

CENTRIFY OPERATIONS CONSULTING JUMP START – CLEARED

The Centrify Operations Consulting Jump Start - CLEARED is used for general consulting services where there is a requirement for Security Clearances. This package can only be authorized by Centrify Professional Services Leadership so that we can assist in matching up the correct cleared consultant and the internal requirements of the customer. These services are typically focused on the installation, configuration, architecture, or analytical operations level associated with our software platform of technologies.

BENEFITS

- A certified Centrify consultant familiar with Centrify best practices and operations
- Gain hands-on experience deploying a specific Centrify solution
- Reduced managerial or administrative overhead
- Increase your ability reduce your attack vector and negate a cyberattack/breach (MFA)
- A consistent, supportable implementation based on your existing business practices
- Reduced troubleshooting complexity
- A focused approach for a specific Centrify capability

Scope of the Jump Start

A five day consult for Centrify Operations with a cleared consultant, which include, but are not limited to the following areas:

DirectControl (DC), DirectAuthorize (DZ), DirectAudit (DA), Privilege Access Services (PAS), Multi-Factor Authentication (MFA), Password Management, Audit Collectors, Cloud Connectors, Application Services, SAML/SSO, EndPoint Services, Infrastructure Services, Reporting Services, and Analytics.

Virtual Classroom Course Modules

MODULES AND DESCRIPTIONS

- Session 1 (1 hour): Installation** – This module guides users through the process of installing the Centrify Connector. During this lecture, we demonstrate and explain the different settings available during installation.
Key topics:
Centrify Connector
 - Installation
 - Configuration
 - Status
 - Scalability

Duration

- 5 consecutive days – remote
- If an on-site consult is preferred for this engagement, the T&E actuals will be added and billed back to the customer

Logistics

A reserved conference room should be utilized so audio and video requirements don't affect other workspaces. A collaborative online meeting resource will be provided by the assigned Centrify Consultant. It is recommended that participants bring laptops with network connectivity to download additional documentation, or share resources as required.

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.

Virtual Classroom Course Modules

MODULES AND DESCRIPTIONS

- 2** **Session 1 (1 hour): Privilege Manager** – This module provides a general overview and first steps to take when accessing the Centrify Privilege Manager.
- Key topics:**
- Centrify Privilege Manager Access Configuration
 - Global Account Permissions
 - Global Resource Permissions
 - Global Security Settings
 - Help Menu
-
- 3** **Session 1 (1 hour): Adding Resources** – This module will guide you through adding and configuring resources within the Privilege Access Service.
- Key topics:**
- Network Discovery
 - Resource Types
 - Windows
 - Unix
 - Cisco IOS
 - Cisco NX-OS
 - Juniper Junos OS
 - Generic SSH
 - Resource Settings
 - Resource Permissions
 - Resource Policies
 - Adding Accounts
 - Dedicating Centrify Connectors
 - Subnet Mapping
-
- 4** **Session 1 (1 hour): Managing Accounts** – This module will guide you through managing accounts and performing account actions within the Privilege Access Service.
- Key topics:**
- Understanding Local, Domain, Database, and Multiplexed Accounts
 - Account Permissions
 - Password Checkout
 - Password Rotation
 - Password Policies
 - Password History
 - Updating Account Passwords
 - Secure Remote Login
 - Login from User Portal
 - Application Password Management
-
- 5** **Session 2 (1 hour): Managing Access Requests** – This module explains the process of reviewing, adding, and managing access workflows within the Privilege Access Service.
- Key topics:**
- Understanding Access Requests
 - Enabling Global Account Workflow
 - Creating Workflows
 - Requesting Resources
 - Approving Requests
-
- 6*** ***Session 2 (1 hour): Session Monitoring** – This module will guide you through the process of configuring auditing and session monitoring within the Privilege Access Service and the Centrify Server Suite Enterprise Edition.
- Key topics:**
- Requirements – Enterprise Edition of Centrify Server Suite 2015 (or later)
 - Enable Auditing
 - Specifying a DirectAudit installation
 - Capturing Sessions
 - Replaying Sessions
 - Adding Trusted Collectors to a Secure Installation

MODULES AND DESCRIPTIONS

7 ***Session 2 (1 hour): Advanced Configurations** – This module will guide you through configuring mobile devices to access Privilege Access Service resources, configuring servers for multi-factor authentication, and how to use the Centrify Agent for Unix to manage Account Passwords.

Key topics:

- Mobile Device Access
- Multi-factor Authentication for Servers
- Centrify Agent for Windows
- Centrify Agent for Unix

* Privilege Access Service (PAS) is part of the Centrify Platform. This jumpstart package does not include the implementation of capabilities covered in Module 6. It is covered in the training so that all customers who purchase Centrify PAS have the same training available when implementing our DirectAudit capability.

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.
- 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 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 Operations Consulting Jump Start.....	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 defined in Section 1 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). Unless otherwise set forth in the customer quotation/product schedule, all Services are recorded and will be billed on this hourly basis. This engagement does not include a fee estimate for travel and expenses as it 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.



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.

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

Centrify is a registered trademark of Centrify Corporation. Other trademarks mentioned herein are the property of their respective owners.
 ©2018 Centrify Corporation. All Rights Reserved.