Service Description: Advanced Services – Fixed Price

Stealthwatch Host Group Automation Service NT
(ASF-CORE-SWAUT-NT)

This document describes the fixed price Stealthwatch Host Group Automation 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.

Stealthwatch Host Group Automation Service

Service Summary

The Stealthwatch Host Group Automation Service is intended to deploy Stealthwatch System's Host Group Automation service which periodically updates Stealthwatch System Host Groups with data from the Customer's authoritative IP address management system. This service utilizes Cisco tools and specific scripts that the SME will tailor to the Customer environment.

The Host Group Automation service consists of:

1. A tool library that leverages the Stealthwatch API.

2. Scripts that take IP address data from a Customer generated text or CSV file and updates Stealthwatch Host Groups. IP address data could also be read directly from Customer IP address database, if that is an option.

3. Up to five (5) consecutive days of service time.

Stealthwatch installation, configuration or tuning is excluded from this service. Customer agrees any scripts and software from Cisco's software library that are used with this service are Cisco's intellectual property and are not transferable.

Location of Services

Services are delivered remotely during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days.

Delivery of Service

Cisco Responsibilities

- Conduct a remote one-hour, pre-assessment call to discuss current design and readiness and to schedule the engagement.
- Automate import of Host Group information for up to three (3) data sources for IP address management data.
- Install Host Group import utility (command line) on Customer provided Linux staging host.
- Install Host Group automation utility (Daemon) on Customer provided Linux staging host or install 'crontab' to

automate the launching of install Host Group import utility to do repeated updates of Host Group information.

- Provide on-the-job instruction for Customer technical staff on the installation, use and routing diagnostic/maintenance of the import/update utility.

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 and is knowledgeable to assist the Cisco SME with questions regarding network connectivity and IP addressing. Customer shall designate a backup when the Customer contact is not available, who has the authority to act on all aspects of the service in the absence of the primary contact.
- Participate in pre-assessment call with Cisco
- Provide topology maps, configuration information and existing and proposed Security infrastructure. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for the service.
- Provide reasonable remote access to Customer environment to enable service delivery. A VPN connection or SSH bastion host is acceptable.
- Customer has an authoritative IP address management system or process.
- The Stealthwatch System is installed and Host Group structure is stable.
- Customer has designated a server that meets the following specifications:
  o Customer provides a Linux host with a functional Python 2.7+ environment and a recent version of a Java JRE. The ability to add custom Python modules as needed may be requested. This host must be able to communicate with the Stealthwatch Management Console (SMC) via both HTTPS and SSH.
  o Provides a parent Host Group under "Inside Hosts" that will serve as the top-level group for the Host Groups that will be automatically updated.
  o Provides a defined schema to which the automated Host Groups will conform.
  o Provides a file (CSV or similar) that contains the information to be used for the update. The file must be uploaded to the provided server periodically and must contain the following four (4) fields:
    a. Host Group name
    b. Network definition of the Host Group
    c. Parent Host Group
    d. Location within Schema

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, and project managers.
- 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 will provide forty-eight (48) hour notice in the event of cancellation of a pre-scheduled meeting.
- Customer expressly understands and agrees that support services provided by Cisco comprise technical advice, assistance and guidance only.
- 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 and are limited to completion of activities described above or performance of the Services over a period 5 business days, whichever concludes earlier.
- Customer will provide Cisco with access to Customer's site and facilities as required to enable Cisco to complete the services agreed upon schedule, including where applicable, computers, telecom equipment, facilities, workspace and telephone for Cisco's use during the project.
- Customer will provide Cisco with secure VPN remote access for online services activity.
- Customer will provide Cisco employees and/or subcontractors with proper security clearances and/or escorts as required to access the Customer site.
- Customer will provide Cisco with its workplace policies, conditions and environment in effect at the Customer site.

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.