

# CENTRIFY PRIVILEGE ACCESS SERVICE (PAS) JUMP START

The Centrify Privilege Access Service (PAS) Jump Start is designed to ensure your implementation of PAS (cloud or on-premises) has the baseline functionality following Centrify's best practices around Privilege & Password Management controls. This Jump Start is flexible enough to include small and large enterprise businesses. (Larger, globally disbursed enterprises can utilize this Jump Start as well, however, internal change management procedures may delay the overall time to complete this sort of project). Our Jump Start packages allow you to get a quick start on the installation and utilization of our Centrify Privilege Access Service (and integrated Multi-Factor Authentication as needed).

*TRAINING OPTIONS: Centrify recommends completing your PAS training before the actual engagement begins. This package includes two seats to register for our "live virtual training" that is delivered every month using an on-line meeting program. The class covers approximately two (2) eight hour days of delivery and would count for the first two days of training for the engagement.*

## Engagement Management

Engagement management provides end-to-end oversight and management to ensure successful service delivery and on-site trainings. Centrify's engagement management add dedicated resources that provide the following essential elements to your project:

- Management focus and expertise
- Quality control and management
- Cost management

Your Centrify engagement manager will ensure your staff, change control processes and equipment are prepared for Centrify staff to work productively and efficiently so projects are completed on time and with the highest quality levels.

## Deliverables

At the completion of the service, you will receive the following Privilege Access Service (PAS) deliverables:

- PAS installed with Centrify Connector configuration (on-premises)
- Additional Centrify Connectors installed and configured (as needed)
- PAS configured for Administrators (up to 10 Admins)
- PAS configured for defined systems (up to 10 systems)
- Validated PAS functionality to include the following:
  - Account Password Management: (checkout, check in, remote login, rotation)
  - Multi-factor Authentication (MFA) [as needed]
  - Two staff formally trained on Privilege Access Service (PAS).
  - PAS installed, configured, and validated on up to 10 systems and 10 administrators

## Duration

5 consecutive days – remote. (Two days for the PAS Training)

## Who Should Attend

Unix/Linux, Windows, Security and/or System Administrators who need to deploy and administer or establish a password management process in their environment.

## BENEFITS

- Achieve 50% faster time-to-production
- Gain hands-on experience deploying the Centrify solution
- Reduced management overhead
- Increase your ability to negate a cyberattack/breach (MFA)
- A consistent, supportable implementation based on your existing business practices
- Reduced troubleshooting complexity

## Prerequisites

- Individual with appropriate Active Directory permissions is available during remote services
- All Change Control required for the implementation of Privilege Access Service must be approved prior to project start.
- This Jumpstart Service does not include NIS, LDAP, winbind, or legacy Kerberos migration

## Logistics

A reserved conference room should be utilized so the remote 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](mailto: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.

### Privilege Access Service Training Course Overview

This course is designed for administrators of the Centrify Privilege Access Service. At the completion of Centrify Privilege Access Service Virtual Classroom Training, your staff will be proficient at configuring, and operating the Centrify Privilege Access Service.

### Course Logistics

This technical training is two days of live instructor led virtual classroom training, lab demonstrations and training guides.

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
- An internet connection capable of 1Mbps or better
- A JavaScript enabled web browser

### Daily Logistics

DAY	ACTIVITY
1	Customer interviews, use case proficiency, installation of PAS and additional Centrify Connectors (Windows OS)
2	Configure and validate administrative setup, and system discovery
3	Validate PAS functionality, Password Management (password checkout/check in, secure remote login via SSH/RDP, and password rotation policy)

### Training Course Details

DAY	DETAILS
<b>Duration</b>	Live Virtual Session. (6+ hour daily sessions for 2 consecutive days)
<b>Prerequisites</b>	The student should have an advanced understanding of Active Directory and configuring remote access for Windows/Unix/Linux machines.
<b>Format</b>	Instructor led online training, lab demonstrations, and example lab guides

### Virtual Classroom Course Modules

MODULES AND DESCRIPTIONS	
1	<p><b>Session 1 (1 hour): Overview of Centrify Privilege Access Service</b> – This module provides an Overview of the Centrify Privilege Access Service.</p> <p><b>As a result of this module, learners will be able to:</b></p> <ul style="list-style-type: none"> <li>• Describe the Centrify Privilege Access Service</li> </ul>
2	<p><b>Session 1 (1.5 hours): Introduction to the Admin Portal</b> – This module provides a general overview and first steps to take when accessing the Centrify Admin Portal.</p> <p>As a result of this module, learners will be able to:</p> <ul style="list-style-type: none"> <li>• Configure Access to the Admin Portal</li> <li>• Describe and Assign Global Account Permissions</li> <li>• Describe and Assign Global System Permissions</li> <li>• Describe and Assign Global Security Settings</li> </ul>

## MODULES AND DESCRIPTIONS

**Session 1 (2 hours): Centrify Connector 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.

As a result of this module, learners will be able to:

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- Describe the pre-requisites for installing the Centrify Connector
- Install the Centrify Connector
- Check the status of the Centrify Connector
- Describe how to scale the Centrify Connector
- Describe and Configure Access Roles
- Dedicate a Centrify Connector using Subnet Mappings

**Session 1 (1 hour): Systems and Accounts** – This module guides users through the process discovering and adding systems and accounts.

As a result of this module, learners will be able to:

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- Perform a Discovery
- Configure System Settings
- Configure System Permissions
- Configure System Policies
- Add Accounts
- Dedicate a Centrify Connector per System

**Session 2 (2 hours): Managing Accounts** – This module will guide you through managing accounts and performing account actions within the Privilege Access Service.

As a result of this module, learners will be able to:

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- Describe Local, Domain, Database and Multiplexed Accounts
- Configure Account Permissions
- Checkout a Password
- Check-in a Password
- Rotate a Password
- Configure Password Policies
- Configure Remote Login
- Manage Service/Application Password
- Describe Workflow

**\*Session 2 (1.5 hours): Session Monitoring** – This module will guide you through the process of configuring auditing and session monitoring within the Privilege Access Service and Centrify Infrastructure Services Enterprise Edition.

As a result of this module, the learners will be able to:

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- Describe the Requirements for Session Monitoring
- Enable Auditing
- Specify a DirectAudit Installation
- Capture Sessions
- Replay Sessions

**Session 2 (1 hour): Advanced Configurations** – This module will guide you through configuring mobile devices to access Privilege Access Service resources and configuring servers for multi-factor authentication.

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- As a result of this module, learners will be able to:
- Describe Mobile Device Access
  - Describe Multi-factor Authentication for Servers

\* 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 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 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>
- 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.
- 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. There will be no shift modifications unless the client has signed off on a modified shift schedule that better meets their needs.
- Virtual Instructor Lead Training classes (VILT'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:

<b>Activity</b>	<b>Estimated Days</b>
Privilege Access Service Baseline Jump Start .....	5
<b>Total Days</b> .....	<b>5</b>

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). Unless otherwise set forth in the customer quotation/product schedule, all Services are recorded and will be billed on this hourly basis. This fee estimate includes travel and expenses for two (2) week long trips Centrify will perform in completing the Services. These are typically scheduled as the first and third 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 Centrifys standard Background Checks. Centrifys remains responsible for the performance of such Subcontractor. Centrifys 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 Centrifys Certified Administrators who have undergone a rigorous training program from Centrifys.

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

- Registered students from Client will complete the virtual training before the start of this engagement.
- Client will determine the owner and/or responsible individual for determining privilege 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 an inventory of UNIX hosts to be included as systems for the Privilege Access Service.
- Client will provide an inventory of all local UNIX accounts to be managed by Privilege Access Service.
- Client will provide use case(s) around MFA if they choose to utilize during this JumpStart.
- Client will provide availability and contact information of an Active Directory Administrator with Enterprise Forest Admin privileges



Centrifys delivers Zero Trust Security through the power of Next-Gen Access. The Centrifys Zero Trust Security model assumes that users inside a network are no more trustworthy than those outside the network. Centrifys verifies every user, their devices, and limits access and privilege. Centrifys also utilizes machine learning to discover risky user behavior and apply conditional access — without impacting user experience. Centrifys 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 Centrifys to proactively secure their businesses. To learn more visit [www.centrifys.com](http://www.centrifys.com).

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