

# McAfee ePolicy Orchestrator® “Best Practices” Tuning and Optimization

## Objective

This service is designed to provide customers with a complete review of their existing ePolicy Orchestrator (ePO) and VirusScan Enterprise implementation. Consultants will review the customer's network environment and validate that ePO and anti-virus software configurations comply with the organization's anti-virus policy and provide the optimal balance between scanning protection and system performance. The consultant will work with the customer to tune ePO and VirusScan settings and remediate any issues preventing full protection of the customer's production environment.

## Tasks Performed

### Anti-Virus Policy and Infrastructure Review

Our consultants will work with your staff to review your environment and anti-virus policy and assess how effectively you are meeting your goals. Specific areas addressed include:

- Gain an understanding of the customer's network environment. This includes reviewing the network architecture and network management capabilities.
- Confirm that software configurations and software processes comply with the organization's anti-virus policy
- Assess the current level of software compliance (version, engine, virus definition files) and develop a plan to maintain or maximize readiness.

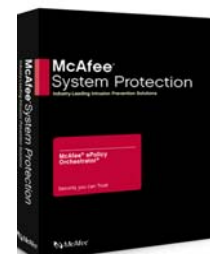
### ePO and VirusScan Configuration Review and Tuning

After the policy and infrastructure review, the consultant will analyze the specific configuration of the ePO server, agents, and anti-virus software with customer administrators. This interactive learning session will provide customers with a set of Best Practices and a roadmap to achieve an optimal level of protection with ePO. The customer will learn how to manage the latest version of ePO and how to customize and maintain it to their specific requirements.

Specific tasks performed are:

- The consultant will discuss the architectural design and rollout methods to install and/or upgrade the corporate environment to the latest version of ePO and VirusScan, including proper tuning of Agent to Server communications and how to achieve an optimal balance between scanning protection and server/workstation performance.
- Develop a plan for deploying and/or maintaining installations of the ePO Agent and anti-virus software to all existing and new machines.
- Review and create, if necessary, a written plan for maintaining the ePO Server and its database, including database backups, maintenance, event purging, and performance optimization.

- Adjust McAfee product communications parameters to increase performance without adversely affecting network traffic.
- Review the ePO Directory structure and make suggestions to ease administration & application of tasks, policies, and software deployment
- How to use ePO to identify and respond to virus outbreaks and how to remediate damage following an outbreak.
- Distribution points for repositories containing product installation files, DAT virus signature files, & engine upgrade files including distribution hierarchies & mechanisms for automating distribution of client updates.
- Reporting and alerting mechanisms used to track the level of anti-virus protection and frequency and severity of virus-related events.



## Knowledge Transfer

The consultant will provide knowledge transfer to up to two Client administrators on the installation, configuration and management for ePolicy Orchestrator.

## Reports Generated

The reports delivered from this engagement include information relating to:

- Recommended strategy for tuning ePO
- Configuration details
- Emergency outbreak procedure outline
- Any special circumstances

## To Be Completed Prior to Start of Session

- Review ePO deployment requirements contained in the Installation Guide and Product Guide
- Give the ePO server a static IP address
- Provide McAfee with network diagrams, site lists, node counts, and IP subnets uses
- Designate a Client point of contact for the engagement
- Provide access to desk, Internet connection, and phone
- Copies of any security or anti-virus policies concerning viruses or other malware, including configuration standards and outbreak procedures
- Pre-engagement questionnaire

Client is responsible for providing the supported platforms including the server hardware, networking hardware, storage devices, and operating systems. Specifications detailing supported configurations are outlined in the product guide and should be reviewed before the engagement is scheduled.

## Price

- \$10,000 USD plus T&E

### About McAfee Expert Services

McAfee Expert Services consultants are seasoned professionals who understand the realities of maintaining security and network performance. We partner with our clients to identify and prioritize their challenges, design cost effective solutions that fit their business, and assist their IT staff with the deployment of solutions that maximize their return on investment. Backed by the experience of working with hundreds of the world's leading companies and governments, we're ready to help you meet your business needs.

### Recommended Courses for ePolicy Orchestrator

McAfee Intranet Defense with ePO and VirusScan Enterprise.

### Scheduling

Additional tasks and fees considered outside the scope of work for these services, any delay and/or wait-time on this project due to Client readiness or 3rd party products and vendors, will be defined, documented and mutually agreed upon in writing by McAfee, Inc., and Client prior to beginning any new activities. Such documentation of the task(s) to be performed will then become an amendment to this agreement. This package assumes work will be conducted during normal business hours. Once this engagement has been agreed to in writing, a McAfee Expert Services scheduling representative will contact the Client to arrange a project start time. If Client wishes to cancel the services, or change the agreed schedule, all relevant change fees and penalties for previously arranged travel reservations shall be due and immediately invoiced to the Client by McAfee Inc. These fees are in addition to any fees due for rescheduled Services. Any significant delays due to Client schedule or conditions may result in additional charges

### Terms and Conditions

To the extent that McAfee provides consulting services to Customer under the Services defined herein, the following terms shall be applicable to such Services.

- (a) McAfee shall provide the deliverables ("Services") described herein. The Services will be performed by qualified personnel in a professional manner consistent with industry standards.
- (b) Limitation of Liability. NEITHER PARTY SHALL HAVE LIABILITY TO THE OTHER FOR CONSEQUENTIAL, EXEMPLARY OR INCIDENTAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SERVICES INCLUDING ANY WORK PRODUCT, EVEN IF MCAFEE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL MCAFEE OR CUSTOMER BE LIABLE FOR ANY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SERVICES IN EXCESS OF THE AMOUNTS PAID BY CUSTOMER HEREUNDER. MCAFEE SHALL HAVE NO LIABILITY OR OBLIGATION FOR ANY DAMAGES THAT ARISE FROM THE USE OF THE SERVICES AS PART OR IN COMBINATION WITH ANY DEVICES, PARTS OR SOFTWARE NOT PROVIDED BY MCAFEE, THAT IS INCONSISTENT WITH THE DESIGNED PURPOSE OF THE SERVICES. THE ABOVE EXCLUSIONS APPLY TO THE EXTENT THAT THE DAMAGES WOULD HAVE BEEN AVOIDED BUT FOR SUCH USE OR COMBINATION.
- (c) Customer shall pay all invoices within 30 days of receipt thereof from McAfee.

### Order Confirmation

Your signature below confirms the details of this order. This agreement sets forth the entire understanding of the parties as to the subject matter herein, and may only be modified by agreement of the parties as expressed in an Addendum signed by both parties. Any software license agreement for McAfee software is a separate agreement and the terms and conditions of such license agreement shall have no bearing on this agreement. You understand that these services will be delivered as specified in this document and fees quoted do not include expenses. Travel and related expenses will be billed to the customer at the completion of this engagement.

Please sign and return this document to your Account Manager.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Name: \_\_\_\_\_ E-Mail: \_\_\_\_\_

For more information about McAfee Expert Services please e-mail [consulting@mcafee.com](mailto:consulting@mcafee.com).

McAfee Expert Services

**ES-SECC-AV-BESTP**

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