

CENTRIFY DATASHEET

Centrify Server Suite Jump Start Standard Service for Windows

What is the Centrify Server Suite Jump Start Standard Service?

The Centrify Server Suite Jump Start Service for Windows 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 on-site training covering the Centrify Standard Suite 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:

- Ten staff trained on the Centrify Server Suite Standard Edition
- A tailored deployment 'playbook' document for deploying the Centrify Server Suite, Standard Edition, in your environment
- Centrify DirectManage configured to deploy the rest of your environment
- Documentation of your existing environment
- Centrify's best practices for roles and rights on Windows systems configured for your Windows environment
- Centrify Server Suite, Standard Edition, deployed on up to 40 Windows systems

Duration

This Jump Start is performed as 10 consecutive days. The first week is conducted on site at your facility. The second week is conducted remotely via web conferencing.

Engagement Management

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

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

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

Who Should Attend

Windows, security and/or system administrators who need to deploy and administer the Centrifly Server Suite in their environment.

Prerequisites

- **For customers with less than 500 Windows systems.** We can help customize this offering if your organization has more than 500 deployed Windows systems running the Centrifly Server Suite, 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 Centrifly data prior to Centrifly coming on-site
- An individual with appropriate Active Directory permissions must be available during on-site services
- All change control required for implementation of Centrifly Server Suite must be approved prior to the Centrifly services team arriving on-site.

System Requirements (training)

- 1 student per computer
- The ability to read data from a USB drive
- The ability to install software and run 64-bit VMware Player for Windows
- A 64-bit operating system such as Windows 7 or Windows 8 with 80Gb of free hard disk space. Windows XP is **not** suitable.
- A minimum of 8GB of addressable RAM. We recommend 12Gb of RAM for optimal performance. Note that Windows XP does not meet our minimum requirements as it can only address 3GB of RAM. 16Gb of RAM is ideal.
- A 2.3Ghz or faster dual-core processor, or a quad-core processor. We specifically recommend one student per computer and that all lab virtual machines are stored locally on each computer. Over the past eight years, our most successful customers have followed this model. Based on our experiences, we cannot recommend use of an ESX server or similar remote virtualization servers.

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.

Pricing and Ordering

This offering is invoiced on purchase and is valid for 6 months from the date of purchase. Contact your Centrifly Sales representative for pricing details for your region and to arrange for a time, place, and schedule. Or email us at sales@centrifly.com.

Customizations

The Centrifly 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 Centrifly, 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, 2	Centrifly Server Suite Standard Edition on-site training for up to 10 staff
3	Customer interviews and installation of the DirectManage Access Manager console
4	Creation of up to 5 Centrifly best practice DirectAuthorize Roles to control access to the Windows systems
5	Deployment to initial Windows systems, and build out of OU structure and Centrifly Zones
6-9	Deployment to remaining Windows systems, and join systems to Zones.
10	Produce final documentation; perform hand off of the deployment plan, and final status meeting with the customer management team.

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 Client's 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 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 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.
- Centrifys 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 Centrifys 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 Centrifys is adding Centrifys's PAM module. Some applications need to be restarted after Centrifys's agent is installed in order to run properly. There is no way Centrifys can know every application running on all of the servers of Client and how they will react. What Centrifys 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 Centrifly Suite (see Centrifly Product Release Notes for specific platform requirements). Centrifly recommends the use of 'adcheck' or Deployment Manager to verify system requirements.
- All systems and applications that will have Centrifly's Suite of technologies installed must be on the Supported Platforms list at: <http://www.centrifly.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 Centrifly 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, Centrifly 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 Centrifly 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 Centrifly. Centrifly 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.
- 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 Server Suite Jump Start Standard Service for Windows	10
Total Days	10

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. 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.

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

- Client will complete a pre-design questionnaire and return the questionnaire to their assigned consultant from Centrifly Professional Services at least one week in advance of the engagement.
- Registered students from Client will complete the online training before the onsite portion 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 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

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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CCS-CSSE-SWJS-2016-10-07