



## Service Description: Advanced Services – Fixed Price

### Cisco AMP for Endpoints Security Deployment Service- Small (ASF-CORE-AMP-END-S)

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

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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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#### Cisco AMP for Endpoints Security Deployment Service

##### Service Summary

The Cisco AMP for Endpoints Security Deployment Service provides pre-deployment, deployment, and post-deployment activities for up to five thousand (5,000) Customer endpoints.

This service is limited to endpoints interacting with Cisco's securely hosted cloud from the Internet (Public Cloud); deployments interacting with a Customer hosted threat database (Private Cloud) are out of scope.

##### Location of Services

Services are delivered both remotely or on-site to Customer as agreed upon. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to two (2) days on-site at a single Customer location during Normal 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.

##### 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 Project Management Plan (PMP) including a timeline/schedule of activities.
- Review Customer's network topology, asset classification, technology configuration, and defensive posture and make recommendations for deployment and configuration based upon review.
- Review Customer's information security, information technology, change-control policies, and Bill of Materials (BOM).
- Work with Customer to complete the Deployment Profile Questionnaire (DPQ).
- Review best practices for deployment, strategy, design, and configuration.

#### Customer Responsibilities

- Participate in kick-off call and provide Cisco with:
  - Contact information for key stakeholders

- Provide policies, network diagrams, and information as requested to provide effective strategy, design, and configuration guidance.
- Verify Internet connectivity of AMP Connectors to Cisco's AMP Cloud.
- Provide reasonable remote access to Customer environment to enable service delivery.
- Provide adequate facilities and Internet access for on-site work where applicable.
- Review with Cisco, and approve, the Deployment Profile Questionnaire.

## Deployment

### **Cisco Responsibilities**

- Collaboratively define AMP for Endpoints policies.
- Work with Customer to identify initial alpha deployment endpoints.
- Deploy, configure, initially tune, and validate an alpha implementation of AMP for Endpoints with a pre-defined limited number of endpoint connectors based upon the design and configurations detailed in the Deployment Profile Questionnaire.
- Work with the Customer to identify prioritized endpoints for a limited production environment.
- Perform one (1) connector package push for up to six (6) endpoint groups for up to five thousand (5,000) endpoints. Cisco recommends a defined and limited subset of endpoints covering internal departments, Operating System, User Roles, and Computer Roles for initial deployment.

### **Customer Responsibilities**

- Work with Cisco to define AMP for Endpoints policies, identify and agree upon the alpha deployment endpoints.
- Facilitate troubleshooting, validation, and configuration adjustments to the deployed alpha endpoints.
- Work with Cisco to identify and agree upon the limited production deployment endpoints.

## Post-Deployment

### **Cisco Responsibilities**

- Validate the performance/success of the limited production deployment and provide a remote supplemental optimization tune approximately 30 days post deployment to improve the AMP for Endpoints solution's performance and functionality in accordance with Customer's goals. Tuning activities may include expanding upon AMP for Endpoints Exclusions or helping to create AMP for Endpoints Simple Custom Detections or Application Black or Whitelists.
- Provide knowledge transfer on the use of investigative AMP for Endpoints analytics components.
- During a Final Knowledge Transfer session, provide and review with Customer a Deployment Summary Report

summarizing the entire AMP for Endpoints deployment within Customer's environment, and within reason, answer outstanding questions during the session.

### **Customer Responsibilities**

- Participate in and facilitate tuning task(s) with Cisco.
- Review with Cisco, and approve, the Deployment Summary Report.

### **General Customer Responsibilities**

- 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 will provide forty-eight (48) hour notice in the event of cancellation of a pre-scheduled meeting.
- 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.