



## Services Description

### IBM Managed Security Services for Agent Redeployment and Reactivation

IN ADDITION TO THE TERMS AND CONDITIONS SPECIFIED BELOW, THIS SERVICES DESCRIPTION INCLUDES THE "IBM MANAGED SECURITY SERVICES GENERAL PROVISIONS" ("GENERAL PROVISIONS") LOCATED AT [http://www-935.ibm.com/services/uk/gts/html/contracts\\_landing.html](http://www-935.ibm.com/services/uk/gts/html/contracts_landing.html) AND INCORPORATED HEREIN BY REFERENCE.

#### 1. Scope of Services

IBM Managed Security Services for Agent Redeployment and Reactivation (called "Redeployment and Reactivation" or "Services") is an optional service designed to help the Services Recipient replace, upgrade, or move its Agent during the current contract period.

The Services features described herein are dependent upon the availability and supportability of products and product features being utilised. Even in the case of supported products, not all product features may be supported. Information on supported features is available from IBM upon request. This includes both IBM-provided and non-IBM-provided hardware, software, and firmware.

#### 2. Services

##### 2.1 Redeployment and Reactivation

During Redeployment and Reactivation, IBM will work with the Services Recipient to replace, upgrade, or move an Agent that is currently subscribed to an IBM Managed Security Services ("MSS") contract.

Note: Redeployment and Reactivation activities are performed on a one time basis. If the Services Recipient chooses to replace, upgrade, or move its Agent during the Services contract, IBM may require that such Agent be redeployed. Such Redeployment and Reactivation will be provided at an additional charge as specified in the applicable schedule (called "Schedule"). Redeployment and Reactivation charges apply only to hardware replacements, upgrades, or moves initiated by the Services Recipient. Such charges do not apply to Agent failures resulting in Agent Return Material Authorisation ("RMA") activities.

##### 2.1.1 IBM Redeployment and Reactivation Responsibilities

###### **Activity 1 - Project Kickoff**

The purpose of this activity is to conduct a project kickoff call. IBM will send you a welcome e-mail and conduct a kickoff call, for up to one hour for up to three of your personnel to:

- a. introduce your Point of Contact to the assigned IBM deployment specialist;
- b. review each party's respective responsibilities;
- c. set schedule expectations; and
- d. begin to assess your requirements and environment.

###### ***Completion Criteria:***

This activity will be complete when IBM has conducted the project kickoff call.

###### ***Deliverable Materials:***

- None

###### **Activity 2 - Network Access Requirements**

The purpose of this activity is to establish network access requirements.

IBM will:

- a. provide you with a document called "Network Access Requirements", detailing:
  - (1) how IBM will connect remotely to your network;

(2) specific technical requirements to enable such remote connectivity;

Note: IBM may make changes to the "Network Access Requirements" document, as it deems appropriate, throughout the performance of the Services.

- b. connect to your network through the Internet, using IBM standard access methods; and
- c. if appropriate, utilise a site-to-site virtual private network ("VPN") to connect to your network. Such VPN may be provided by IBM for an additional charge as specified in the Schedule.

**Completion Criteria:**

This activity will be complete when IBM has provided your Point of Contact with the Network Access Requirements document.

**Deliverable Materials:**

- Network Access Requirements document

**Activity 3 - Assessment**

The purpose of this activity is to perform an assessment of your current environment, and business and technology goals, to help develop the required security strategy for the Agent.

**Task 1 - Gather Data**

IBM will:

- a. provide your Point of Contact with a data gathering form on which you will be asked to document:
  - (1) team member names, contact information, roles and responsibilities;
  - (2) unique country and site requirements;
  - (3) your existing network infrastructure;
  - (4) critical servers;
  - (5) number and type of end users; and
  - (6) key business drivers and/or dependencies that could influence Services delivery or timelines.

**Task 2 - Assess Environment**

IBM will:

- a. use the information provided in the data gathering form to assess your existing environment;
- b. determine an optimal Agent configuration; and
- c. if applicable, provide recommendations to adjust the policy of an Agent or layout of the network to enhance security.

**Completion Criteria:**

This activity will be complete when IBM has assessed your environment.

**Deliverable Materials:**

- None

**Activity 4 - Out-of-Band Access**

Out-of band (called "OOB") access is a feature that assists the SOCs if connectivity to an Agent is lost. If such connectivity problems occur, the SOC analysts can dial into the OOB device to verify the Agent is functioning properly and attempt to identify the source of the outage before escalating to you. OOB access may be required at MSS Select and Premium service level subscriptions.

IBM will:

- a. provide live support, via phone and e-mail, to assist you in locating applicable vendor documents which detail physical installation procedures and cabling;
- b. configure the OOB device to access the managed Agents; or
- c. work in good faith with you to utilise an IBM-approved existing OOB solution.

NOTE: For purpose of clarification, if your internal security policy prohibits the use of an OOB device, IBM may waive this requirement. Such waiver may noticeably impact IBM's ability to effectively provide the Services.

**Completion Criteria:**

This activity will be complete when one of the following first occurs

- IBM has configured the OOB device to access the managed Agent; or
- you have requested, and IBM has agreed, to waive the requirement for OOB access.

***Deliverable Materials:***

- None

**Activity 5 - Implementation**

The purpose of this activity is to implement the Agent.

***Task 1 - Configure the Agent***

IBM will:

- remotely assess the Agent to verify it meets IBM specifications;
- identify Agent software, hardware, and/or content that does not meet current IBM-supported levels ;
- as appropriate, identify required hardware upgrades to support applicable vendor hardware compatibility lists;
- remotely configure the Agent, including setting the policy, hardening the operating system, and registering the Agent with the IBM MSS infrastructure;
- provide live phone support and location of vendor documents to assist you in configuring the Agent with a public IP address and associated settings. Such support must be scheduled in advance to ensure availability of an IBM deployment specialist; and
- adjust the Agent policy to reduce the number of erroneous alarms (if applicable).

***Task 2 - Install the Agent***

IBM will:

- provide live support, via phone and/or e-mail, to assist you in locating applicable vendor documents that detail physical installation procedures and cabling. Such support must be scheduled in advance to ensure availability of an IBM deployment specialist;
- provide recommendations to adjust the layout of the network to enhance security (as applicable);
- remotely configure the Agent, including registering the Agent with the IBM MSS infrastructure; and
- adjust the Agent policy to reduce the number of erroneous alarms (if applicable).

Note: You may contract separately for IBM to provide physical installation services.

***Completion Criteria:***

This activity will be complete when the Agent is registered with the IBM MSS infrastructure.

***Deliverable Materials:***

- None

**Activity 6 - Testing and Verification**

The purpose of this activity is to perform testing and verification of the Services

IBM will:

- verify connectivity of the Agent to the IBM MSS infrastructure;
- perform Services acceptance testing;
- verify delivery of log data from the Agent to the IBM MSS infrastructure;
- verify availability and functionality of the Agent in the Portal; and
- perform quality assurance testing of the Agent.

***Completion Criteria:***

This activity will be complete when IBM has verified availability and functionality of the Agent in the Portal.

***Deliverable Materials:***

- None

**Activity 7 - Reactivation**

The purpose of this activity is to reactivate the Agent under the existing Services.

IBM will:

- a. assume management and support of the Agent;
- b. set the Agent to “active”; and
- c. transition the Agent to the SOCs for ongoing management and support.

**Completion Criteria:**

This activity will be complete when the Agent is set to “active”.

**Deliverable Materials:**

- None

## 2.1.2 Your Redeployment and Reactivation Responsibilities

### **Activity 1 - Project Kickoff**

You agree to:

- a. attend the project kickoff call; and
- b. review each party’s respective responsibilities.

### **Activity 2 - Network Access Requirements**

You agree to:

- a. review and comply with the IBM “Network Access Requirements” document during Redeployment and Reactivation and throughout the term of the contract; and
- b. be solely responsible for any charges incurred as a result of IBM utilizing a site-to-site VPN to connect to your network.

### **Activity 3 - Assessment**

#### ***Task 1 - Gather Data***

You agree to:

- a. complete and return any questionnaires and/or data gathering forms to IBM within five days of your receipt;
- b. obtain and provide applicable information, data, consents, decisions and approvals as required by IBM to perform the redeployment, within two business days of IBM’s request;
- c. work in good faith with IBM to accurately assess your network environment;
- d. provide contacts within your organisation, and specify a notification path through your organisation, in the event IBM must contact you; and
- e. update IBM within three calendar days when your contact information changes.

#### ***Task 2 - Assess Environment***

You agree to:

- a. maintain current licensing, and support and maintenance for the Agents; and
- b. perform all IBM-requested changes to your network layout to enhance security.

### **Activity 4 - Out-of-Band Access**

You agree:

- a. for new OOB solutions:
  - (1) to purchase an IBM-supported OOB device;
  - (2) to physically install and connect the OOB device to the Agent;
  - (3) to provide a dedicated analog telephone line for access;
  - (4) to physically connect the OOB device to the dedicated telephone line and maintain the connection;
  - (5) to be responsible for all charges associated with the OOB device and telephone line; and
  - (6) to be responsible for all charges associated with the ongoing management of the OOB solution;
- b. for existing OOB solutions:
  - (1) to ensure the solution does not allow IBM to access non-managed devices;
  - (2) to ensure the solution does not require installation of specialised software;

- (3) to provide IBM with detailed instructions for accessing managed Agents; and
  - (4) to be responsible for all aspects of managing the OOB solution;
- c. and acknowledge:
- (1) OOB access may be required for IBM MSS Select and IBM MSS Premium service level subscriptions; and
  - (2) that existing OOB solutions must be approved by IBM;
- d. to maintain current support and maintenance contracts for the OOB (as required); and
- e. and acknowledge that if you choose to deploy the Services without the required OOB access, or if OOB access is not available to IBM for any reason, then:
- (1) IBM is relieved of all SLAs which are directly influenced by the availability of such access;
  - (2) IBM may require additional time to troubleshoot and/or maintain your devices; and
  - (3) you will be required to provide on-site assistance with configuration, problem solving, device updates, troubleshooting and/or any other situation that would typically be performed using OOB access.

### **Activity 5 - Implementation**

#### ***Task 1 - Configure the Agent***

You agree to:

- a. update Agent software or content to the most current IBM-supported version (i.e., physically load media as applicable);
- b. update hardware to support applicable vendor hardware compatibility lists (if applicable);
- c. adjust the Agent policy as requested by IBM; and
- d. configure the Agent with a public IP address and associated settings.

#### ***Task 2 - Install the Agent***

You agree to:

- a. work with IBM in locating vendor documents that detail physical installation procedures and cabling. You will schedule such support in advance to ensure availability of an IBM deployment specialist;
- b. be responsible for the physical cabling and installation of the Agent(s); and
- c. perform any IBM-specified adjustments to the layout of the network to enhance security.

### **Activity 6 - Testing and Verification**

You agree:

- a. to be responsible for development of all of your specific acceptance testing plans;
- b. to be responsible for performing acceptance testing of your applications and network connectivity; and
- c. and acknowledge that additional acceptance testing performed by you, or lack thereof, does not preclude IBM from setting the Agent to "active" in the SOCs for ongoing support and management.

### **Activity 7 - Reactivation**

No additional responsibilities are required by you for this activity.