Service Description: Advanced Services – Fixed Price

Cisco Security Stealthwatch SIEM Integration Service (ASF-CORE-SWSIEM)

This document describes the fixed price Cisco Security Stealthwatch SIEM Integration Service.

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.

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To purchase the Services, Customer must maintain an active support and maintenance agreement covering the Stealthwatch offerings that are the subject of the Services.

Security Stealthwatch SIEM Integration Service

Service Summary

The Cisco Security Stealthwatch SIEM Integration Service is intended to enable Customer's Security Operations Center (SOC) team to pivot directly from the SIEM console to Stealthwatch Security System to request a set of flow data from the Stealthwatch System to classify potential threats and to take appropriate action.

The service includes:

- Installation of Cisco's proprietary software appliance (Professional Services Integration Appliance or PSIA) that receives SIEM requests for Stealthwatch "TOP" reports for specific IP addresses and time frames.
- Completion of the SIEM Integration for Stealthwatch System over a period of up to 2 contiguous business weeks (10 days, Mon-Fri or Sun-Thur) during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days.
- Document and train for the operation and configuration of Cisco's proprietary software appliance.

Stealthwatch installation, configuration, and tuning are not included as a part of this service, nor is any script writing or code development on non-Cisco devices.

Location of Services

Services are delivered both remotely or on-site to Customer as agreed upon providing up to a ten (10) day engagement. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to four (4) days on-site at a single Customer location during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.
**Delivery of Service**

### Cisco Responsibilities

Service Activities may include the following:

- Installation of Cisco’s proprietary software appliance on a Linux based virtual machine or hardware appliance.
- Configure logic to fetch TOP reports based on SIEM requests. Types of aggregated data may be:
  - TOP ports
  - TOP peers
  - TOP conversations
  - TOP services
- Ensure alarm information is sent to the SIEM
- Document the use and configuration of the Cisco proprietary software appliance.
- Service is limited to completion of activities described above or performance of the Services over a period up to 2 contiguous business weeks (10 days, Mon-Fri or Sun-Thur), whichever concludes earlier.

### Customer Responsibilities

- Designate a person to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the service. Customer shall designate a backup engineer who has full knowledge of the SIEM being used, if scripting necessary for external devices. This includes an engineer who has full knowledge of the SIEM being used, if applicable. If external professional services engineers are required, Customer provides access to work directly with the SIEMS PS engineer to complete the integration with the SIEM.
- The Stealthwatch System is installed, operational, and receiving flows.
- Provides knowledgeable staff to assist Cisco with any scripting necessary for external devices. This includes an engineer who has full knowledge of the SIEM being used, if applicable. If external professional services engineers are required, Customer provides access to work directly with the SIEMS PS engineer to complete the integration with the SIEM.

### 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.