



LogLogic® SmartStart Packaged Services

Applicable for the Loglogic LX, ST, MX, MA, AP, DS, and LG appliances

Services Overview

SmartStart Packaged Services are designed to get customers up and running on LogLogic's solutions quickly and efficiently. SmartStart services, available in 2, 3, and 5-day packages, are designed to architect, implement and verify customers' LogLogic solutions. The package duration is determined using an easy-to-use point-based system, and is dependent on the number of log sources and complexity of the customer's implementation.

2-day SmartStart Package: Up to 2 appliances, maximum of 75 log sources and up to 20 points

3-day SmartStart Package: Up to 3 appliances, maximum of 200 log sources and up to 30 points

5-day SmartStart Package: Up to 5 appliances, maximum of 500 log sources and up to 50 points

Each package consists of three phases: Consultation, Implementation, and Verification.

Service	Package	Points	Description
Consultation	2-Day SmartStart	2 or 5	2 for less than 50 log sources
	3-Day SmartStart		5 for more than 50 log sources
	5-Day SmartStart	2, 5 or 8	2 for less than 50 log sources 5 for more than 50 log sources 8 for more than 200 log sources
<ul style="list-style-type: none"> Evaluate scope of log sources that require connection to LogLogic appliances Assess requirement of LogLogic hardware Verify configuration of network connectivity Guide customer through Log Source Preparation Process 			
Implementation	2-Day SmartStart	1 – 20	1 per 10 Syslog log sources
	3-Day SmartStart		1 per 2 file transfer log sources
	5-Day SmartStart	1 – 40	1 per LEA, Agent, Collector or Database log source
<ul style="list-style-type: none"> Validate initial system hardware and configure network connectivity Configure user accounts Validate that all log sources are being received and logging in the appliances Create required files based log collection schedules Build log routing rules to forward data from LX's to the ST archiving device Customize existing reports and alerts from the LogLogic Compliance Suite Configure reports required by customer for which there are no agile reports and are supported as Index reports Select correct log sources and configure schedule for all reports Coaching and learning begins 			
Verification	2-Day SmartStart	2 or 5	2 for less than 50 log sources
	3-Day SmartStart		5 for more than 50 log sources
	5-Day SmartStart	2,5,10	2 for less than 50 log sources 5 for more than 50 log sources 10 for more than 200 log sources
<ul style="list-style-type: none"> Verify all in-scope log sources are received properly by the appliance; this includes all Syslog sources, Lasso (Windows) and other collectors Verify sources are logging sufficiently detailed audit information for LogLogic Compliance Suite reports Verify reports are running accurately Troubleshoot and tune Compliance Suite reports Document customer's Compliance Suite settings Train customer on running daily, weekly and ad-hoc reports and on building effective alerts Knowledge transfer begins 			

REQUIREMENTS

1. Customer will provide a safe work space and appropriate contract badge for the onsite portion of the engagement.
2. Customer will provide appropriate resources to assist consultant with all necessary support throughout the implementation process.
3. Customer will complete Pre-engagement Checklist and Log Worksheet prior to engagement. It is highly encouraged that Customers have appliances installed and on the network prior to our arrival.
4. Customer will configure and provide access to any external Radius or TACACS authentication servers if required for user account creation.
5. Customer will provide a list of all log source IP addresses to be included in the solution, an overall architecture diagram and any network diagrams required to by LogLogic to understand the flow of log data.
6. Customer will provide their requirements for backing up of ST data to NFS mount points; Customer will provide NFS mount points.
7. The SmartStart Package does not include formal or course-led training on the LogLogic product.
8. For Syslog capable log sources, customer will configure Syslog service at the log sources to send to the LX/ST.
9. Customer will install and configure LASSO (in server or agent mode) to capture and send Syslog for all Windows devices reporting to the LX/ST.
10. Customer will install/configure collector agents required (i.e. AS/400) to deliver reporting to the LogLogic appliances.
11. Customer will provide logging level policies and definitions for all non LogLogic devices participating in this solution. LogLogic requires the logging levels in those source systems be adequate to support the business requirements.
12. Customer will enable their networks to allow Syslog or other messaging required to support the collection of log data by the Appliances; Access to the Appliances' SSH and WEB interfaces; Access to the Appliances' real-time viewer; and allow FTP, SFTP, SCP, HTTPS access from the Appliance's in support of file log collection.
13. Customer will ensure there is a single LogLogic management domain for all logging devices (e.g. Firewalls; Windows and Linux Servers; Cisco routers and switches; AS400, and Lab systems).
14. Customer will provide scoping guidelines for LogLogic management station (for example, will there be business unit, geographic, topology related grouping of the data).
15. Customer will map LogLogic reports/alerts to internal control frameworks (as needed).
16. Customer will work with LogLogic in developing report distribution requirements and in report testing.
17. Customer will integrate any LogLogic supplied reports into existing reporting process if required.
18. Customer will develop a file rotation and retention policy for log data that needs to be retrieved by the LogLogic appliances via SFTP, FTP, HTTP, HTTPS, or SCP. LogLogic will not be responsible for log file retrieval failure or recovery. An alarm will be built and sent to destination designated by Customer for rescheduling or resolution.
19. 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.
20. The services shall be deemed completed upon delivery unless Customer notifies LogLogic of any deficiencies within three (3) business days. LogLogic, as its sole obligation, will correct the deficiencies or re-perform the services at no additional cost to Customer.
21. 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.
22. Actual travel fees and expenses will be billed in addition to the amounts paid for the SmartStart services.

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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