

## CENTRIFY DATASHEET

# Centrify Server Suite Jump Start Standard Service

## What is the Centrify Server Suite Jump Start Standard Service?

The Centrify Server Suite Jump Start Service is designed to give enterprises the hands-on experience and training required to get a quick start on the deployment and use of Centrify Server Suite, Standard Edition across their Windows, UNIX and Linux systems. The service includes a three-day (3) on-site training for up to ten (10) staff covering the Centrify Server Suite, Standard Edition, on-site assistance deploying a pilot environment (up to 25 systems) and documentation detailing the customer's current environment and a high-level plan to successfully complete the deployment.

## 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:

- A tailored deployment 'playbook' document for deploying the Centrify Server Suite, Standard Edition product in your environment
- Centrify DirectManage configured to deploy the rest of your environment
- Documentation of your existing environment
- Ten staff trained on the Centrify Server, Suite Standard Edition
- Centrify Server Suite, Standard Edition deployed on up to 25 systems
- Two seats of computer-based training

## Duration

**10 consecutive days.** The first week will be conducted onsite at your facility. The second week will be conducted remotely via web conferencing.

## Who Should Attend

Unix/Linux, Windows, Security and/or System Administrators who need to deploy and administer the DirectControl product in their environment.

## Prerequisites

- **For customers with less than 250 UNIX systems.** We can help customize this offering if your organization has more than 250 deployed UNIX systems running the Centrify Server Suite, Standard Edition.
- The participants should have a basic understanding of Windows, Active Directory and UNIX/Linux user authentication
- Intended for IT environments with no more than 250 Windows, UNIX or Linux systems
- Centrify Deployment Manager installed and configured prior to onsite services
- Completion of up to Step 3 in Deployment Manager – “Analyze your environment” completed for the 10 target systems and results sent to Centrify two weeks prior to onsite services
- All issues identified during Step 3 resolved prior to onsite services
- Approval to create Organizational Unit for storage of Unix data prior to Centrify being onsite
- Individual with appropriate Active Directory permissions is available during onsite services
- All Change Control required for implementation of Centrify Server Suite, Standard Edition must be approved prior to services team arriving on-site.
- Service does not include NIS or LDAP data migration
- Note: All UNIX groups and systems, Provisioning Groups, Service Accounts, Role Groups, Licenses, Zone Administration Groups and Zones must be stored under a single organizational unit.

## Logistics

A reserved conference room should be equipped with a LCD projector and a whiteboard with dry-erase markers and a printer should be available. It is recommended that participants bring laptops with network connectivity to download additional documentation as required.

## System Requirements for training

Classes are held at the customer's site or at a venue (such as a hotel conference room arranged by the customer). The room should be configured in classroom style and be equipped with a LCD projector, a white board, and power outlets to support 12 computers. For each student, the customer needs to provide a computer that meets or exceeds the minimum hardware requirements listed below:

- 4GB Memory
- 64 bit Operating System
- Dual-core processor
- A stable internet connection
- An HTML5 browser
- The latest version of Java

Each student machine must be verified using this URL: <https://virtual.mclabs.com/training/syscheck>

## 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](mailto: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 that are 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, 3	Centrifly Server Suite Standard Edition on-site training for up to 10 staff
4	Customer interviews and installation of console
5	Deployment to systems, build out of OU structure and Zones
6, 7, 8, 9	Join remaining systems to Active Directory
10	Produce final documentation; perform hand off of the deployment plan, and final status meeting with the customer management team.

## Centrifly Server Suite, Standard Edition Training Course Overview

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

## Training Course Details

Items	Details
<b>Duration</b>	3 days
<b>Prerequisites</b>	Student must have a basic understanding of UNIX, Active Directory, and SQL Server
<b>Format</b>	Instructor led training, lab demonstrations, and lab guides (student lab environment is provided)

## Section One Training Course Modules

Modules and Descriptions	
1	<p><b>Introduction to Centrify (30 minutes)</b> – An overview of Centrify, our products, and dedication to customer satisfaction.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Background</li> <li>• Product line</li> <li>• Customer focus</li> </ul>
2	<p><b>Active Directory and Centrify Software (1 hour)</b> – Preparation for the Centrify deployment requires planning. We will start with a baseline for all teams to understand how the software works, and what elements will make you successful.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Following best practices</li> <li>• Creating organizational units</li> <li>• Overview of the Centrify Software</li> </ul>
3	<p><b>Deployment Manager (1 hour)</b> – There are many ways to deploy the Centrify software but, during training, the Deployment Manager is the fastest method. This sets a foundation for working with UNIX machines in a Windows environment.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Finding UNIX machines</li> <li>• Downloading Centrify agents</li> <li>• Analyzing UNIX machines</li> </ul>
4	<p><b>Zone Design (1.5 hours)</b> – Creating a hierarchical zone structure is crucial to a successful deployment. Understanding the reasons for zones, and how to work with hierarchical inheritance will allow you to design an easy to maintain environment.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Hierarchical user profiles</li> <li>• Global and Child zones</li> <li>• Delegation of control</li> </ul>
5	<p><b>Pre-Create Computers (1 hour)</b> – Being able to visualize your environment before deployment is valuable to ensure access is granted properly. This is one of the first steps to ensuring accuracy is maintained.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Prepare UNIX Computers</li> <li>• Join computers to zones</li> <li>• Preview structure</li> </ul>
6	<p><b>Managing UNIX Users (1 hour)</b> – Traditionally, UID management has been difficult and disparate. We will navigate you through the steps necessary to maintain current UID space, while also preparing for cleanup and simple maintenance.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• User profiles</li> <li>• Levels of profile over-rides</li> <li>• Importing users from current machines</li> </ul>

Modules and Descriptions	
7	<p><b>Basic Roles and Rights (2 hours)</b> – The heart of proper management ensures least privilege is adhered to in your organization. We will discuss the fundamentals for roles, rights, and access in this module.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Levels of access</li> <li>• Assigning rights</li> <li>• Assigning roles</li> </ul>
8	<p><b>Deploying the Software (1 hour)</b> – Using Deployment Manager, the software can be pushed to many UNIX machines at one time. After deployment, we will verify users have appropriate access and learn about the tools Centrify provides.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Using Deployment Manager to push UNIX software</li> <li>• Testing access and roles</li> <li>• Access joined systems with Single Sign-On and KERBEROS</li> </ul>
9	<p><b>Zone Provisioning Agent (2 hours)</b> – A difficult and time consuming task is the maintenance of UIDs. Using the Centrify ZPA can reduce or eliminate this process.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Configuring the ZPA service</li> <li>• Understanding source groups</li> <li>• Review automated and semi-automated capabilities</li> </ul>
10	<p><b>Roles and Rights with DZDO (2 hours)</b> – In keeping with least privilege, this module will focus on advanced capabilities of Centrify roles. We will also learn about the centralization of management for elevated permissions.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Benefits of DZDO</li> <li>• Centralizing permissions</li> <li>• Verifying rights</li> </ul>
11	<p><b>Using Computer Roles (2 hours)</b> – Managing single machines can be tedious. Computer roles will allow management, privileges, and rights to be applied to groups of machines.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Defining a computer role</li> <li>• Creating AD groups for granting rights</li> <li>• Rapid deployment and expansion</li> </ul>
12	<p><b>Multi-Factor Authentication Everywhere (1 hour)</b> – Compromised credentials are a very real threat and can cost an organization everything. Using multi-factor authentication (MFA) increases security and virtually eliminates threats.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Installing and configuring the Cloud Connector</li> <li>• Managing roles and MFA profiles</li> <li>• Demonstration of MFA on an elevated privilege command</li> </ul>

Modules and Descriptions	
<b>13</b>	<p><b>Migrating Sudoers (1 hour)</b> – Rather than creating roles and rights individually, Centrify provides an import wizard for this process.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Identifying sudoers data</li> <li>• Importing user and computer roles</li> <li>• Cleaning old data</li> </ul>
<b>14</b>	<p><b>Active Directory Group Policy (1 hour)</b> – Applying a wide range of security policies has never been easier. AD Group Policies will allow for rapid deployment of these policies.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Explanation of Group Policy</li> <li>• Identifying policies for application</li> <li>• Verify policy compliance</li> </ul>
<b>15</b>	<p><b>ADEDIT (1 hour)</b> – For those preferring scripts and terminal interface, Centrify provides a command line interface using SDKs running on UNIX machines.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Using the CLI</li> <li>• Creating adedit queries</li> <li>• Review script sample</li> </ul>
<b>16</b>	<p><b>Direct Authorize for Windows (1 hour)</b> – Centrify is not limited to UNIX machines. The concepts we covered in this course apply to Windows machines as well.</p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Installing the Direct Authorize for Windows agent</li> <li>• Creating roles, rights, and elevated desktops</li> <li>• Granting permissions based on match criteria</li> </ul>

## 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 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 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	10
<b>Total Days</b>	<b>10</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). 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.** 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 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 install, configure, and utilize Centrifly Deployment Manager to complete the following steps in the in-scope Active Directory Forest:
  - Step (1) Discovery of all in-scope systems; and,
  - Step (2) Import all Centrifly software into Deployment Manager; and,
  - Step (3) Performing an analysis of all in-scope systems, and clearing any errors from the analysis that would prevent the Centrifly Suite installation.
- As an alternative to the use of Deployment Manager, Client will execute Centrifly's 'adcheck' across all UNIX servers in-scope of the initial design validation phase. Client will clear all error and warning result codes from the use of 'adcheck' on all in-scope servers.
- 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 transitioned to Active Directory. This should be obtained from Deployment Manager but may be obtained through another method.
- Client will provide an inventory of UNIX user identities and UNIX groups to be transitioned to Active Directory. This should be obtained from Deployment Manager but may be obtained through another method.
- Client will provide a list of identities including user accounts, generic accounts, non-system accounts that are NOT going to be migrated to DirectControl
- Client will provide a network diagram or documentation that represents UNIX systems and 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](http://www.centrify.com).

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