



Federal Services (1Yr - 5Days) for RSA SecurID and ID Plus

Model Number:

PS-FED-RSA-5D1Y-S

Effort Estimate: Up to 40 Hours
Consulting Effort

Delivered onsite (1 trip included)

Issuance Date: May 2023



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Project Overview

This RSA Service Brief details the *RSA SecurID and the ID Plus Federal Services (5 days)* service. This service provides product configuration support for ad hoc assistance as prescribed by RSA Professional Services and to address implementation of the recommendations from other services.

Project Scope

An RSA Federal Security Cleared Consultant will work closely with Customer staff to perform the various engagement tasks will work closely with Customer staff to perform the various engagement tasks, which may include the following:

- The services as indicated in this Service Brief and subject to the Effort Estimate
- RSA SecurID and ID Plus implementation assistance planning, including:
 - Manage the overall engagement and conduct pre-engagement teleconference to plan and schedule the engagement's tasks.
 - Confirm recommended configuration enhancements.
 - Ensure that the environment and operational requirements for the implementation (engagement logistics, hardware, software, and infrastructure) are met and, if necessary, provide the Customer with a list of required or beneficial updates.
- Configuration tasks and activities relating to implementation support which may include:
 - RSA ID Plus configuration (e.g., Identity Router configuration, identity source integration, My Page configuration, company settings)
 - RSA SecurID configuration (e.g., Authentication Manager Primary instance and Replicas configuration, identity source mapping, web-tier configuration, patching, and upgrade)
 - Professional Services solutions (e.g., "Prime" toolkit, Help Desk Administration Portal, and Self-Service Portal)
 - Third-party integrations (e.g., RSA Ready Technology Partners, RSA SecurID agent system integrations)
 - Basic Knowledge Transfer to familiarize the Customer with the solution, demonstrating the normal operations as installed in the Customer's environment, or any topic on which the customer needs knowledge

Notes:

"Knowledge Transfer" relates to the solution as proposed for the Customer's environment and is not a substitute for formal RSA Education Services product course offerings. RSA strongly encourages attendance at these courses to gain further insight into the product features, installation, configuration, and administration. Offline preparation for the report generation is counted in the delivery hours.

- Travel up to one trip is included with this service.

Deliverables

The following deliverables are provided in connection with this Service:

- Up to 40 hours of consulting services

RSA Staffing

- RSA provides appropriate personnel to perform the Services specified in the "Project Scope" section. Service is delivered onsite. Some or all services may be delivered remotely.
- In addition to the Effort Estimate, RSA also provides remote assistance for engagement scheduling and coordination.

Customer Responsibilities

- Provide at least one (1) technical contact with system administration responsibilities and appropriate system/information access privileges.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Review and agree on engagement objectives.
- Make appropriate system maintenance window(s) available for RSA as needed to prepare equipment.
- Ensure that all environmental and operational requirements are met prior to commencement of the Services.
- Provide access to the Customer's systems and networks as necessary to perform the Services during RSA's normal business hours, or at mutually agreed-upon times.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Respond in a timely fashion to questions posed by RSA regarding the project.
- Complete all planning and scheduling activities required by customer.

Service Schedule

- The services described in this *Service Brief* are delivered during RSA's normal business hours (9:00 AM-5:00 PM, Monday – Friday, excluding RSA/local holidays).
- Professional Services consultants who need to travel to a client's location will factor travel time as part of their project timeline
- After-hours and weekend consultancy available with 10-day written advanced notice. After-hours/weekend hourly burn rate is double hours (2x).
- Last-minute cancellations of the scheduled implementation sessions will cause a deduction of the total hours for the SKU.
- Unless otherwise specified or agreed by RSA, the Services are performed on consecutive days.
- The anticipated service start date is within thirty (30) days, or a mutually agreed upon start date, after receipt and approval by RSA of the Customer's purchase order for this service.
- Once the Deliverables have been met, RSA Project Manager will notify by email the proof-of delivery (POD) and the project will be considered complete.

Implementation support beyond the Deliverables will be subject to additional fees.

Project Scope Exclusions/Changes

Any additions or changes to the Project Scope must be mutually agreed upon by RSA and the Customer in a separate RSA *Statement of Work* detailing the proposed changes, the impact of the proposed change on pricing and schedule, and other relevant terms. Such changes include, but are not limited to:

- Any additional activities not listed in this *Service Brief*
- Rack installation of physical server appliances and rails
- Modification of the Customer's application software
- Development of custom solutions including, without limitation, scripting.

Fixed Bid Service Fee and Invoicing Schedule

- Invoices are issued upon RSA's receipt and approval of the Customer's purchase order. Customers shall have twelve (12) months from the date of each RSA invoice to use the services described herein ("Service Period"). If a customer fails to use this service within the Service Period, the service shall expire. Under no circumstances shall the Customer be entitled to a credit or refund of any unused portion of this invoice.
- For purchases of multiple service units which includes services for delivery consecutive to the initial 12-month Service Period, invoices shall be issued yearly, and the Service Period shall expire with each unique expiration occurring at the 12-month mark from each of the yearly invoices. The customer's intention to utilize multiple quantities of services concurrently or consecutively must be clearly annotated on the quote to the customer.
- Customer will provide a new or amended purchase order and shall pay additional amounts related to (i) performance of services outside RSA's normal business hours or consecutive days, and (ii) reimbursement of any travel-related expense

This Service Brief is subject to RSA's standard terms and conditions (<https://www.rsa.com/content/dam/rsa/PDF/professional-services-terms-and-conditions.pdf>) for professional services in effect as of the date of approval by RSA of the Customer's purchase order for this engagement. Notwithstanding any rights in standard terms or negotiated agreement, no Termination for Convenience will apply to this offering.

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