and the database rotation setup that meets your legal requirements for data retention.
- Checklist for installing DirectAudit on up to two platforms (Ex: Unix + Linux, Linux + Windows).
- DirectAudit deployed on up to ten (10) systems, no more than two (2) different UNIX or Windows platforms, and up to two (2) collectors in a lab or pilot environment.
- Two staff trained on Centrify DirectAudit

Duration

- This is a 5-day package.
- If purchased with another Jump Start that has formal Infrastructure Services standard training the formal training is delivered as the final day of training on-site. The follow-on consulting services would be delivered remotely.
- If purchased as a stand-alone jump start package, this is a pure remote delivery.
- One (1) day of informal DirectAudit training.
- Four (4) days of DirectAudit consulting services.

Who Should Attend

UNIX, Windows, Security and/or System Administrators and a SQL Server DBA who need to deploy and administer the DirectAudit product in their environment.

Prerequisites

- This package is restricted to environments up to 1000 systems. If your organization has over 1000 systems you will need to speak with Centrify Professional Services to see if there is any modifications they might recommend in addition to this package.
- The participants should have a basic understanding of UNIX, Active Directory, SQL Server.
- Centrify Infrastructure Services, Standard Edition is deployed and the systems to be used in the lab/pilot are joined to existing Zones.
- SQL Server for DirectAudit is installed, configured and accessible.
- The customer's computer security and/or audit policy, if defined, will be made available as a soft copy.
- Network topology diagram.

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 that are 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.

Centrify DirectAudit Training Course Overview

UNIX, Windows, Security and/or System Administrators who need to deploy and administer the DirectAudit product in their environment.

Training Course Details

ITEMS	DETAILS
Duration	1 day add-on to standard suite training, or 1 day of informal training
Prerequisites	<ul style="list-style-type: none"> • Students must have completed Centrify Infrastructure Services Standard Edition training • Students must have a basic understanding of UNIX, Active Directory, and SQL Server • For each student, the following requirements need to be met: <ul style="list-style-type: none"> • One of the following: Windows 7 or higher – Mac OS X 10.9 or higher – iOS 8 or Higher – Android 4.0 or higher • An internet connection capable of 1Mbps or better for computers – 3G or better for mobile • A JavaScript enabled web browser
Format	Instructor lead lectures and demonstration (formal = student lab, informal = no student lab)

Section One Training Course Modules

MODULES AND DESCRIPTIONS	
1	<p>Introduction to Enterprise Edition (30 minutes) – This module introduces the architecture of Enterprise Edition and provides an overview of the major components.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Planning for a successful deployment and installing and configuring the required components • Integrating the Enterprise Suite with existing organizational procedures
2	<p>Installation and Planning Guidelines (30 minutes) – This module describes how to size your Enterprise installation and determine where to install the auditing infrastructure.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Choosing how many Enterprise database installations to deploy • Estimating the sizes for the Audit Stores and deciding how many Collectors to deploy
3	<p>Audit Manager Configuration (1 hour) – This module describes how to install the user interface and database(s) in your Windows and SQL Server environments.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Installing the Audit Manager console • Creating a new Enterprise Installation • Creating an Audit Store
4	<p>Collectors and Agents (1 hour) – This module covers the installation of the infrastructure including the collectors and agents.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Installing the Collector • Installing the Agents on Windows, UNIX and Linux Computers
5	<p>Auditing Unleashed (1 hour) – This module focuses on the usage and review of auditing sessions and auditor roles.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Creating additional auditor roles • Reviewing and managing Audit sessions • Creating and sharing queries among auditors
6	<p>Using DZDO Validator (30 minutes) – This module covers product enhancements and additional features that can be customized for your organizational needs.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Using change control tickets • Scripting enhanced features

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 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 UNIX and Windows platforms 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). Centrify recommends the use of 'adcheck' or Deployment Manager to verify system 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>
- Client will have a SQL server ready per Centrify's recommended specification as defined in the DirectAudit Administrator's Guide prior to deployment activities.
- Client will have at least two logical Windows machines suitable for running the DirectAudit Collector process as defined in the DirectAudit Administrator's Guide.
- 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.
- 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 DirectAudit Jump Start Service.....	5
Total Days	5

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 does not include travel and expenses. This engagement is performed remotely via web conferencing.

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 engagement begins

- 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 availability and contact information of an Active Directory Administrator with Enterprise Forest Admin privileges
- Client will have a SQL server ready per Centrify's recommended specification as defined in the DirectAudit Administrator's Guide prior to deployment activities.
- Client will have at least two logical Windows machines suitable for running the DirectAudit Collector process as defined in the DirectAudit Administrator's Guide.

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.

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