EntIT Software Services
Fortify on Demand Health Check

Overview
Technology Review
The EntIT Software Fortify on Demand (FOD) Health Check services review secure software development processes, for both static and dynamic application security-testing solutions as they relate to the FoD on-premise private cloud service and Software as a Service (SaaS) offerings. The design of the health check identifies and resolves potential unseen issues in regards of the processes related to using the FoD services and makes recommendations allowing the customer to maximize the utilization of the EntIT Software FoD solutions.

Periodic health checks are an important part of maintaining and protecting the customer’s investment by identifying and resolving issues before they result in a major performance or process degradation putting the customer’s Software Security Assurance (SSA) program at risk.

Service Implementation
Product and Service Process Review
During the health check an EntIT Software Expert may review the following processes as they relate to using the FoD products and services:
- On Boarding of Projects in EntIT Software FoD Tenant Server
- Completion of the Assessment Request
- Preparation and Execution of Assessment
- Review and Prioritization of Security Defects
- Assignment of Defects to Developers for Action

- Validation of Remediated Defects
- Review of Defect Status

Software Security Assurance Process Review
During the health check an EntIT Software Expert may review the following processes as they relate to the customers Software Security Assurance (SSA) initiative by development team, project, region and/or across the enterprise:
- Review of general SSA processes, standards and procedures
- Review of results validation process and trends
- Review of vulnerability assessment processes and trends
- Review of vulnerability prioritization process and trends
- Inventory of critical assets to be protected
- Review of target risk criticality assessment processes
- Review of critical target vulnerabilities
- Review of targets most likely to be compromised by the OWASP Top 10 attacks
- Review of risk acceptance pass/fail criteria

Service Planning and Deployment
An EntIT Software Services specialist will schedule the delivery of the Service at a time mutually agreed upon between EntIT Software and the customer, which shall be during local EntIT Software standard business hours, excluding EntIT Software holidays, unless otherwise agreed by EntIT Software. Any Services provided outside of EntIT Software standard business hours will be subject to additional charges.

The EntIT Software Services specialist perform activities that may include:
- Kickoff of assessment meeting
- Verification of the Customer’s fulfillment of any prerequisites
- Product and Service Process Review
- Documentation of all findings and recommendations
- Knowledge transfer and debriefing

This service will be delivered under the following assumptions and dependencies:
- EntIT Software and the customer agree these services include the provisioning one (1) deliverable; the Health Check Recommendation document
- The Health Check Recommendation document will be delivered in MS Word format with a minimum of five (5) pages

An EntIT Software Services specialist will be available to answer questions during the on-site or remote portions of the service delivery.

Service Eligibility
Prerequisites
The customer must provide the following for delivery of this service:
- Installation and configuration of the EntIT Software FoD on-premise components
in one of the customer’s operational environments or a current subscription to FoD SaaS.

- For any onsite or remote service delivery, fulfillment of any request to grant the EntIT Software Consultant access to the customer’s network and services including but not limited to VPN token and client software, server names and IP addresses, and user credentials with proper permissions
- All documentation related to the customer’s FoD on-premise processes for onboarding, assessment preparation and execution, review and prioritization of security defects, assignment of defects to developers for action, validation of defects remediation, and review of defect status

**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 EntIT Software software or appliances
- Racking of appliances or servers
- Delivery of standard Education offerings
- Performance testing or modeling services that, in the opinion of EntIT Software, are required due to unauthorized attempts by non-EntIT Software personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the EntIT Software-maintained hardware or software
- This service offering does not include the sale of additional EntIT Software products or support services, which shall require the necessary terms and conditions for such purchase pursuant to separate agreement between the parties.
- The services described in this document do not include delivery of services provided by EntIT Software Subcontractor Support, including fixing of software bugs. Customer is responsible for maintaining a valid support contract with EntIT Software and contacting EntIT Software Software Support for support-related issues.
- Any services not clearly specified in this document or services beyond the license limitations of the included products EntIT Software and Customer acknowledge successful completion of this service will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent or similar action by either party is required by any provision of this service, such action will not be unreasonably delayed or withheld. Customer agrees that to the extent its failure to meet its responsibilities results in a failure or delay by EntIT Software in performing its obligations under this service, EntIT Software will not be liable for such failure or delay.

**Customer Responsibility**

- Contact an EntIT Software 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 EntIT Software.
- 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 EntIT Software in facilitating the delivery of this Service.
- Ensure access to developer familiar with the target application source code and build process.
- 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 EntIT Software Services specialist to deliver this Service.
- Retain and provide to EntIT Software 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 EntIT Software may reasonably request. The customer will provide EntIT Software Software and EntIT Software subcontractor staff standard telephone and dial-up or comparable data access to EntIT Software’s Network at industry standard speeds. EntIT Software shall observe the customer work rules and security and safety policies while performing EntIT Software Services at the side of which EntIT Software is informed of in writing in advance and that are not inconsistent with EntIT Software own business practices.

**Duration**

Delivery of this Service will not exceed a total of 40 service hours over five (5) continuous days in duration and may be performed remotely, onsite, or using a combination of remote and onsite. This service includes at most one (1) onsite visits by the Consultant. These estimates are for Customer’s budget purposes and are not a guarantee that EntIT Software can complete all services within the price currently estimated. If EntIT Software estimates that more time or resources are needed to complete the project, the parties will negotiate a mutually acceptable Change Order or EntIT Software will stop work when the Spending Authority is exhausted. EntIT Software will not provide services or invoice Customer beyond Customer Spending Authority unless EntIT Software receives additional authorization from the Customer.

**Terms**

This offering is governed by the terms specified on the legal quotation document (the “Terms”).
All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this Data sheet and the Terms, this Data sheet shall take precedence. For purposes of this Data sheet, “services” mean consulting, integration, professional services or technical services performed by EntIT Software under this Data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by EntIT Software; software as a service; managed print services; 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 EntIT Software 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 EntIT Software employees.

**Authorization to Install Software.** During the provision of services, EntIT Software may be required to install copies of third-party or EntIT Software-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 EntIT Software to accept all Shrink-Wrap Terms on its behalf.

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

All services, including any mentoring will be delivered in English.

EntIT Software may choose to deliver the services with qualified sub-contractors.

**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, EntIT Software’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 EntIT Software 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.

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