

RSA[®] IDENTITY GOVERNANCE: QUICK START

Project Overview

The RSA¹ *Identity Governance Quick Start* enables clients to achieve rapid Time to Value (TTV) within their organization by deploying a packaged solution using agile services. This Service Offering focuses on a client's Active Directory and includes multiple different processes, solutions, reviews and dashboards; as well as many other business-driven features. Phase 1 is all about Identity Governance and provides detailed visibility into an organization. The solution is read-only with no changes made to a client's target systems. An additional part to the deployment of this solution is the play-book documentation which teaches clients how to use the product and solution and helps them see the value we provide – it will show clients features and benefits of the product and unlock business value for weeks after the deployment.

Project Scope

RSA Global Services Delivery personnel or authorized agents shall be assigned to work closely with Customer staff to perform the following services ("Services") within the time available, which may include some or all of the following:

- RSA Identity Governance implementation planning, including:
 - Project planning meeting via teleconference to coordinate schedule and resources.
 - Guide on solution deployment (MAL or Appliance)
 - Additional discussion of current project plans, timelines, and restrictions; ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met.
- RSA Identity Governance implementation:
 - One (1) MAL or Appliance deployment of the solution
 - Configuration of one (1) Human Resources Identity Source using an out-of-the-box collector.
 - Software installation and configuration of one (1) Active Directory Connector, including:
 - AD Account Collector with AD Groups and Memberships
 - AD Authenticator
 - AD Identity Collector
 - Configuration of up to 1,000 Active Directory based applications.
 - Deployment of eight (8) out the box review definitions, five (5) OTB Reports and five (5) OTB rules.
 - Deployment of eight (8) different dashboards.
 - SOX and License Insight solutions.
 - Orphan account management.
 - Various documentation and guides.
 - Many other packaged processes, solutions and features.

¹ For all purposes hereunder, "RSA" means the RSA or Dell EMC entity that has executed this Service Brief.

- RSA Identity Governance Post-Implementation Workshops:
 - Discussion of RSA administration best practices and a basic Knowledge Transfer to familiarize the Customer with the implemented RSA Governance solution, demonstrating the normal operations as installed in the Customer's environment including a discussion of the recommended procedure to promote or migrate the implemented instance into a production environment.

Notes: “Knowledge Transfer” relates to the RSA Identity Governance: Quick Start as implemented in the Customer's environment, and is not a substitute for formal RSA Education Services product course offerings. RSA strongly encourages attendance at these courses to gain further insight into the product features, installation, configuration and administration.

RSA Professional Services

Deliverables

The following deliverables are provided in connection with this Service:

- A project Deployment Report, delivered within five (5) days after completion of the services, documenting the RSA Governance configuration and detailing the work performed during the engagement.

RSA Staffing

- RSA provides appropriate personnel to perform the Services specified in the “Project Scope” section. All services shall be delivered remotely utilizing RSA Global Services Delivery capabilities.
- An RSA PM will also be supplied.

Customer Responsibilities

- Provide at least one (1) technical contact with system administration responsibilities and appropriate system/information access privileges.
- Reviewing and agreeing on engagement objectives.
- Complete the Pre-Requirements Document, as sent by RSA
- Deploy the solution (OVA/Appliance) as per RSA guidelines
- Make appropriate system maintenance window(s) available for RSA as needed to prepare equipment.
- Ensure that all environment and operational requirements are met prior to commencement of the Services.
- Provide access to the Customer’s systems and networks as necessary to perform the Services during RSA’s normal business hours or at mutually agreed upon times.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues. Including remote connectivity issues experienced by RSA Global Services Delivery personnel.
- Verify that the equipment location (work site) is prepared to perform the engagement services including physical installation (i.e. “rack and stack”) of any hardware appliances.
- Respond in a timely fashion to questions posed by RSA regarding the project.

Service Schedule

- The anticipated Service start date is within thirty (30) days, or a mutually agreed upon start date, after receipt and approval by RSA of the Customer’s purchase order for this Service.
- Subject to Customer satisfying the “Customer Responsibilities” specified above, RSA estimates that it will complete the “RSA G&L Quick Start: Governance (Phase 1) service” within sixty (60) business days.
- Up to eight (8) Post-Implementation Workshops shall be scheduled with remote consultants following the completion of implementation services. Each workshop shall be no more than four (4) hours long.

Service Scope Exclusions/Changes

Any additions or changes to the Service scope must be mutually agreed upon by RSA and the Customer in a separate RSA *Statement of Work* detailing the proposed changes, the impact of the proposed change on pricing and schedule, and other relevant terms. Such changes include, but are not limited to:

- Any additional activities not listed in this *Service Brief*.
- Modification of the Customer’s application software.
- Development of custom solutions including, without limitation, scripting.
- Multiple, basic installation services requiring Project Management services.

Fixed Bid Service Fee and Invoicing Schedule

- The Services described in this *Service Brief* are delivered during RSA’s normal business hours (M–F, excluding RSA/local holidays).
- Unless otherwise specified or agreed by RSA, the Services are performed on consecutive days.
- Invoices are issued upon RSA’s receipt and approval of the Customer’s purchase order.
- Customer will provide a new or amended purchase order and shall pay additional amounts related to (i) performance of services outside RSA’s normal business hours or consecutive days, and (ii) reimbursement of any travel-related expenses.
- Customer shall have twelve (12) months from the date of RSA’s invoice to use the Services described herein (“**Service Period**”). The Services shall automatically expire on the last day of the Service Period. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services.

This Service Brief is subject to RSA’s standard terms and conditions (<https://www.rsa.com/content/dam/rsa/PDF/professional-services-terms-and-conditions.pdf>) for professional services in effect as of the date of approval by RSA of the Customer’s purchase order for this engagement.

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