PCI Design Implementation Service

Service: PCI Design Implementation Service
Date: September 2018
Order Code: Contact Professional Services Management Team at PS@extremenetworks.com

Extreme Network's PCI Design Implementation service stages, configures and tests the hardware and software specified by Extreme Network's PCI Network Design service, addressing both the wired and wireless network comprising the Cardholder Data Environment (CDE). This service focuses on four principal phases: project planning, equipment staging, equipment installation and acceptance testing. NOTE: Extreme Network's PCI Network Design service is a prerequisite for this service.

Our Responsibilities

Overall Scope

Under this service, we will:

- With customer team, prepare project plans, Scope of Delivery (SOD) and acceptance test criteria.

- Review the PCI Network Design with the customer and gain agreement to proceed with implementation.

- Stage equipment (hardware and software) at our location, and ship equipment to customer.

- Install and integrate equipment at customer facilities.

- Perform acceptance testing on integrated network.

- Conduct project review and provide complete project documentation at closeout.

- Create as-built documentation and conduct implementation review with customer.

Project Coordination

We will designate an Engagement Manager to lead the design implementation effort and, as part of the pre-on-site phase, coordinate logistics and scheduling with the customer's Point of Contact (POC) for performing the service..

Delivery Team

We will provide one (1) or more network consultant(s)/advisors, working under the direction of the Engagement Manager, to perform the PCI Design Implementation service tasks. We may engage its channel partners to deliver on-site implementation services under the direction of the Engagement Manager.

Scope of Delivery (SOD)

Prior to beginning the engagement, we will prepare and deliver an SOD, including a service project schedule which will define the scope and boundaries for the services and provide detailed information about the service content to be performed and delivered as part of the project.

Service Process

During the service engagement, we will:

Conduct Pre-Engagement Activities with Customer Team

- Schedule a project kickoff meeting.

- Conduct SOD development meetings with customer team, leading to completion, delivery and customer approval of the project SOD.

- Create and approve an Acceptance Test Plan (ATP) for the CDE network.

- Prepare the project schedule.

- Conduct a design review with the customer.

  - Create and approve the equipment list, identifying hardware, and software vendors.

  - Verify all physical facility requirements have been met (for example: Heating, Ventilation, and Air Conditioning [HVAC]; power; floor and rack space).

  - Customer provides notice to proceed with the implementation by signing the SOD.

- Update project schedule with equipment lead times.

Stage Equipment at Our System Integration Test Laboratory

- Work with customer to activate hardware and software support.

- Receive hardware and software at our System Integration test laboratory.

- Perform Powered-On-Self-Test (POST) on hardware.

- Arrange with customer for defective hardware to be returned to supplier as necessary, and replaced during staging period.

- Establish initial hardware and software configuration.
  - Work with customer to establish IP plan, and where necessary, assign static IP address to hardware.
  - As necessary, load Operating Systems and apply any patches provided by supplier.
  - Install and configure any software applications provided.
  - Set "staging" passwords, which will be supplied to customer at project closeout.

- Install and activate customer-provided software licenses.

- Ship staged hardware and software to customer site.

Deliver and Integrate Hardware and Software Onto Customer Network

- Customer accepts and enters into its asset control system all staged hardware and software shipped from us.

- Physically install hardware.
  - Racking.
  - Power provisioning.
  - Cabling.

- Complete equipment integration.
  - Implement IP plan.
  - Configure routing and switching.
  - Configure all security devices, such as firewall, Intrusion Detection System (IDS) and authentication servers.
  - Integrate installed equipment with network management tools and applications.

Conduct Acceptance Testing

- Generate as-built documentation, including but not limited to:
  - Logical network diagram showing network connectivity, network zones, IP subnets and equipment rack layout diagram.
  - Implementation architecture report documenting a description of the network and how each of the design requirements has been met.
  - IP address plan with IP addresses for all devices and showing how the overall IP network is broken down into subnets.
  - As-built equipment list (hardware and software), device configurations, and password list.
  - Licensing, support and warranty information.

- Review ATP with customer team.

- Conduct a "dry run" and resolve any outstanding issues prior to formal acceptance test.

- Schedule and complete acceptance testing, witnessed and signed-off by customer.

Perform Follow-Up Activities and Project Closeout

- Finalize as-built documentation and review with customer.

- Identify open actions and plan for resolution.

- Complete resolution of open actions.

- Deliver as-built documentation to customer.

- Obtain customer acceptance (project sign-off).

Customer Responsibilities

Confirmation of Scope

Customer will receive and must acknowledge in writing the PCI Design Implementation service SOD and terms of service provided by us in advance of us beginning this engagement.

Contacts

Customer must appoint at least one (1) project POC responsible for coordinating logistics, schedules and technical information with our Engagement Manager. The POC must be knowledgeable of the project objectives and able to assist our Engagement Manager in answering any technical or business process questions. The POC must also be empowered to act for the customer where approvals of our deliverables are required during the service engagement. Customer's partners, consultants or any third parties involved in the project shall likewise provide access to their resources, and shall not restrict access by us to customer resources.

Service Questionnaire

Customer is responsible for working with us to complete the Service Questionnaire and all responses thereto as part of the requirements gathering portion of the service.

Access to Resources

Customer must provide appropriate access to the physical sites and personnel to enable us to perform the service. Customer is responsible for all fees incurred, including labor costs and any customer-contracted third-party services, to provide such access.

Access to Essential Documentation

Customer must provide access to applicable documents and other written information required by us to perform this service. Customer must also provide us with specific information pertaining to the IT hardware and software associated with payment card data in transit or at rest.

PCI Network Design

Extreme Network's PCI Network Design service is a prerequisite for this service. If Extreme Network's PCI Network Design service has not been performed, customer agrees that it will be conducted by us as an addition to the scope of this service, at an additional charge. We will not implement a third-party design with this service.

Equipment Purchase

Customer is responsible for purchasing, at its own expense, all specified equipment (hardware, software, licenses and related services), including but not limited to network devices, Operating Systems, software applications, device and server licenses, and service agreements. Alternately, we may supply some or all of the specified equipment for customer. In this case, customer is responsible for purchasing this equipment from us at the agreed-upon price upon delivery of the staged equipment to customer. For more information, see "Asset Ownership" below.

Asset Ownership

Upon delivery of staged equipment at customer's premises, customer is responsible for entering the equipment into its Asset Control system and will immediately accept ownership and responsibility for these items.

Licensing and Support

During the staging portion of this service, we will activate licenses and support for the equipment purchased by customer, where necessary. Customer is responsible for the cost of all licenses and service agreements and for facilitating activation with us or any third-party suppliers as necessary. This may include, but is not limited to, providing proof of purchase information on our behalf.

Warranty and Support for Customer-Purchased Equipment

Customer is responsible for facilitating warranty repairs, including replacement, as necessary for its purchased equipment during the staging, integration, and acceptance testing portions of this service. We are not responsible for project schedule delays resulting from equipment failures not caused by us.

Access to Network and Security Information

Customer must provide us with access to required documentation to assist in our understanding of customer's existing CDE and security design. Such documents may include, but are not limited to:

- Network design documents; network architecture standards, policies and guidelines.

- Security policies and procedures; security architecture and access control documents.

- Results of past vulnerability scans, penetration tests and security assessments.

- Network management systems definition, security software update processes, configuration management plans, data backup and off-site storage details, and definition of CDE-related services performed by third parties.

Network Access

Customer must provide network access to enable us to complete integration and acceptance testing activities. This access is required to complete the tasks outlined within the SOD. If access is unavailable, customer must provide appropriate technical resources and workarounds to enable completion of the activities outlined within the SOD.

Project Support

Customer must complete any and all tasks assigned by us as part of the service engagement in a timely manner in keeping with the overall engagement schedule.

Safety Rules

Customer must provide any site safety rules to us in advance of the engagement.

Administrative Resources

To facilitate the on-site portion of this service, customer must provide reasonable office space, including customer's standard office furnishings, telephone with voicemail, Internet access, access to mail and e-mail systems, access to meeting/conference room, parking at or near the facility where the office space is provided, and such other reasonable requirements identified by us. Customer is responsible for all costs incurred with the use of these amenities.

Limitations and Restrictions

1. Extreme Network's PCI Design Implementation service does not guarantee the security of the customer's cardholder data. Customer bears full responsibility at all times for the protection of this data. We disclaim all responsibility, financial or otherwise, for breaches of security that compromise or potentially compromise customer or its customers' cardholder data. See Extreme Network's terms and conditions of service for additional details.

2. Extreme Network's PCI Design Implementation service does not include a Payment Card Industry (PCI) Data Security Standard (DSS) audit. This service implements a design prepared by us in response to gaps identified in a PCI DSS assessment, or through a PCI DSS audit performed prior to this service. Customer is responsible for completing a PCI DSS audit following completion of this service.

3. Extreme Network's PCI Design Implementation service does not include preparation of the design to be implemented through this service. We offer a separate PCI Network Design service for this purpose, which is a prerequisite of the PCI Design Implementation service.

4. This service is not designed to implement a third-party network design.

5. Service delivery and documentation is available in English only unless otherwise agreed to by us in advance in writing.

6. This service requires at least four (4) weeks advance notice from the acceptance by us of a purchase order for planning the on-site work.

7. Customer can request changes to this service. However, any such changes must be confirmed in writing and signed by authorized representatives of both the customer and us. A reasonable price adjustment may be made if any change affects the time of performance or the cost to perform the services.

8. If delays occur in our performance of the PCI Design Implementation service that are caused by the customer's actions or omissions during the project, we reserve the right to modify the performance schedule or identify a reasonable increase in the service price.

Availability

To check availability in a particular country or for further details, please contact the Professional Services Management Team at PS@extremenetworks.com.