

McAfee IntruShield® Install and Tune

Objective

This two phase service delivers installation, configuration, knowledge transfer and interactive tuning sessions. On completion, the McAfee IntruShield solution will be deployed, configured and initially tuned and client staff will be ready to manage the solution.

Tasks Performed

Phase One: Setup and Knowledge Transfer

Strategy Development

The consultant will work interactively to develop a strategy for the IntruShield deployment which will include:

- Place sensors for most effective protection of networks
- Design sensor port configuration to match network configuration
- Understand the options for dealing with asymmetric routing on networks
- Understand the options for dealing with networks that failover
- Overall goals for deployment of the IntruShield sensors including prevention strategy and timelines
- Discussion of unique concerns such as regulatory compliance, audit requirements etc.

Setup and Configuration

- Determine modes for sensor installation based on customer requirements
- Install one IntruShield manager
- Install three IntruShield sensors
- Apply initial detection/prevention policies
- Set up administrative alerting

Knowledge Transfer

The knowledge transfer session will teach IntruShield administrators to:

- Schedule signature and software updates for sensors
- Create user roles and access privileges
- Back-up and maintain the alert database
- Configure monitoring ports and Virtual IDS
- Determine appropriate policies per interface and virtual IDS
- Clone and tune policies
- Manage and investigate alerts
- Understand how all categories of attacks are recognized and how events are generated
- Understand how events and packet logs are stored in the database
- Effectively use the historical view of alerts to view specific, filtered data

- Use the report generator to deliver event and configuration based reports
- Create User Defined Reports



Phase Two: Interactive Tuning Session

After at least two weeks of events have been generated the consultant will return to the client site for the tuning session. This portion of the engagement allows for a maximum of four calendar days.

The IntruShield tuning session includes:

- Re-iterative policy tuning based on thorough examination of generated events.
- Examination of DoS detection policies and events.
- Expansion of protection through the implementation of broader blocking in policies.
- On-going knowledge transfer

To Be Completed Prior to Start of Session

- Product received at client site
- IP address provided for server
- Network maps provided to McAfee Expert Services
- Client point of contact assigned for the engagement
- Access to desk, internet connection, and phone
- Applicable security policies provided to McAfee Expert Services

The Client is responsible for providing any required supported platforms including CPU, networking hardware, storage devices and operating systems.

Price

- \$20,000 USD 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 IntruShield

McAfee IntruShield Essentials

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.

McAfee Expert Services
ES-INTV-IMPL

McAfee, Inc. 3965 Freedom Circle, Santa Clara, CA 95054

McAfee and/or additional marks herein are registered trademarks or trademarks of McAfee, Inc. and/or its affiliates in the US and/or other countries. The color red in connection with security is distinctive of McAfee brand products. All other registered and unregistered trademarks herein are the sole property of their respective owners. © 2005 McAfee, Inc. All Rights Reserved.