

ArcSight SIOC Assessment

ArcSight SIOC Assessment Services are designed to assist customers with evaluating their current security monitoring and response capabilities, and offer recommendations on how best to mature those capabilities.

Overview

During the ArcSight SIOC Assessment by OpenText, we assess your existing security operations capability using the Security Operations Maturity Model (SOMM) to identify areas for improvement. The SOMM combines the Capability Maturity Model Integration (CMMI) process improvement approach with best practices from our 100+ SOC builds and assessment engagements. After the assessment, we will provide a Security Operations Capability Maturity Assessment Report, including a scorecard of your operations capabilities and recommendations for improvement.

Service Implementation

Experienced OpenText™ enterprise security consultants will perform activities such as:

- **Assessing existing security operations** capability through a combination of interviews, documentation review, discussions, and observations, focusing on the assessment of:
 - **People:** Organizational structure, roles and responsibilities, personnel experience and preparation, recruiting and retention, skill tracking, training, and career development.
 - **Process:** Analytical, operational, technological, and business processes that support the security operations capability; and assessment of the process improvement framework used for measuring the effectiveness of the capability.

- **Technology:** SIEM architecture, monitored data feeds, scalability and performance considerations, and any additional systems used for security monitoring of the organization.
- **Providing an Operational Review Report** outlining key findings and recommendations for improving SIEM operations.

Service Planning and Deployment

An OpenText Services specialist will schedule the delivery of the Service at a time mutually agreed upon with the customer*. The OpenText Services specialist might perform activities that can include:

- Conducting a kick-off meeting to review objectives, schedule, required audience, and deliverables
- Meeting with key stakeholders to assess the people, process, and technology components of your security operations
- Observing operations and evaluating sample artifacts of security operations
- Conducting a close-out meeting to discuss key findings and recommendations

An OpenText Services specialist will be available to answer questions during the onsite or remote portions of the service delivery.

* OpenText standard business hours, excluding OpenText holidays, unless otherwise agreed by OpenText. **Note:** Services provided outside of OpenText standard business hours might be subject to additional charges.

Typical Implementation Activities

- Assess existing security operations capability in three functional areas: people, process, and technology.
- Provide an Operational Review Report outlining key findings and recommendations.

Service Eligibility

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

- Conference room with white board and projector
- Access to key stakeholders for interviews and group discussions:
 - **IT Security Sponsor:** The CISO, CSO, IT Security leadership, IT leadership, or champion of the Initiative that the SIEM implementation supports.
 - **Security Operations Manager:** The person who leads day-to-day security operations.
 - **Security Operations Personnel:** The people who perform review and analysis of security events in the SIEM.
 - **Security Engineering:** The people responsible for management of the SIEM, security devices, or other security technology.
 - **Ancillary Security Functions:** Any other security personnel that might have a vested interest in the security operations (incident response, compliance, risk, etc.).

Service Limitations

This Service will be delivered as a single event, per the terms outlined in the Duration section of the document. Additional scope 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 appliances
- 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 not clearly specified in this document or services beyond the license limitations of the included products

Customer Responsibility

- Contact a OpenText Services specialist within ninety (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 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 identified in the Service Eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the OpenText 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.
- Provide reasonable access and working space at the site as OpenText may reasonably request.
- Provide OpenText, and OpenText subcontractor staff, standard telephone and dial-up, or comparable data access, to the OpenText network at industry-standard speeds.

OpenText Responsibility

Observe the customer work rules, and security and safety policies, while performing OpenText Services at the site, of which OpenText is informed 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 eighty (80) service hours. This Service will be delivered by two (2) OpenText Services specialists and includes one (1) onsite visit for up to three (3) days in duration, followed by offsite compilation of findings and the report generation, and remote delivery of final SOMM report and recommendations.

Terms

OpenText Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the *OpenText Customer Terms—Professional Services* posted at www.microfocus.com/en-us/legal/end-user-agreement-terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies OpenText of rescheduling less than ten (10) business days prior to the offering start date, the obligations of OpenText to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by OpenText; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to Install Software. During the provision of Services, OpenText may be required to install copies of third-party or OpenText-branded software and may be required to accept license terms accompanying such software (“Shrink-wrap Terms”) on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes OpenText to accept all Shrink-wrap Terms on Customer’s behalf.

Existing License & Support Agreements. Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms

are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from OpenText or any other party unless expressly provided for in the applicable data sheet.

Payment; Validity. The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery 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 Services are considered fulfilled and Customer’s rights of receipt of the Services 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.

Learn more at
www.microfocus.com/arcightsesm

SKU PS-AA674

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