

ArcSight Health Check Services

ArcSight Health Check Services are designed to help customers maintain optimal performance with ArcSight.

Overview

Periodic health checks are an important part of maintaining optimal performance and often identify and resolve minor issues before they result in major performance degradations that impact system availability and user satisfaction.

Service Implementation

The ArcSight Health Check Services by OpenText provide evaluation of ArcSight components to identify and resolve potential performance bottlenecks. This Service can be applied only to existing installations. During the operational health check, a trained OpenText Professional Services specialist will perform activities that may include:

- Evaluate host operating systems running components of ESM for performance bottlenecks by monitoring memory and CPU utilization along with I/O throughput
- Analyze log files of ESM components for error messages and other messages known to impact performance
- Analyze memory utilization of ESM content including rules and data monitors
- Evaluate query performance and indexing to ensure optimal query response times for reports and trends
- Review the ESM architecture for potential performance bottlenecks
- Document all findings and recommendations
- Implement recommended fixes as time allows.

Service Planning and Deployment

The OpenText Security Services specialist will schedule the delivery of This Service at a time mutually agreed upon between OpenText and the customer, which shall be during local OpenText standard business hours, excluding holidays, unless otherwise agreed by OpenText.

Any services provided outside of standard business hours will be subject to additional charges.

The OpenText Professional Services specialist perform activities that may include:

- Schedule and attend a kick-off meeting to review objectives, schedule, required audience and deliverables
- Verify that prerequisites have been met
- Evaluate performance bottlenecks in the following areas: ESM architecture, SmartConnectors, Manager, database, content, and host operating systems running ESM components
- Document findings and recommendations
- Prioritize recommendations with customer and implement as time permits during the duration of the Services. For those fixes that are implemented, OpenText will perform appropriate installation verification tests to confirm product functionality and adherence to OpenText installation quality standards.
- Close-out meeting to discuss key findings and recommendations

Quick View

OpenText Health Check Services are designed to optimize the performance of ESM by identifying and resolving performance bottlenecks within system components including SmartConnectors, Manager, database, and content such as rules, reports, and data monitors.

Service Eligibility

The customer must provide the following for delivery of this service:

- Sufficient network connectivity, rack space, power, and cooling at the customer site to support the OpenText ArcSight solution
- OpenText ArcSight ESM, Connector Appliance, and SmartConnector hardware and software components
- ArcSight ESM must be preinstalled and configured
- All information required in the completed pre-installation customer questionnaire
- For any onsite services delivery, all requisite logistical accommodations to the OpenText Professional Services specialist including but not limited to adequate physical work location, access to the customer's network, internet access, telephone access, and access to the customer's offices where work will be performed
- For any onsite or remote services delivery, any requisite access to the customer's network and servers including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords. In addition, the customer will be responsible for all applicable data backup.

Service Limitations

This service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this service:

- Installation and configuration of OpenText software or appliance
- Racking of appliances or servers
- Development of FlexConnectors
- Delivery of standard Education offerings

- Performance testing or modeling services that, in the opinion of OpenText, are required due to unauthorized attempts by non-OpenText personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the OpenText-maintained hardware or software
- Any services beyond the license limitations of the included products
- In addition, the customer will be responsible for all applicable data backup.

Customer Responsibility

- Contact a OpenText Professional Services specialist within 90 days of the date of purchase to schedule the delivery of the Service
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with OpenText
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist OpenText in facilitating the delivery of this Service
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met
- Ensure the availability of all hardware, firmware, and software required by the OpenText Professional Services specialist to deliver this Service
- Retain and provide to OpenText upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service
- The customer shall provide reasonable access and working space at the site as OpenText may reasonably request. The customer will provide OpenText and

OpenText subcontractor staff standard telephone and dial-up or comparable data access to OpenText's Network at industry standard speeds. OpenText shall observe the customer work rules and security and safety policies while performing OpenText Services at the site of which OpenText is informed of in writing in advance and that are not inconsistent with OpenText's own business practices.

Duration

Delivery of this Service will not exceed a total of 40 service hours and may be performed remotely or onsite.

Terms

This offering consists of a consulting and training effort and is governed by the OpenText Customer Terms. All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. For purposes of this Data sheet, "services" mean consulting, integration, professional services or technical services performed by OpenText under this Data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by OpenText; software as a service, and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

Hiring of Employees. You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any OpenText employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this Data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such OpenText employees.

Authorization to Install Software. During the provision of services, OpenText may be required to install copies of third-party or OpenText-branded software and be required to accept license terms accompanying such software (“Shrink-Wrap Terms”) on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes OpenText to accept all Shrink-Wrap Terms on its behalf.

Intellectual Property. OpenText may provide OpenText tools, templates, and other pre-existing intellectual property of OpenText during the course of providing services (“OpenText Pre-existing IP”). OpenText Pre-existing IP does not include, nor is considered a part of, either the Deliverables or OpenText software products. OpenText retains all intellectual property ownership rights in such OpenText Pre-existing IP. All OpenText Pre-existing IP is OpenText Confidential Information. OpenText Pre-existing IP may be governed by additional license terms that are embedded in the OpenText Pre-existing IP.

Payment and Validity

This offering will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. If applicable, you must

schedule delivery of the offering to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, OpenText’s obligations to deliver the offering under this Data sheet are considered fulfilled and your rights of receipt of the offering under this Data sheet will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify OpenText in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee (“Cancellation Fee”). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Change in Scope

Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a statement of work or change order.

SKU PS-AA676 (On-Site)

SKU PS-AA702 (Remote)

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