

## McAfee GroupShield® Jump Start - Exchange

### Objective

The GroupShield Jump Start for Exchange is designed to provide our clients with planning, implementation, and management strategy expertise to ensure the best possible product value from GroupShield. The GroupShield Jump Start includes deployment planning and installation the GroupShield Product. As part of this service, McAfee Expert Services will also provide hands-on knowledge transfer for GroupShield and Outbreak Manager usage and strategy tailored to the client environment. McAfee Expert Services applies our best practices to your organization, ensuring that your technology purchase provides a complete solution to the complex problems your organization is facing today.

### Tasks Performed

The Consultant will conduct an initial meeting with all relevant client personnel that will address:

- A comprehensive analysis of both hardware and software for the Microsoft Exchange environment
- Review architectural diagrams or other documentation depicting the current Microsoft Exchange environment and any future changes
- Review existing Microsoft Exchange Configuration and performance characteristics
- Discuss network bandwidth specifications across LAN/WAN links
- Review the present Exchange specific information, such as amount of RAM, Hard disk and CPU power, version number and MS Service Pack level
- Review current anti-virus software, if any, deployed on the Exchange servers
- Identify any software or network protocols that already exist in the Customer environment that might cause conflicts with the GSE software rollout
- Determine impact and/or software required on Microsoft Exchange clients
- Review any existing alerting mechanisms in the Customer environment and provide a recommendation to support GSE alerting
- Discuss distribution requirements and recommend a distribution mechanism for GSE product software upgrades and DAT signature file updates

### Setup and Configuration

- Install and configure GroupShield for Exchange on a test (non-production) server
- Verify installation, detection, and cleaning functionality using EICAR test virus
- Set-up initial alerting mechanism and verify functionality
- Install and configure GroupShield for Exchange on a test (non-production) server. The first production server should

be allowed to run for several hours (of peak time) before proceeding to the next server

- Verify the functionality of GSE on the first production server, Manager (OBM) settings - assist in establishing one OBM rule)
- The consultant will implement a procedure to update the GSD DAT virus signature files and product software



### Knowledge Transfer

Hands-on knowledge transfer will be provided to one customer representative. This training will occur interactively during the course of the engagement.

### To Be Completed Prior to Start of Session

- Client representative to be available to the McAfee Consultant for information clarification during the entire engagement
- All relevant network documentation and topology maps to be provided
- Provide Corporate Network Security Policy
- Completed GroupShield Exchange Installation Questionnaire to be provided
- Configuration diagrams of the boundary network (including the IP address of all network devices and fully qualified domain names) to be provided
- Workspace with access to phone, network and Internet

### Price

- \$10,000 plus T&E

### About McAfee Expert Services

McAfee Expert Services consultants are seasoned professionals that understand the realities of maintaining security and network performance. We partner with our clients to identify and prioritize their challenge, 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 Emergency Response

Anti-Virus Administration for McAfee GroupShield

### 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 convenient 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 and this form may not be altered by anyone. This agreement sets forth the entire understanding of the parties as to the subject matter herein, and may be modified only by a writing 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-JS-GRPS

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