

Fortify on Demand Health Check 5-Day Service

Maintain optimal performance with Fortify on Demand Health Check.

Overview

Technology Review

The OpenText 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 OpenText 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.

Implementation

Product and Service Process Review

During the health check, an OpenText Expert may review the following processes as they relate to using the FoD products and services:

- On Boarding of Projects in OpenText 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 OpenText Expert may review the following processes as they relate to the customer's 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

Planning and Deployment

How to Prepare for the Quick Start

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

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

The OpenText Professional Services specialist will perform the following activities:

Kickoff/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:

- OpenText 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

Eligibility

Prerequisites

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

- Installation and configuration of the OpenText FoD on-premise components in one of the customer's operational environments or a current subscription to FoD SaaS.
- For any on-premise service delivery, fulfillment of any request to grant the OpenText 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 on boarding, 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.

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 appliances
- Racking of appliances or servers
- 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
- This service offering does not include the sale of additional OpenText 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 OpenText Software Support, including fixing of software bugs. Customer is responsible for maintaining a valid support contract with OpenText and contacting OpenText Software Support for support-related issues.
- Any services not clearly specified in this document or services beyond the license limitations of the included products

OpenText 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 OpenText in performing its obligations under this service, OpenText will not be liable for such failure or delay.

Customer Responsibility

- Contact a OpenText 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 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 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.
- 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 side of which OpenText is informed of in writing in advance and that are not inconsistent with MOpenText 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 on-site or remotely. If the service is delivered on-site it includes 1 site visit.

These estimates are for Customer's budget purposes and are not a guarantee that OpenText can complete all services within the price currently estimated.

If OpenText estimates that more time or resources are needed to complete the project, the parties will negotiate a mutually acceptable Change Order or OpenText will stop work when the Spending Authority is exhausted.

OpenText will not provide services or invoice Customer beyond Customer Spending Authority unless OpenText receives additional authorization from the Customer.

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.

Connect with Us
www.opentext.com



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.

SKU PS-AA658