



Service Description: Advanced Services – Fixed Price

Cisco Security Stealthwatch Proxy Integration Service IT (ASF-CORE-SWPRXY-IT)

This document describes the fixed price Cisco Security Stealthwatch Proxy Integration.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

To purchase the Services, Customer must maintain an active support and maintenance agreement covering the Stealthwatch offerings that are the subject of the Services.

Security Stealthwatch Proxy Integration Service

Service Summary

The Cisco Security Stealthwatch Proxy Integration Service is intended to enable a Customer's Stealthwatch System to have visibility that spans web proxies. The service consists of a proxy adapter component and the services required to integrate a Customer's web proxy with a Stealthwatch Flow Collector.

The service includes:

- Perform Stealthwatch proxy integration for up to five (5) business days during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Service time may or may not be contiguous based on agreement of Cisco and Customer's technical staff.
- Integration up to four (4) like Customer proxies.

The number of proxy flow adapters required is based on the average session throughput rating of the proxy or proxies to be supported.

Stealthwatch installation, configuration, and tuning are not included as a part of this service.

Location of Services

Services are delivered both remotely or on-site to Customer as agreed upon providing up to a five (5) consecutive day engagement. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to four (4) days on-site at a single Customer location within EMEAR and APJC regions during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.

Delivery of Service

Cisco Responsibilities

- Conduct a one hour, pre-assessment phone meeting to discuss current design, readiness, and to schedule the engagement.
- Installation of Proxy flow adapter software component that converts proxy session syslog records to NetFlow records, and then exports the NetFlow records to a Stealthwatch Flow Collector.
- Install and custom configure the proxy flow adaptor including:
 - Plan integration strategy and specification for Customer environment.
 - Install on virtual or physical hosts provided by Customer.
 - Configure adaptor and Stealthwatch components to enable ingest of NetFlow.
 - Configure adaptor for Syslog ingest with assistance from Customer IT administrator performing configuration of proxy services or appliances.
 - Integrate up to four (4) like proxies into the Stealthwatch System.

Customer Responsibilities

- Participate in one hour, pre-assessment phone meeting to discuss current design, readiness, and to schedule the engagement.
- Designate a person to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the service. Customer shall designate a backup when the Customer contact is not available, who has the authority to act on all aspects of the service in the absence of the primary contact.
- Customer's Stealthwatch System is installed, operational, and receiving flows.
- Customer's proxies which may include BlueCoat, Websense, IronPort, or Squid are installed and operational
- Provide knowledgeable staff to assist the Cisco engineer with any questions regarding network connectivity and IP addressing.
- Customer provides a designated server that may be on any Linux platform running kernel version 2.6.x or greater on which the proxy flow adapter can be installed and configured with the following minimum requirements:
 - May be a physical Linux host or a virtual Linux host
 - Must have fifty (50) Gigabytes of available hard drive space
 - Must have one (1) Gigabyte of available memory space
 - Must have one (1) dual core AMD or Intel processor
 - Must have one (1) Gigabyte network interface controller

- Customer's proxy must support and be configured for proxy certificates and the session logs must provide a minimum of attributes, including the following:
 - Source IP address – OR —resolvable source host name
 - Source port (may be configured for constant ephemeral port in configuration)
 - Destination IP address – OR —full destination URL inclusive of resolvable host name
 - Destination port – OR —destination service string identifier – OR – destination URL inclusive of protocol designation (SSL, HTTPS, or HTTP, etc.)
 - Number of data bytes or bits sent to destination address
 - Number of data bytes or bits received from destination address

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer is responsible for obtaining all applicable software licenses.
- Customer will identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers, and project managers.
- Customer will ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer will provide forty-eight (48) hour notice in the event of cancellation of a pre-scheduled meeting.
- Customer expressly understands and agrees that support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein and are limited to completion of activities described above or performance of the Services over a period 5 business days, whichever concludes earlier.
- Customer will provide Cisco with access to Customer's site and facilities as required to enable Cisco to complete the services agreed upon schedule, including where applicable, computers, telecom equipment, facilities, workspace and telephone for Cisco's use during the project.
- Customer retains all responsibility for the security of its network. Cisco shall have no responsibility for, or liability as a result of, any breach in security of Customer's network.

- Customer will provide Cisco with secure VPN remote access for online services activity.
- Customer will provide Cisco employees and/or subcontractors with proper security clearances and/or escorts as required to access the Customer site.
- Customer will provide Cisco with its workplace policies, conditions and environment in effect at the Customer site.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.