

## McAfee ePolicy Orchestrator® Upgrade

### Objective

This consulting service is designed to provide customers with everything they need to upgrade an existing deployment of ePolicy Orchestrator (ePO). This service includes upgrading the customer's ePO server and database to the most current version, deployment of new ePO agents to a pilot group of client workstations and servers, upgrading a pilot group of workstations to the latest version of VirusScan Enterprise, knowledge transfer sessions regarding use of new ePO features and effective administration to two Client representatives, and discussion of strategy for rolling out upgraded ePO agents across the remaining enterprise.

### Tasks Performed

#### ePO Strategy Development

Our consultants will work with your staff to develop a strategy for the upgrade deployment of ePO. Specific areas addressed include:

- Development of a strategy for the complete upgrade rollout of ePO to all desktops and servers within the enterprise
- Desktop security policy development
- Strategy for agent updates to create minimal impact on network and desktop performance
- ePO Report interpretation and scheduling
- Use of Notification, System Compliance Profiler, and Rogue System Detection
- Outbreak containment procedures

#### Upgrade Deployment and Configuration

After the development of the ePO strategy, the consultant will deploy, configure, and test the technology with customer administrators. This interactive learning session will provide customers with a pilot upgrade to the latest version of ePO deployment customized to their specific requirements and operational knowledge on how to customize the product, tune it, and maintain it in their environment.

Specific tasks performed are:

- Upgrade of one (1) ePolicy Orchestrator ("ePO") server to the latest version
- Deploy ePO upgraded agents to a pilot network.
- Test ePO software agent distribution method on client systems - up to fifty workstations running VirusScan Enterprise & up to five file servers running VirusScan Enterprise
- Test virus detection policy enforcement on client systems where agent is installed - fifty workstations and up to five file servers
- Review existing VirusScan policies & design policies appropriate to the new product

- Rollout upgraded agents & VirusScan Enterprise to up to one hundred (100) nodes
- Configure product to provide emergency updates
- Configure ePO to provide centralized reporting for installed McAfee Security products with ePO agents (desktop workstations & file servers running VirusScan Enterprise & NetShield, GroupShield for Exchange, GroupShield for Domino, e500 appliance)
- Configure ePO to receive and distribute automatic DAT file, engine updates, regular product updates and patches
- Configure ePO to enforce customized desktop security policies
- Configure Anti-Spyware



#### 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 the use of ePO
- Configuration details
- Emergency outbreak procedure outline
- Any special circumstances

#### To Be Completed Prior to Start of Session

- Review ePO deployment requirements
- Give the ePO server a static IP address
- Provide McAfee with network diagrams, site lists, node counts, and IP subnets used
- 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
- Install Windows Server operating system on ePO server hardware (and SQL Server if applicable) and patch with all current appropriate MS patches

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 be modified only by an Addendum executed 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-UPGRADE**

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