

CENTRIFY DATASHEET

Centrify Privilege Service Basic Jump Start

What is the Centrify Privilege Service Basic Jump Start?

The Centrify Privilege Service (CPS) Basic Jump Start is designed to ensure your implementation of CPS (cloud or on-premises) has the baseline functionality following Centrify's best practices and our Privilege Access Management controls. This Jump Start is flexible enough to include small and global enterprise businesses. (Larger businesses can utilize this Jump Start however, internal change management considerations 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 Service (and integrated Multi-factor Authentication as needed). This package includes two seats to register and attend our 8 hour CBT training in advance.

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

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 Centrify Privilege Service (CPS) deliverables:

- CPS installed with Centrify Connector configuration (on-premises)
- Additional Centrify Connectors installed and configured
- CPS configured for Administrators (up to 10 Admins)
- CPS configured for defined resources (up to 10 systems)
- Validated CPS 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 Centrify Privilege Service (CPS).
- CPS installed, configured, and validated on up to 10 resources/systems and 10 administrators

Duration

4 consecutive days – remote.

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.

Prerequisites

- Individual with appropriate Active Directory permissions is available during remote services
- All Change Control required for the implementation of Centrify Privilege 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.

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.

Daily Logistics

| Day | Activity |
|-----|---|
| 1 | Customer interviews, use case proficiency, installation of CPS and additional Centrify Connectors (Windows OS) |
| 2 | Configure and validate administrative setup, and discovery resources (systems) |
| 3 | Validate CPS functionality, Password Management (password checkout/check in, secure remote login via SSH/RDP, and password rotation policy) |

Centrify Privilege Service Training Course Overview

The process of installing, configuring, and administering Centrify Privilege Service software is easy, once you understand the fundamentals. This training will aid your staff in becoming proficient at these tasks, leading to a successful Centrify project. This technical training will lead your team through this process using pre-recorded lectures, lab demonstrations, and training guides.

Course Logistics

Self-paced training grants students access to a pre-recorded demonstration and lecture. These pre-recorded sessions will be available for 180 days from the date of purchase. Lectures and demonstrations are only available to watch. This self-paced training does not include access to a lab environment; if you would like access to a full lab environment and a live instructor please refer to our Classroom Training class data sheet.

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 – 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

Training Course Details

| Items | Details |
|----------------------|--|
| Duration | 4+ hour daily sessions for 2 consecutive days |
| Prerequisites | The student should have an advanced understanding of Active Directory and configuring remote access for Windows/Unix/Linux machines. |
| Format | Instructor led online training, lab demonstrations, and example lab guides |

Virtual Classroom Course Modules

| Modules and Descriptions | |
|--------------------------|---|
| 1 | <p>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.</p> <p>Key topics:</p> <p>Centrify Connector</p> <ul style="list-style-type: none"> • Installation • Configuration • Status • Scalability |
| 2 | <p>Session 1 (1 hour): Privilege Manager – This module provides a general overview and first steps to take when accessing the Centrify Privilege Manager.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Centrify Privilege Manager Access Configuration • Global Account Permissions • Global Resource Permissions • Global Security Settings • Help Menu |
| 3 | <p>Session 1 (1 hour): Adding Resources – This module will guide you through adding and configuring resources within the Centrify Privilege Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Network Discovery • Resource Types <ul style="list-style-type: none"> • 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 | <p>Session 1 (1 hour): Managing Accounts – This module will guide you through managing accounts and performing account actions within the Centrify Privilege Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • 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 |

| Modules and Descriptions | |
|--------------------------|---|
| 5 | <p>Session 2 (1 hour): Managing Access Requests – This module explains the process of reviewing, adding, and managing access workflows within the Centrify Privilege Service.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Understanding Access Requests • Enabling Global Account Workflow • Creating Workflows • Requesting Resources • Approving Requests |
| *6 | <p>*Session 2 (1 hour): Session Monitoring – This module will guide you through the process of configuring auditing and session monitoring within the Centrify Privilege Service and the Centrify Server Suite Enterprise Edition.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • 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 |
| 7 | <p>*Session 2 (1 hour): Advanced Configurations – This module will guide you through configuring mobile devices to access Centrify Privilege Service resources, configuring servers for multi-factor authentication, and how to use the Centrify Agent for Unix to manage Account Passwords.</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Mobile Device Access • Multi-factor Authentication for Servers • Centrify Agent for Windows • Centrify Agent for Unix |

* Centrify Privilege Service (CPS) 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 CPS have the same training available to them.

Key Assumptions

- Client understands that Centrifys performance of the Services and delivery of agreed upon deliverables under this Jump Start is dependent in part upon Clients actions, and Client therefore agrees to cooperate with Centrifys in a commercially reasonable manner in the completion of the Services by Centrifys. Centrifys will promptly notify Client of any delays of potential delays in Centrifys 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, Centrifys will most likely not be able to reschedule the engagement and be out the revenue. Centrifys will make every effort to redeploy the consultant and if Centrifys is able then the Client agrees to pay Client agrees to pay any reasonable fees and expenses incurred by Centrifys in terms of travel cancellations. If Centrifys 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 Centrifys had Client not cancelled such engagement, and also any reasonable fees and expenses incurred by Centrifys 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 Centrifys Suite will be installed on, regardless of on-premise vs. off-premise computer locations) and Active Directory connectivity functioning correctly prior to work beginning.
- Centrifys assumes that Client has a single Active Directory Forest in scope of this engagement.
- Centrifys assumes that no computers in a DMZ at Client are in the scope of this professional services engagement.
- Session monitoring, Multi-factor implementation, and Mobile device management is considered out of scope of this Jumpstart service.
- 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.
- All systems and applications that will have Centrifys Suite of technologies installed must be on the Supported Platforms list at: <http://www.centrifys.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 Centrifys Suite of Products, that development work is subject to a 30-day warranty beginning on the completion of that development work.
- Computer based training classes (CBT's) expire one hundred eighty (180) days from the purchase date.
- All materials and information generated or used by Centrifys 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 Centrifys. Centrifys 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 Centrifly 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. Centrifly Professional Services will regularly communicate personnel and resource requirements for this Jump Start to be a success, ensure appropriate staffing and scheduling of Centrifly 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. Centrifly 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 Centrifly including unfeasible technological requirements, or to the extent the performance of such Services would require Centrifly 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 Centrifly 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. Centrifly will document this using either the Centrifly Change Request Form or an appropriate Change Control form provided by Client.

Any change in scope must be agreed to in writing prior to Centrifly reengaging on the project and will require the signature of the Centrifly 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 Centrifly 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 Privilege Service Basic Jump Start | 4 |
| Total Days | 4 |

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. Centrifly agrees that all personnel used by Centrifly to perform the Services will be competent and adequately trained by Centrifly to perform the Services in accordance with the provisions of this Jump Start.

Background Checks. Centrifly shall perform commercially reasonable background checks on all personnel assigned by Centrifly 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 Centrifly's background check provider that the Background Check was completed successfully.

Subcontractors Permitted. Centrifly 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 Centrifly's standard Background Checks. Centrifly remains responsible for the performance of such Subcontractor. Centrifly 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 Centrifly Certified Administrators who have undergone a rigorous training program from Centrifly.

Tasks to be completed by Client before Professional Services engagement begins

- Registered students from Client will complete the online training before the start of this 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 an inventory of UNIX hosts to be included as resources for the Centrify Privilege Service.
- Client will provide an inventory of all local UNIX accounts to be managed by Centrify Privilege 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

About Centrify

Centrify is the leader in securing enterprise identities against cyberthreats that target today's hybrid IT environment of cloud, mobile and on-premises. The Centrify Identity Platform protects against the leading point of attack used in data breaches — compromised credentials — by securing an enterprise's internal and external users as well as its privileged accounts. Centrify delivers stronger security, continuous compliance and enhanced user productivity through single sign-on, multi-factor authentication, mobile and Mac management, privileged access security and session monitoring. Centrify is trusted by over 5000 customers, including more than half of the Fortune 50.

Learn more at www.centrify.com.

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| Santa Clara, California: | +1 (669) 444-5200 | Email: | sales@centrify.com |
| EMEA: | +44 (0) 1344 317950 | Web: | www.centrify.com |
| Asia Pacific: | +61 1300 795 789 | | |
| Brazil: | +55 11 3958 4876 | | |
| Latin America: | +1 305 900 5354 | | |

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