Forcepoint Quickstart Implementation

Package: CASB Implementation Basic - Remote
Part Number: CASB01--X-XX00N

FORCEPOINT CASB IMPLEMENTATION PACKAGE

Overview

Proficiency and precision are necessary to effectively implement quality security solutions. To help you get the most out of the Forcepoint CASB solution (the "Products"), Forcepoint offers the following implementation services package ("Package"). This Package identifies some of the activities typically involved with the implementation of Products.

Deliverables and Responsibilities

Detailed Statement of Services:

Forcepoint employees, agents, and/or contractors ("Services Personnel") will assist Subscriber with the performance of the following activities with respect to the Products in accordance with Forcepoint recommended engineering practices ("Services"):

- Pre-Implementation
    - o Services Kick-off call between Subscriber and Services Personnel
        - ▪ Note: Services Personnel will contact the Subscriber within ten (10) business days of the order being processed to schedule the Services Kick-off call
    - o Review scope of Package
    - o Ensure Subscriber access to CASB Management Portal
    - o Establish Services schedule and project planning
    - o Review Subscriber responses to CASB Deployment Questionnaire ("Questionnaire")
        - ▪ Note: Services Personnel can provide Questionnaire upon request prior to the Services Kick-off call

- Implementation of the Product
    - o Services Personnel will assist the Subscriber with the implementation of the Product, as follows:
        - ▪ CASB import of Microsoft Active Directory objects and groups
        - ▪ Cloud Discovery Integration (if applicable)
        - ▪ Discussion of user risk scores and machine learning
        - ▪ No more than two (2) currently supported Cloud Application(s) Integrated via API mode
            - • Create and test up to three (3) CASB policies

- Functional Testing and Knowledge Transfer
    - o Services Personnel will assist with Subscriber's performing post-implementation functional testing and provide informal knowledge transfer, on the following:
        - ▪ Standard System and Architecture Overview
        - ▪ System Navigation
        - ▪ Custom Rule/Policy Creation
        - ▪ Local Events, Alerting and Settings
        - ▪ Basic Reporting and Workflow
        - ▪ Common Product issues and resolution
        - ▪ Relevant logs and debug options
    - o Service Personnel will conduct a Services closure meeting to review and confirm the Services have been completed and assist with the transition to Forcepoint Technical Support

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Services Obligations of Subscriber:

Prior to the start of and throughout the Services, the Subscriber must be able to provide the following to Services Personnel:

- A completed Questionnaire prior to or at the Services Kick-off call
- Connection to Active Directory via LDAP
- Access to firewall and/or proxy audit logs (if applicable)
- Cloud Application(s) resource
- Infrastructure resource
- Connection via internet to my.skyfence.com (my-eu1.skyfencenet.com for EU customers)
- Access to Products

Throughout the Services, Subscriber will promptly provide all resources and licenses to Services Personnel to allow Services Personnel to deliver the Services.

Package Assumptions

- Services are delivered by remote delivery resources - No onsite delivery element
- Services will be provided during normal local business hours, Monday – Friday (e.g. 9:00am to 5:00pm)
- Services do not address any other Forcepoint products other than Forcepoint CASB
- Services only include currently mapped applications; upon Subscriber request, Forcepoint will provide a list of those currently mapped applications
- Services in this Package are limited and may not address all of Subscriber's unique requirements
- Subscriber should not expect "on- demand" live support outside planned Services dates
- All scripts, tools, notes, know-how and procedures developed by Services Personnel as part of the Services will remain the property of Forcepoint
- Services Personnel will have no obligation to provide Services unless and until Subscriber fulfils all of its Services Obligations
- Subscriber's current Support entitlement will be utilized for Product troubleshooting and escalation
- No High Level Design or Low Level Design documentation to be provided within this Package
- DLP ICAP integration or FP Web integration are excluded within this package

Terms & Conditions

- The Services in this implementation Package are provided pursuant to the Subscription Agreement
- Forcepoint provides the Services "AS IS" and makes no warranties of any kind, express or implied
- Services will be performed in a professional and workmanlike manner, and Services Personnel will comply with all applicable laws in providing the Services
- Services must begin within 90 days of the Order or Subscriber forfeits the implementation Package
- Services must be completed within 6 months from Services Kick-off call or the Order, whichever occurs first, or Subscriber forfeits the implementation Package
- Subscriber's assent to the Subscription Agreement constitutes acceptance of the above terms and conditions
- Any work or additional hours that, in Services Personnel's reasonable discretion, exceed the scope of Services (including remote or onsite follow up work or troubleshooting unknown issues) will require a mutually agreed upon services contract
- Services and Deliverables within this Package are standard and nonnegotiable

Applicable add-on Options

- Additional implementation options are available at www.forcepoint.com/QUICKSTART

  - O **FOR MORE INFORMATION OR PRICING, CONTACT YOUR FORCEPOINT REPRESENTATIVE, PARTNER, OR CALL: +1 800-723-1166**

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