

Cisco Secure Remote Worker DNS Security Implementation Service - Service Description (ASF-CORE-SRW-UMI)

General Terms

This document must be read in conjunction with the [How Cisco Provides Services](#) document, which is incorporated into this document by reference.

Service Summary: This Service Description provides Customer with advice and guidance regarding Cisco Secure Remote Worker DNS Security Implementation Service which is a fixed-price, remote-only service. Cisco Secure Remote Worker (SRW) DNS Security Implementation Service provides pre-deployment, deployment, and post-deployment activities for Cisco Umbrella DNS product.

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1. Overview

Cisco Secure Remote Worker DNS Security Implementation Service offer fast deployment of Cisco Umbrella DNS off network endpoint security using proven practices for planning and deployment. With our implementation expertise, Customer can get Umbrella DNS ready to begin protecting Customer's mobile, cloud-connected organization from advanced threats in minutes.

2. Service Delivery Model

Cisco Customer Experience (CX) Security specialists begin by consulting with Customer team remotely to gather Customer's business and technical requirements. We document the solution high-level architecture design to align with Customer's needs. Next, our specialists work with Customer to plan the implementation. We then configure Cisco Umbrella dashboards for Customer's roaming computer traffic, as well as configure and deploy Umbrella Roaming Clients (URC) or AnyConnect® Roaming Security Modules (AC-RSM) endpoint clients and integrate with Active Directory (AD) domain. In addition, knowledge transfer delivered by our specialists throughout the engagement as well as in a formal workshop supports Customer's personnel, to help enable personnel to maintain the network's security posture.

3. Services Scope

The scope of the Service consists of the following activities only:

- 3.1. Review of Customer's business and technical requirements
- 3.2. Solution design documentation with Cisco specialist recommendations aligned with Customer's current and future utilization requirements
- 3.3. Planning for implementation
- 3.4. Umbrella dashboard configuration including baseline policy and deployment of endpoint clients for DNS protection while off-network
- 3.5. Basic security and category policy definition for up to 5 (five) use-case types
- 3.6. Configuration and deployment of up to 10 (ten) Umbrella Roaming Clients (URC) or AnyConnect® Roaming Security Modules (AC-RSM) endpoint clients (Windows or Mac OS)
- 3.7. Integration with one Active Directory (AD) domain using AD Connector
- 3.8. Specialist support following solution implementation
- 3.9. Knowledge transfer throughout the engagement and in a formal workshop

4. Service Activities

Cisco will perform following activities as part of the Service:

- 4.1. Perform interview and provide questionnaire(s) to Customer's team to reach consensus on Customer's business objectives and technical requirements.
- 4.2. Review existing documentation and conduct interview(s) and/or a Requirements-Gathering Workshop with Customer's team.
- 4.3. Interview key Customer stakeholders and review any provided information to determine Customer's needs for the cloud-based security solution design.
- 4.4. Draft the Solution Design Document, which can include technical objectives, design requirements, proposed network and security topology and architecture.

- 4.5. Conduct a workshop with stakeholders from Customer's security, operations, and applications teams, as required, to discuss the high-level implementation strategy.
- 4.6. Develop a plan for implementation based on Customer's existing design; the plan may include procedures, recommended sequences and schedules, rollback procedures, and configurations for implementing Cisco Umbrella DNS.
- 4.7. Perform the implementation and configuration tasks planned for implementation.
- 4.8. Install Customer's Umbrella DNS security solution for remote worker according to its specification and the implementation steps.
- 4.9. Update the Solution Design Document to account for any adjustments made as part of the final design and provide the updated Solution Design Document to Customer.
- 4.10. Provide Customer with expert resources for evaluating any issues that occurred during implementation and, if applicable, identifying, documenting, and analysing the root cause.
- 4.11. Deliver a Knowledge Transfer Workshop on topics relevant to the Cisco products and technologies deployed in Customer's production network.
- 4.12. Provide Customer with 8 (eight) hours of Post-Implementation Support, within 5 (five) business days of completion of Umbrella DNS implementation.

5. Service Deliverables

Cisco will provide following deliverables as part of the Service:

- 5.1. Solution Design Document
- 5.2. Knowledge transfer materials, as needed
- 5.3. Support-related documentation, as needed

6. Customer Responsibilities

The Customer will/has:

- 6.1. Required remote/automated software deployment tool
- 6.2. Provide list of Internal Domains (not to be sent to Umbrella)
- 6.3. Provide domain block-lists (if any) and allow-lists (critical/business applications)
- 6.4. AnyConnect licensing if using AC-RSM for remote filtering
- 6.5. Publish the Cisco Root Certificate to all endpoints (if HTTPS inspection is required)
- 6.6. Current and valid support and maintenance subscriptions for the above.

7. Out of scope

The following are excluded from the scope of this service:

- 7.1. Policy migrations
- 7.2. On-network deployments
- 7.3. Company-wide endpoint client rollouts

7.4. AnyConnect VPN functionality