



QuickStart implementation for RSA SecurID and ID Plus

Model Number:

PS-RSA-QUICKSTART

Effort Estimate: Up to 40 hours

Delivered Remotely.

Issuance Date: May 2023



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Project Overview

This RSA Service Brief details the *QuickStart Implementation for RSA SecurID and ID Plus*. This service provides customers with the implementation of a strong authentication solution using the RSA SecurID and ID Plus platform. This service provides multiple modes to choose from, including on-premises, full cloud, or hybrid, depending on Customer requirements.

Project Scope

An RSA Professional Services consultant or authorized agent will work closely with Customer staff to perform the various tasks, which may include some or all of the following:

- Perform the services as indicated in this Service Brief and subject to the Effort Estimate
- RSA SecurID implementation engagement planning, including:
 - Manage the overall engagement and conduct pre-engagement teleconference to plan and schedule the engagement's tasks.
 - Discussion-based review of proposed architecture for the planned implementation.
 - 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.
- RSA SecurID and ID Plus implementation for one environment in any of the following modes (pick one):
 - 1. Cloud only**
 - Configuration of the Cloud Authentication Service
 - Installation and configuration of up to three (3) Identity Routers in any of the supported platforms
 - 2. On-Premises**
 - Installation and configuration of a single RSA Authentication Manager Primary instance and up to two (2) Replicas.
Optional Installation of Web Tier (including self-service console and CT-KIP capabilities)
 - 3. Hybrid**
 - Configuration of the Cloud Authentication Service
 - Installation and configuration of a single RSA Authentication Manager Primary instance and up to two (2) Replicas.
 - Deploy and configure embedded Identity routers.
 - Integration and configuration of RSA ID Plus and Authentication Manager, as needed.
 - Integration with a single identity source server (LDAP v3 or Active Directory) for each environment, as applicable.
 - Integration of up to three (3) RSA Ready applications or agents with the RSA Product. (If Customer has agents of the same type, the service includes the configuration of one of these agents with knowledge transfer to permit the customer to configure similar authentication agents independently).
 - Configuration of the deployment to support strong authentication with authenticators such as hardware tokens, software tokens, MFA (Push/Biometrics), FIDO2 (including the [RSA DS100](#) Hardware authenticator), SMS/Voice OTP where applicable.
 - Guiding the Customer through the authenticators' enrollment process
 - Configuration of pertinent SecurID platform capabilities, such as policies and authenticators, aligned with Customer's RSA license.
 - Ensure RSA SecurID and ID Plus deployment aligned with RSA best practices.
 - Assist with Customer's production go-live, up to 2 hours, if applicable.

Travel is not included with this service but can be added as needed with a separate travel SKU.

Deliverables

The following deliverables are provided in connection with this Service:

- A Project Deployment Report, documenting the configuration of the deployment.

RSA Staffing

- RSA provides appropriate personnel to perform the Services specified in the “Project Scope” section. 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.
- Reviewing and agreeing 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 times.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify that the equipment location (work site) is prepared to perform the engagement services.
- 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).
- After-hours and weekend consultancy available with 10-day written advanced notice. After hour/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 e-mail 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*.
 - Modification of the Customer's application software.
 - Development of custom solutions including, without limitation, scripting.
 - Activities relating to traditional on-prem hosted authenticators (hardware/software) in excess of 1,500 RSA users.
 - Certain OTP authentication methods are not included in this service, specifically on-prem on-demand authentication (SMS text or e-mail) and Risk Based Authentication.
- Integration with applications that do not have approved support or that are not documented with RSAs integration guides as indicated on [RSA Link](#)

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 customer fails to use this service within the Service Period, the service shall expire. Under no circumstances shall 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 expenses.

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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