

ArcSight SOAR Professional Services

Micro Focus Professional Services experts have developed solutions to accelerate adoption and time to value with ArcSight's Security Orchestration, Automation, and Response Platform (SOAR).

ArcSight SOAR Services at a Glance

SOAR—Operations and Playbook Planning Workshop

Plan your SOAR implementation

SOAR—Implement and Deploy

SOAR Foundational Deployment

SOAR Playbook—Deploy and Tune

Playbook Deployment

SOAR Playbook—Custom Development

Custom Playbook Development and Deployment

Executive Summary

ArcSight SOAR is a highly capable and very flexible platform, designed to meet the unique needs of individual organizations in terms of architecture, policy, and strategy for SOAR. Adopting and maturing the ArcSight SOAR capabilities across your enterprise can be challenging. ArcSight Professional Services can assist with the implementation to ensure that you realize the maximum desired value of SOAR. From the initial planning phases to development of custom SOAR integrations, Micro Focus Professional Services has the solutions to accelerate your time to value.

ArcSight Professional Services Benefits

- Leverage Micro Focus SOAR expertise and best practices
- Enable a common approach to operational processes
- Accelerate time to value and ROI

Available Services

We offer the following preconfigured service offerings and are available to plan custom services to best meet your unique needs:

- SOAR—Operations and Playbook Planning Workshop
- SOAR—Implement and Deploy
- SOAR Playbook—Deploy and Tune
- SOAR Playbook—Custom Development

Each service provides for a portion of the SOAR adoption journey—from planning,

installing, tuning, or maturing with custom integrations.

Operations and Playbook Planning Workshop

The ArcSight SOAR—Operations and Playbook Planning Workshop service provides for a consultant-led (or consultant-facilitated) planning engagement to determine the best SOAR architecture and integrations for your enterprise. During the workshop we discuss business objectives, your enterprise architecture and tools, and solution requirements for SOAR. The workshop identifies strategies and a roadmap for implementing advanced SOAR capabilities that will increase efficiencies through orchestration and automation.

This 80-hour service provides the following:

- Identification of existing and desired security operations state.
- Discuss workflows and use cases for SOAR.
- Discuss identification of the type of playbooks required for your organization.
- Discover and plan for system integrations and the level of automation appropriate for each playbook.
- Identification and planning of response activities for each playbook.
- Review of dashboard and reporting options and selections.
- Development of a prioritized SOAR implementation and maturity roadmap.

Implementation and Deployment

The Implementation and Deployment service provides for the implementation of SOAR capabilities within the ArcSight platform. Once the base functionality is enabled, this offering provides for the deployment, integration, and environmental tuning of select playbooks from the Micro Focus Marketplace. Once this core capability is deployed, knowledge transfer and enablement sessions are provided to help your organization continue to grow and refine your SOAR deployment.

This 120-hour service provides the following:

- Implement and configure SOAR features as an integrated part of the ArcSight platform.
- Deploy up to five of our existing Marketplace best practice playbooks.
- Customize and integrate the five deployed playbooks to your unique environment and tools.
- Provide up to 16 hours of knowledge transfer and SecOps SOAR operational enablement.

Playbook Deployment and Tuning

The Playbook Deployment and Tuning service provides for the deployment, integration, and environmental tuning of select playbooks from the Micro Focus Marketplace.

This 80-hour service provides the following:

- Deploy up to five of our existing Marketplace best practice playbooks.
- Customize and integrate the five deployed playbooks to your unique environment and tools.

Playbook Custom Development

The Playbook Custom Development service provides for the development, deployment, integration, and environmental tuning of a custom playbook. This offering is intended to address the needs of clients with unique use cases or technologies that are not already addressed by the prebuilt playbooks available on Micro Focus Marketplace.

This 40-hour service provides the following:

- Development of one custom playbook integration.
- Deploy the newly developed playbook integration.
- Customize and integrate the newly deployed playbook to your unique environment and tools.
- Operational testing and playbook documentation.

Service Limitations

These service offerings are limited to implementation of ArcSight SOAR within your enterprise. The following activities are *not* included and will require other service offerings:

- Service is limited to current version product capabilities only; this service does not involve development or planning for new product features.
- Custom alerting source integration (e.g., ArcSight Flex Connectors).

The Micro Focus Professional Services Difference

Micro Focus provides unmatched capabilities. We offer a comprehensive set of consulting and implementation services. And our unique intellectual property will help you drive innovation through streamlined and efficient software delivery:

- Proven Micro Focus software solution implementation expertise.
- More than 20 years' experience helping large, complex, global organizations realize value from their Micro Focus software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Education and support services to ensure easy adoption.

Learn more at

www.microfocus.com/en-us/services/enterprise-security-consulting-services
www.cyberresilient.com

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