



LogLogic® SmartAudit Packaged Services

Services Overview

The SmartAudit Packaged Services are designed to provide an overall health check of their LogLogic appliances and assist customers with taking corrective action if any deficiencies are discovered. SmartAudit is done remotely by LogLogic engineering staff.

The SmartAudit service duration is 1 day per appliance.

System Audit

This service is performed remotely. This section covers getting access to the targeted systems and performing various checks at the OS level and Database level. The goal is to ensure the system is operating normally and that no database corruption is taking place.

System Audit will include the following items:

- System disk usage
- Log Collection health
- Log Collection rate
- Database Integrity
- Database processing disk usage
- File Pull health
- Local Agent health (i.e. Check Point)
- Log Forwarding health

Corrective Action

This service is performed remotely. Based on the results from the System Audit the operator may involve Customer Service or Engineering to tune the LogLogic appliance.

Corrective Action can include the following items:

- Correct configuration issues
- Database clean up
- Software updates

REQUIREMENTS

1. Customer will provide appropriate resources to assist consultant with all necessary support throughout the implementation process.
2. Customer will complete Pre-engagement Checklist for the services.
3. Customer will provide access to the Appliances' SSH and WEB interfaces; Access to the Appliances' real-time viewer; and allow FTP, SCP, HTTPS.
4. The services may be performed by a LogLogic authorized partner who is certified in the LogLogic Products. LogLogic will remain responsible to Customer for the performance of the services by any partner.
5. The services shall be deemed completed upon delivery unless Customer notifies LogLogic of any deficiencies within two (2) business days. LogLogic, as its sole obligation, will correct the deficiencies or re-perform the services at no additional cost to Customer.
6. The terms and conditions of Customer's LogLogic license agreement relating to confidentiality, intellectual property rights, billing and payment terms (if applicable), and limitation of liability shall apply to the performance of the services by LogLogic.

More information

Visit www.loglogic.com, contact a LogLogic representative by e-mail at info@loglogic.com, or phone 1.888.347.3883.

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