

SERVICE DESCRIPTION

QuickStart Service for Prisma Cloud CSPM - Small

1. Introduction

This service description document (“Service Description”) outlines the Palo Alto Networks QuickStart Service for Prisma Cloud – Cloud Security Posture Management (CSPM) – Small (“Services”).

By placing a purchase order (“Purchase Order” or “PO”) for the Services, customer (“Customer”) is purchasing Palo Alto Networks QuickStart Service for Prisma Cloud CSPM – Small and agrees to the terms in this Service Description. The term of the Services shall commence upon Purchase Order acceptance by Palo Alto Networks, Inc. and shall continue for, and must be used within, a period of six (6) months. Any extension of the term must be mutually agreed to by the parties, and neither party shall unreasonably withhold such agreement.

Palo Alto Networks will provide Services on the Customer’s existing security infrastructure to Palo Alto Networks hardware and software offerings (collectively “Products”) described in the Deliverables section of this Service Description.

1.1. Public Sector Customers

Public Sector customers, which term shall include but may not necessarily be limited to customers in and related to the federal government, state and local governments, education (both K-12 and higher education), and other quasi-governmental entities (collectively “Public Sector Customers”) shall purchase the Services in this Service Description through a Palo Alto Networks authorized partner only and not directly from Palo Alto Networks. Any Services performed by Palo Alto Networks through this Service Description will be in support of the partner prime contractor’s contractual obligations. This Service Description shall in no way create a contractual obligation between Palo Alto Networks or its subsidiaries and any Public Sector Customers or government end user. For purposes of Public Sector Customers only, the following sections will not apply: Section 5 (Travel Expenses for On Site Work), Section 8 (Fees and Payment) and Section 9 (Terms and Conditions). Further, any references to payment of travel expenses due to cancellation shall not apply to the extent that any aspect, term or condition of this Service Description contradicts any applicable rule, law or regulation such rule, law or regulation shall take precedence over that term or condition.

2. Scope of Services

The Customer may purchase Services for

- Prisma Cloud CSPM (Cloud Security Posture Management)

The scope for Prisma Cloud CSPM is documented in Sections 2.1 and 2.2 respectively.

The Palo Alto Networks part number covered by this Service Description is:

SKU	Description
PAN-CONSULT-PRISMA-CSPM-QS-SMB	QuickStart Service for Prisma Cloud CSPM for Small Customers

The Services included in this Service Description may be used for Prisma Cloud (CSPM).

2.1. Prisma Cloud Enterprise (CSPM)

The Services include project management, planning, configuration, validation, documentation, and knowledge transfer. The specific deliverables (“Deliverables”) included in the Services are defined in Section 3.

The objective of the Services, to be agreed upon at project kick-off, is to provide the Customer with activation of Prisma Cloud monitoring for up to three (3) Cloud accounts.

2.1.1. Service Parameters

Parameter	In Scope	Description
Prisma Cloud Onboarding	3 Accounts/ 1 Org	Onboarding Cloud Accounts/Orgs
Prisma Cloud Alert/Compliance Reports	3	Configuration of Prisma Cloud Alert/Compliance Reports
Custom Run Policies	3	Configuration of Custom Run Policies
Third Party Integration	1	Integration with one (1) of the supported third party integrations, for example, Splunk, Cortex XSOAR, or Slack
SSO Configuration	1	Configuration of Prisma Cloud SSO Parameters
Alert Burndown four (4) hour Sessions	2.5	Ten (10) hours of sessions to remove unnecessary Alerts
Alert Rules	5	Add five (5) custom alert rules
RBAC Configuration	1	Configuration of User Accounts and Roles
Knowledge Transfer four (4) hour sessions	2	One (1) session at the beginning of the engagement, and a session at the end of the engagement for Knowledge Transfer
As-Built Document Completion	1	As-Built Document to be Delivered upon project completion

2.1.2. Planning

Palo Alto Networks will, with Customer's participation, conduct planning activities and a project kick-off call. The project kick-off will include review of the project requirements (new deployment), discuss milestone timelines, identify the Customer's project team members and follow-up action items.

Palo Alto Networks will provide a predefined Project Plan, as defined in Section 3, and perform one (1) review with the Customer team for the addition of Customer specific requirements/feedback. The final Project Plan will be mutually agreed to prior to moving to the next phase of the project.

2.1.3. Discover

Palo Alto Networks will provide a Technical Requirements Document ("TRD"), as defined in Section 3. Palo Alto Networks and the Customer will meet using remote web-meeting or conference call to review and establish requirements for the TRD as follows:

- Provide system and integration requirements of Prisma Cloud CSPM
- Discuss the access requirements to the Public Cloud Provider
- Discuss the Public Cloud Provider requirements
- Prepare technical detail gathering sheet for implementation
- Document and review technical details with Customer

Palo Alto Networks will provide a draft TRD for Customer review and feedback. If the Customer does not provide feedback, the draft will be considered accepted. The final TRD will be delivered to the Customer prior to moving to the next phase of the project.

2.1.4. Configuration

Palo Alto Networks will, with the Customer's assistance, perform an initial remote Prisma Cloud configuration. The configuration parameters are as follows:

- Activation of Prisma Cloud monitoring for up to three (3) Cloud accounts or one (1) Organization
- Configuration of three (3) Prisma Cloud Alert/Compliance Reports
- Creation of up to three (3) basic Custom Run Policies
- Integration with one (1) supported third party tool, for example, Splunk, Cortex XSOAR, or Slack
- SSO Configuration
- Two and one half (2.5) Alert Burndown sessions (4 hours each) to remove unnecessary Alerts as described in Section 2.1.1
- Creation of up to five (5) custom alert rules
- RBAC Configuration for Roles and User Accounts

2.1.5. Knowledge Transfer

Palo Alto Networks consultant will provide knowledge transfer upon completion of all the tasks identified above in Sections 2.1.2 through 2.1.6. The sessions will include a description of the as-built environment, and a transfer of information on how to manage and operate the environment. Knowledge transfer will be conducted in two sessions for up to four (4) hours, for up to eight (8) participants. Knowledge transfer activities can include:

- Review as-built environment
- Review the actions and decisions that were taken during the validation phase and work with proper resources for management knowledge transfer
- Review the actions and remediations taken during the different phases of the project to go over an operations knowledge transfer

2.1.6. Service Specific Customer Obligations, Assumptions and Exclusions

Customer Obligations

Prior to the delivery of the Services, Customer will ensure that:

- All Palo Alto Networks Products are registered on the Palo Alto Networks support site.
- All Palo Alto Networks licenses/activation codes are available to be utilized.

Prior to creation of the TRD, the Customer must complete the following items:

- Assignment of project lead resource
- Signed, proper non-disclosure agreement requests if needed
- List of approved Cloud providers and Integrations to be connected for the professional services engagement
- Proper administrative accounts for Cloud providers
- Network diagrams
- Authentication codes and serial numbers registered and activated via Palo Alto Networks support portal site

Customer is responsible for scheduling proper resources that will be responsible for making decisions based on access and remediation actions for results found from policy reports.

Assumptions

The following assumptions will apply to the Services:

- Palo Alto Networks will perform all work using remote access
- All Deliverables will be provided in English

Exclusions

This Service Description is based upon, and is subject to, the following exclusions:

- Any cloud activities not related to network security using the Palo Alto Networks platform
- Automation or scripting of Prisma Cloud Console will not be covered by this project

- Palo Alto Networks will not provide any guidance on API calls
- Automation or orchestration workflow design and configuration, and automation of policy or Infrastructure as code are excluded from Policy tuning services

3. Deliverables

The following Deliverables will be provided in accordance with the Services:

PROJECT DELIVERABLES	
Project Deliverable	Deliverable Criteria
Project Plan	Capture project management requirements <ul style="list-style-type: none"> • Milestones • Task/activities • Owners • Timeline
Prisma Cloud TRD	The Technical Requirements Document includes the following: <ul style="list-style-type: none"> • Outline the planned production environment of the cloud Security policies and operational procedures with the cloud environment that were agreed on during the initial architectural review phase
As-Built Configuration Document	Document the “as implemented” configuration of the deployed Solution

4. Project Resources and Designated Place of Work

Palo Alto Networks will assign project resources with the appropriate skills to deliver the Services and agreed upon Deliverables including, but not limited to, a project manager to serve as a single point of contact for the administration and management of the Deliverables. Palo Alto Networks resources may be subject to change at any time throughout the project, and Customer will be notified by Palo Alto Networks as soon as practicable of any such changes.

5. Travel Expenses for On-Site Work

The Services will be performed remotely. Travel and Expenses (“T&E”) are not included in the price of the Services. Any travel by Palo Alto Networks will be mutually agreed upon before the travel occurs. Fees for travel-related costs are purchased and billed separately.

6. Scheduling

Palo Alto Networks resources work a normal work day of eight (8) hours and will adhere to the Customer’s local business hours. In addition, Palo Alto Networks resources will adhere to the local Palo Alto Networks office holiday schedule. Any Services performed after normal business hours and on weekends must be approved in advance by Palo Alto Networks management.

Cancellation of a working session without a minimum of two (2) business days advance notice may cause: (i) delay in the performance of the Services; and (ii) risk the completion of the Services within the term of this Service Description. In the event of a delay due to a late

cancellation, Customer may be required to purchase additional Services to complete the project. Any delays due to Customer's late cancellation shall be at no fault of Palo Alto Networks.

7. General Customer Obligations, Assumptions and Exclusions

Palo Alto Networks obligations, and the Services, are subject to Customer complying with the Customer obligations, assumptions, and exclusions listed below. Successful and timely completion of the Services are subject to Customer meeting its obligations under this Service Description and Palo Alto Networks shall not be responsible for any delay due to Customer's non-compliance of its obligations.

Customer Obligations

Prior to the delivery of the Services, Customer will:

- Provide a project manager or other single point of contact ("SPOC") for the project who will be responsible for:
 - Providing all information, as requested by Palo Alto Networks, in a timely manner.
 - Acting as the central point of contact to Palo Alto Networks.
 - Coordination of Customer resources engaged in the project. Customer's technical resources should be qualified on Palo Alto Networks Products.
- Be responsible for procurement of any and all licenses for the Palo Alto Networks Products and provide to Palo Alto Networks professional services consultant(s) upon request.
- Provide Palo Alto Networks professional services consultant(s) with existing and up to date documentation including, but not limited to: topological diagrams, design documentation, up-to-date configurations, and change management policy documentation.
- Advise Palo Alto Networks of any:
 - Special security, health, and safety matters applicable.
 - Relevant project management meetings related to the project and/or Services, and permit Palo Alto Networks to attend such meetings as appropriate.
- Be responsible for managing all other vendors including, if applicable, Customer's managed services partner or systems integrator.
- Be responsible for any and all configuration changes to any non-Palo Alto Networks Products.
- Provide prompt written notice to Palo Alto Networks as soon as Customer becomes aware or has reason to believe that: Customer will not meet any of the Customer obligations under this Customer Obligations section, and/or if any of Palo Alto Networks assumptions will not occur or are inaccurate.
- Provide any additional equipment, such as network analyzers, test equipment, and/or laboratory equipment that are not provided by Palo Alto Networks, but necessary to perform the Services.
- Ensure that Palo Alto Networks personnel may access and use Customer's and third-party licensors' proprietary materials as necessary for Palo Alto Networks to

perform the Services. Customer warrants and represents that it has the right and authority to grant such access and use to Palo Alto Networks and hereby grants Palo Alto Networks the rights to use and access such proprietary materials as needed for Palo Alto Networks to perform the Services.

- Accept as agreed upon and final the detailed software/hardware specifications and scope set forth herein prior to execution of this Service Description.

Assumptions

Throughout the delivery of the Services, Customer will:

- Upon request or as needed, provide access to the skilled subject matter and technical experts within Customer's (or their third-party vendor) organization for Palo Alto Networks to perform the Services.
- Perform all responsibilities and obligations specified under this Service Description in a professional workmanlike manner to facilitate timely completion of the Services.
- Provide direct remote access to the Palo Alto Networks equipment to be worked on via a Palo Alto Networks owned laptop.
 - Where direct remote access cannot be provided to Palo Alto Networks owned laptops, Customer shall provide alternative laptops with appropriate capabilities and connectivity, or other functionally equivalent connectivity.

Exclusions

This Service Description is based upon, and is subject to, the following exclusions:

- The Services will not commence until Palo Alto Networks has received a non-cancellable PO for the Services.
- Palo Alto Networks is responsible for providing only the Services with the associated tasks and Deliverables described in this Service Description. Palo Alto Networks shall have no responsibility for other contractors or third parties engaged by Customer or another third-party during delivery of the Services unless expressly agreed to in writing.
- Palo Alto Networks shall not be responsible for any delays caused by Customer or any third-party.
- Services are non-transferrable.

8. Fees and Payment

If Customer is purchasing the Services directly from Palo Alto Networks, payment terms for the Services are subject to the terms set forth in Section 2 of the Professional Services Agreement. Fees for Services purchased through an authorized reseller or distributor shall be paid directly to such authorized reseller or distributor.

9. Terms and Conditions

Palo Alto Networks professional services shall be subject to the [Professional Services Agreement](https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-network-agreement.pdf).
https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-network-agreement.pdf

[ks-professional-services-agreement.pdf](#), unless the parties have entered into a separate written agreement that is identified as the governing agreement (either, “Agreement”).

In either case, the applicable Agreement shall be incorporated by reference into this Service Description. In the event of any material conflict between the terms in the Agreement and the terms in this Service Description, the terms in this Service Description shall control.

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