

## McAfee IntruShield® Jump Start

### Objective

The IntruShield Jump Start service is designed to provide customers with everything they need to get started using McAfee IntruShield. This service includes development of a strategy for the use of IntruShield and installation, configuration and in-depth knowledge transfer.

### Tasks Performed

#### Strategy Development

The consultant will work the client to develop a strategy for the IntruShield deployment which will cover:

- Outlining the client's network protection goals.
- Placement of sensors for most effective protection of networks.
- Design of sensor port configuration to match network configuration (VIDS etc)
- Examination of the options for dealing with asymmetric routing on network
- Examination of the options for dealing with networks that failover.

#### 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

A two day 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.

- Choose the best policy for particular network segments.
- Tune the policy based on actual network traffic conditions.
- Purge and tune events in the database using McAfee provided scripts.



### 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
- Security and anti-virus policy provided to McAfee Expert Services
- Pre-engagement questionnaire

The Client is responsible for providing any required supported platforms including CPU, 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 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  
(TRN-INTV-101-TCL)

### 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-INTV-JSTART

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