

McAfee WebShield® Jump Start

Objective

This service is designed to assist with the planning and implementation of the McAfee WebShield appliance gateway-scanning devices. This service will ensure that the appliance is configured for maximum performance and protection, and that your staff has clear direction on how to best leverage the technology in your specific environment.

Tasks Performed

The McAfee Expert Services consultant will meet with the point of contact to gain an initial understanding of the customer network environment and specific installation objectives which includes:

- Review of architectural diagrams or other documentation depicting the current gateway network environment and any planned changes. This includes information on the number of gateways to be protected and their locations
- Review of existing performance characteristics at the customer gateway systems (e.g. review the SMTP traffic loads during peak and non-peak traffic)
- Discussion of network bandwidth specifications across LAN/WAN links
- Review information (product name and version) of any current anti-virus software deployed on the gateways or other network perimeter systems
- Identification of any software or network protocols that already exist in the customer environment that might cause conflict with the WebShield appliance
- Discussion of features and functionality of the product and recommend policy settings appropriate to the environment
- Review of any existing alerting mechanisms in the customer environment and provide a recommendation to support WebShield appliance alerting
- Discussion of distribution requirements and recommend procedures for WebShield appliance DAT signature file updates
- Discussion of and plan the best operating mode of WebShield appliance based on the objectives of minimal performance loss, network architecture changes and system redundancy requirements
- Verification of network connectivity path (i.e., DNS and IP addresses are configured correctly, email traffic is passed to the appropriate mail heads)
- Verification of detection and cleaning functionality using EICAR test virus
- Verification of established WebShield appliance policy settings

Setup and Configuration

- Setup FTP, HTTP, POP3 and/or SMTP scanning



- Verification of functionality of configured scanning protocols
- Optionally set-up initial alerting mechanism and verify functionality
- Assist the Customer Network Administrator with monitoring and tuning the performance of the appliance in the production network
- Optionally, the consultant can implement a configuration of the appliance to alert the Network Administrator of found viral infections
- The consultant will implement a procedure to update the appliance DAT virus signature files
- Installation, configuration, and knowledge transfer for McAfee SpamKiller (if applicable)

Implementation Team

- McAfee Expert Services Consultant
- Client Anti-Virus Administrator
- Client Security Administrator
- Other client representatives as necessary

To Be Completed Prior to Start of Session

- Client representative to be available to the McAfee Consultant for information clarification during the entire engagement
- Customer to provide all relevant network documentation and topology maps to be provided to McAfee prior to arrival on-site
- Customer to provide Corporate Network Security Policy
- Customer to complete and return WebShield appliance Installation Questionnaire

Price

- \$6,000 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 Emergency Response

Anti-Virus Administration for McAfee WebShield

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-SECC-JS-WEB

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