



Service Description: Advanced Services – Fixed Price

Cisco Security Deployment Service for AMP for Endpoints (ASF-CORE-AMP-END-L)

This document describes the fixed price Cisco Security Deployment Service for Advanced Malware Protection (AMP) for Endpoints.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Security Deployment Service for AMP for Endpoints

Service Summary

The Cisco Security Deployment Service for AMP for Endpoints (FireAMP) provides pre-deployment, deployment, and post-deployment activities for five thousand and one (5,001) up to twenty-five thousand endpoints (25,000) to Customer to enable a Cisco FireAMP solution.

This service is limited to endpoints interacting with Cloud-AMP (Cisco's hosted threat information accessible to Cisco from the Internet); deployments interacting with private-Cloud (Customer hosted threat database) are out of scope.

Location of Services

Services are delivered both remotely and onsite to Customer. Pre- and post-deployment activities will be performed remotely; the Deployment phase will be conducted on-site at the Customer's location.

Pre-Deployment

Cisco Responsibilities

- Conduct remote Kick-off call to review project plan and identify key stakeholders from Cisco and Customer. Cisco will provide a timeline/schedule of activities.
- Perform a gap assessment to best practices document for pre-deployment and configuration of FireAMP.
- Create and deliver Initial Deployment Profile Report detailing contents and configuration of standard deployment package, and identification of highest-priority business unit.
- Test FireAMP on up to six (6) Customer gold images (standard builds: Windows, Mac OS, Android)

Customer Responsibilities

- Participate in kick-off call and provide Cisco with:
 - Contact information for key stakeholders
 - Policies to be enforced by the security solution
- Verify Internet connectivity of AMP Connectors to Cisco's AMP Cloud and provide Internet access for on-site Cisco visit.

- Review with Cisco, and approve, the Deployment Profile Report.

Deployment

Cisco Responsibilities

- Deploy, configure, test, and tune the implementation of FireAMP on the Customer premise based on the documentation developed and approved during the Pre-Deployment phase.
- Create a prioritized deployment roadmap of applicable endpoints and perform one (1) push of the developed package to the highest-priority business unit for up to five hundred (500) endpoints. Cisco recommends Customer IT department(s) for initial deployment.
- Validate the performance/success of the distribution.
- Following the deployment, update the Deployment Profile Report providing documented deployment details.
- Provide an updated Deployment Profile Report.

Customer Responsibilities

- Review with Cisco the updated Deployment Profile Report.

Post-Deployment

Cisco Responsibilities

- Provide a remote supplemental optimization tune approximately 30 days post deployment to improve the FireAMP solution in accordance with Customer's goals, to ensure it is meeting the performance and security objectives and resolving any challenges that exist. Tuning activities may include limiting system "noise," and improved reporting and alerting.
- Review the data collected and create an executive report documenting the value of FireAMP.
- Provide an updated Deployment Profile Report.

Customer Responsibilities

- Review with Cisco the updated Deployment Profile Report.

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Customer will ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer expressly understands and agrees that support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.