

Centrify Zero Trust Privilege Services Basic Jump Start - 100

The Centrify Zero Trust Privilege Services Basic Jump Start 100 package is intended for environments with 100 or fewer Unix/Linux or Windows systems that make up the corporate enterprise. It is designed to give these enterprises the hands-on experience and training required to get a quick start on the deployment by implementing our Zero Trust Privilege best practices and utilizing our experienced consultants. This package includes four (4) seats of Virtual Instructor Lead Training (VILT) covering Centrify Zero Trust Privilege Services Standard software, and eight (8) contiguous days of consulting assistance deploying a pilot environment (up to 20 systems) and a design document detailing the customer's current environment and specific Centrify architecture, design, and processes implemented to assist in completing the overall deployment.

Benefits

- Achieve up to 50% faster time-to-production
- Gain hands-on experience deploying the Centrify Zero Trust Privilege solution
- Gain hands-on experience configuring critical processes before implementing in a production environment
- Reduced management overhead
- A consistent, supportable implementation based on your existing business practices
- Reduced troubleshooting complexity
- A scalable Centrify Zero Trust Privilege maturity model to strengthen your security posture

Enabled Capabilities

The following Zero Trust Privilege services will be deployed:

- Credential Management: account password vault, secrets vault, SSH key management; centralized management of service, shared, application accounts
- Bastion Host, Secured Remote Access via RDP and SSH
- Multi-factor Authentication for vault access, login and privilege elevation
- Authentication Services: AD bridging, local account & group management, identity consolidation
- Privilege elevation with least privilege and just-in-time access
- Desktop Apps privilege for Windows
- Gateway session monitoring and control

Deliverables

At the completion of the service, you will receive the following:

- Centrify Design Document
- Centrify Zero Trust Privilege Services, Standard Edition software deployed on up to 20 systems
- Up to five (5) Roles for privilege elevation.

Duration

- Eight (8) days of consulting service.
(If on-site consulting is preferred, travel expenses will be invoiced back to the end customer at actuals).

Customer Participants

Unix/Linux, Windows, Security and/or System Administrators who need to deploy and administer Centrify Zero Trust Privilege Services in their environment.

Prerequisites

- The participants should have a basic understanding of Windows, Active Directory and UNIX/Linux user authentication.
- Intended for IT environments with no more than 100 Windows, UNIX or Linux systems for the enterprise. We can help customize this offering if your organization has more than 100 systems, or consider one of our larger Jump Start packages to address the larger environment.
- Identify up to 20 systems in the environment to deploy Centrify services.
- Centrify adcheck utility run across targeted Unix/Linux systems
- Targeted Windows systems joined to Active Directory domain.
- All issues reported by the Centrify adcheck utility resolved prior to engaging with a Professional Services consultant.
- Approval to create an Organizational Unit for storage of Centrify data in targeted AD domain prior to engaging with a Professional Services consultant.
- Individual with appropriate Active Directory permissions is available during Professional Services engagement.
- All Change Control required for implementation of Centrify Zero Trust Privilege Services, Standard Edition must be approved prior to the Professional Services engagement.
- Identify all legacy NIS, LDAP or Kerberos realms that will require identity consolidation.
- Service does not include integration with LDAP proxy, SAMBA or network storage devices.

Note: For this Jump Start 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 as a Centrify best practice.

System Requirements for Training

For each student, the customer needs to provide a computer that meets or exceeds the minimum hardware requirements listed below:

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

Each student machine must be verified using this URL:
<https://use.cloudshare.com/Ent/Machine.mvc/testpage>

Daily Logistics

DAY	ACTIVITY
	<p>Centrify Professional Services begins our 8-day implementation process with activities covering the following areas:</p> <ul style="list-style-type: none"> · Completion of Design questionnaire and review of project objects · Compare in-scope UNIX users to Active Directory users · Zone design discussion to determine Parent and Child Zone configuration · Roles, Rights discussion for personnel and Computer Roles · Planning for Centrify Zero Trust Privilege Services, Standard Edition deployment and on-going configuration management of UNIX Group policies
1	
2	<p>Centrify Professional Services begins Centrify Suite Standard Edition deployment and continues with design activities including:</p> <ul style="list-style-type: none"> · Centrify Zero Trust Privilege Services, Standard Edition is installed (via Deployment Manager) on all in-scope deployment targets. <p>Note: Centrify Zero Trust Privilege Services, Standard Edition is not started, and users and groups are not migrated.</p>
	<p>Active Directory Setup</p> <p>Key topics:</p> <ul style="list-style-type: none"> · All Active Directory organizational units related to storing UNIX data in Active Directory are created · Active Directory Groups for managing the DirectControl environment are created · Delegations are established to enable UNIX personnel to manage DirectControl in Active Directory · All final Zones are built <p>A long-term UID/GID management Zone is established and all UNIX users are granted profiles in this new Zone</p>
3	
4 - 5	<p>User and group migration</p> <p>Key topics:</p> <ul style="list-style-type: none"> · Users and groups are migrated from local files to Active Directory; however, the local accounts are not removed, therefore allowing for a rollback strategy. · UNIX computers are joined to Active Directory during established change windows (if required) and rebooted as required · Daily status reports keep customer management aware of project progress and status
	<p>Role-specific training</p> <p>Key topics:</p> <ul style="list-style-type: none"> · Role-specific training is provided for UNIX user provisioning personnel · The remaining UNIX machines are joined to Active Directory and users and groups are migrated · Final status report to management
6	
7	<p>Focus Area:</p> <ul style="list-style-type: none"> · Centrify Privilege Service (password management) · Multi-factor authentication
8	<p>Focus Area:</p> <ul style="list-style-type: none"> · Centrify Reporting Services (installation & template report overview with DBA)

Pricing and Ordering

This offering is invoiced on purchase and is valid for six (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 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.

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://use.cloudshare.com/Ent/Machine.mvc/testpage>
- 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, 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 canceled 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 PAM module. Some applications need to be restarted after Centrifys 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 Centrifys Suite (see Centrifys Product Release Notes for specific platform requirements). Centrifys recommends the use of 'adcheck' to verify system requirements.
- 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.
- Virtual Instructor Led Training classes (VILT'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 Centrifys 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. Centrifys Professional Services will regularly communicate personnel and resource requirements for this Jump Start to be a success, ensure appropriate staffing and scheduling of Centrifys personnel for this Jump Start, and ensure deliverable quality and timeliness.
- **Impracticability.** Centrifys 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 Centrifys 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

Centrifly estimates that Centrifly'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
Centrifly Zero Trust Privilege Services Basic Jump Start.....	8
Total Days	8

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, Centrifly 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, Centrifly will assist in prioritizing and sizing Centrifly'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). Centrifly cannot commit to assisting with implementing all of the changes Centrifly 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, Centrifly 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 Centrifly 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 Centrifly and Client.

Professional Fees and Expenses

This is a fixed price engagement. The Services will be considered completed when the deliverables are completed or when the eight (8) services days have been delivered, whichever happens first. The fees for this product do not include applicable travel expenses which will be billed to the customer at actual cost.

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 the Client before Professional Services begins the engagement

- 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 and utilize the Centrifly DirectControl agent to complete the following steps in the in-scope Active Directory Forest:
 - Step (1) Discovery of all in-scope systems; and,
 - Step (2) Download all Centrifly agent software; and,
 - Step (3) Perform an adcheck analysis of all in-scope systems and clearing any errors from the analysis that would prevent the Centrifly Suite installation.
- 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.
- Client will provide an inventory of UNIX user identities and UNIX groups to be transitioned to Active Directory.
- 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.

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Our mission is to stop the leading cause of breaches – privileged access abuse. Centrifly empowers our customers with a cloud-ready Zero Trust Privilege approach to secure access to infrastructure, DevOps, cloud, containers, Big Data and other modern enterprise attack surfaces. To learn more, visit www.centrifly.com.

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US Headquarters +1 (669) 444 5200
EMEA +44 (0) 1344 317950
Asia Pacific +61 1300 795 789
Brazil +55 11 3958 4876
Latin America +1 305 900 5354
sales@centrifly.com



www.centrifly.com