

Centrify Zero Trust Privilege Services Windows Jump Start

The Centrify Zero Trust Privilege Services Windows Jump Start 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 remote training covering the DirectAuthorize for Windows portion of our platform solution. Your assigned senior consultant will also help your team with the configuration of Centrify's Zero Trust Privilege best practice Roles and Rights for Windows. Finally, we will provide documentation detailing the current environment, and a high-level plan to complete the implementation.

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
- Multi-factor Authentication for vault access, login and privilege elevation
- Authentication Services: AD bridging, multi-directory brokering, 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 Access Control methodology for Zero Trust Privilege login and privilege elevation for your Windows environment.
- Centrify Reporting Services installed.
- Centrify Zero Trust Privilege Services, Standard Edition, deployed on up to 30 Windows systems.

Duration

- Two (2) days of remote training with a DirectAuthorize for Windows focus
- Seven (7) days of remote consulting services
(If on-site consulting is preferred a T&E cost will be added to the quote).

Who Should Attend

Windows, security and/or system administrators who need to deploy and administer the Centrify Zero Trust Privilege Services in their environment.

Prerequisites

- For customers with up to 500 Windows systems. We can help customize this offering if your organization has more than 500 Windows systems and can assist customizing a package for integrating with Centrify Zero Trust Privilege Services, Standard Edition.
- Participants should have a basic understanding of Windows, Active Directory user authentication, and roles and rights
- Identify up to 30 systems in the environment to deploy Centrify services.
- Targeted Windows systems joined to Active Directory domain.
- Approval must already be obtained to create an organizational unit for storage of Centrify data prior to Centrify coming on-site
- An individual with appropriate Active Directory permissions must be available during on-site services
- All change control required for implementation of Centrify Zero Trust Privilege Services must be approved prior to the Centrify services team arriving on-site.
- Service does not include integration with LDAP proxy, SAMBA or network storage devices.

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
- 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://use.cloudshare.com/Ent/Machine.mvc/testpage>.

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 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 Overview

DAY	DESCRIPTION
1- 2	Centrify Zero Trust Privilege Services Standard Edition remote training for up to 10 staff
3	Customer interviews and installation of the DirectManage Access Manager console
4	Creation of up to 5 Centrify best practice DirectAuthorize Roles to control access to the Windows systems
5	Deployment to initial Windows systems, and build out of OU structure and Centrify Zones
6 - 8	Deployment to remaining Windows systems, and join systems to Zones
9	Project closeout: Overview and delivery of final release design document; overview and hand off of the deployment plan, and a final status meeting with the customer management team

Key Assumptions

- Client understands that Centrify’s performance of the Services and delivery of agreed upon deliverables under this Jump Start is dependent in part upon Client’s actions, and Client therefore agrees to cooperate with Centrify in a commercially reasonable manner in the completion of the Services by Centrify. Centrify will promptly notify Client of any delays of potential delays in Centrify’s ability to undertake and complete performance in accordance with the applicable schedule resulting from the inaction of Client.
- Client will provide all hardware, software, facilities, equipment, and Client personnel (including technical resources) necessary to complete the project. These resources will be provided when they are needed in order to avoid project delays.
- Client will appoint a single point of contact for the duration of the project. This person will have project management responsibilities, be technically astute and familiar with Client change request processes as well as have the authority to expedite if necessary.
- Client management will make decisions and resolve issues in a timely manner in order to avoid project delays.
- If any Consulting Services engagement is canceled by Client less than three (3) weeks before the scheduled start date for such Services, Centrify will most likely not be able to reschedule the engagement and be out the revenue. Centrify will make every effort to redeploy the consultant and if Centrify is able then the Client agrees to pay Client agrees to pay any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. If Centrify is not able to redeploy the consultant then Client agrees to pay the full amount of the Consulting Fees that would have been properly invoiced by Centrify had Client not canceled such engagement, and also any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. For multiple week engagements this only applies for each week that is less than the three (3) week cancellation notice.
- Client will have network connectivity and name resolution between all Client systems.
- Centrify assumes that Client has a single Active Directory Forest in scope of this engagement.
- Centrify assumes that no computers in a DMZ at Client are in the scope of this Professional Services engagement.
- Centrify assumes that Client has a single logical project team in the same physical location, with representatives from the 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 Centrify with an associate that has the proper administrative access to all agent servers and will have the ability to reboot servers as necessary within twenty-four (24) hours of request. Any applications the customer has running on these systems that need to authenticate to the operating system could be affected after the agent is installed since Centrify is adding Centrify’s PAM module. Some applications need to be restarted

after 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).
- 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.
- For onsite engagements five (5) business days or longer, Centrifys 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 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 Centrifys 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 Centrifys 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. Centrifys will document this using either the Centrifys Change Request Form or an appropriate Change Control form provided by Client.

Any change in scope must be agreed to in writing prior to Centrifys reengaging on the project and will require the signature of the Centrifys 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 Centrifys Consultant for resolution.

Timeframe and Resources

Centrifys estimates that Centrifys'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
Centrifys Zero Trust Privilege Services Jump Start	
Standard Service for Windows	9
Total Days	9

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, Centrifys 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, Centrifys will assist in prioritizing and sizing Centrifys'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). Centrifys cannot commit to assisting with implementing all of the changes Centrifys 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, Centrifys 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 Centrifys 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 nine (9) services and training days have been delivered, whichever happens first.

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 personnel arrive onsite

- Client will complete a pre-design questionnaire and return the questionnaire to the Centrifly Customer Success team 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 provide initial DirectAuthorize for Windows use cases to the Centrifly Customer Success team at least one week in advance of the 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.

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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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