

Security Guardian Customer Assurance

Description

The Security Guardian Customer Assurance Services Offering is designed to guide Customer through the steps necessary to start effectively using the Security Guardian subscription.

Regular reviews will ensure configuration and usage remain aligned with current functionality as well as best practices.

Approach and Activities

Quest will schedule three (3) sessions up to 2 hours each, over the course of 2 weeks to guide Customer through onboarding. Subsequently, Quest will schedule regular (generally monthly) assurance sessions. The below activities will be completed, though the specific session agenda may vary based on pace of progress.

- Planning and Onboarding
 - Quest will host one session (up to 2 hours) with Customer to verify environment readiness and establish the base configuration, during which Quest and Customer may discuss:
 - Review Project Scope and Activities
 - Overview of Customer Environment, Requirements, and Goals
 - Best Practices for Security Guardian
 - Verify environment preparedness and prerequisites
 - During the session, Quest will assist Customer with configuration of Security Guardian services in accordance with the results of the planning session.
 - Set up new Security Guardian Organization
 - Add tenants, grant application consent and connect to on premises Active Directory
 - Verify Change Auditor and On Demand Audit; add new agents
 - Review processes for collecting Active Directory data, performing security assessments, and classifying Tier 0 objects
 - Review the Security Guardian dashboard for monitoring and managing security
- Configuration and Testing
 - Quest will host a configuration session with Customer
 - Configure dashboard widgets
 - Review methods and best practices for ongoing management of Security Guardian
 - Configure alerts and SEIM integration (as applicable)
 - Quest will guide Customer through testing scenarios to validate Security Guardian behavior and assist Customer with validating up to 2 production test scenarios
- Knowledge Transfer
 - Quest will provide guidance to Customer by performing a knowledge transfer and product overview of the Security Guardian services implemented throughout the course of the engagement. If requested, Quest may conduct an additional knowledge transfer session (up to 2 hours) which may include:

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- Review the items configured during the engagement.
- Verify Customer can run, create and view security reports.
- Description of integration with other Quest offerings.
- Introduction of Support resources
- Assurance
 - Quest will conduct regular, scheduled sessions once per month during the subscription year with Customer to ensure Customer's ongoing alignment with best practices, product updates, and lessons learned. Topics addressed may include:
 - Upgrade to current version of products
 - New and/or updated features and functionality
 - Updates to best practices and recommendations for Customer
 - Additional use cases and new integrations
 - Customer questions and configuration updates

Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following:

- Customer will ensure that adequate licensing for On Demand platform and Microsoft platform are in place prior to beginning of engagement.
- Customer to commit a technical resource for the working sessions with adequate authority to conduct the migration.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer will collaborate with Quest to schedule sessions within the two weeks following purchase.

SKU

CAB-QOD-PP	Security Guardian Customer Assurance
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