# PCI Network Design Service

**Service:** PCI Network Design Service
**Date:** August 2018
**Order Code:** Contact Professional Services Management Team at PS@extremenetworks.com

Extreme Networks PCI Network Design service addresses network design, security, manageability, interoperability and scalability gaps to help customers create a Cardholder Data Environment (CDE) that is compliant with Payment Card Industry (PCI) Data Security Standard (DSS) requirements. PCI Network Design utilizes the output from Extreme Networks PCI Planning and Assessment service, where specific network infrastructure gaps versus the PCI DSS are identified, and delivers a design to help close those gaps. Extreme Networks PCI Network Design service focuses on four (4) elements: network design, security architecture, network management and physical facilities.

NOTE: Extreme Networks PCI Planning and Assessment service is a prerequisite for this service.

## Responsibilities

### Overall Scope

Under this service, we will:

* With customer team, gather PCI DSS and functional requirements against which the PCI Network Design will be developed.

NOTE: the requirements will be based on a PCI DSS Gap Analysis of the CDE conducted in the PCI Planning and Assessment service

* Create and document architecture for the CDE meeting these requirements.

* Review the design with customer team for concurrence.

* Deliver a detailed design report to the customer.

### Project Coordination

We will designate an Engagement Manager 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.

### 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

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

* Request necessary documentation pertaining to the CDE from customer team

#### Perform Requirements Gathering Tasks

* Conduct on-site interviews with customer team

* Review PCI Planning and Assessment reports and current status of identified gaps

* Run software tools on customer network to profile network traffic and gather statistics

NOTE: We will not capture packet data, nor view or record any cardholder data

* Deliver a service questionnaire and review it with customer team

* Identify architecture gaps as of the date this service is performed to close with the PCI Network Design service

#### Develop and Document PCI Network Design:

Network Infrastructure: We will create a CDE network architecture that meets the PCI DSS compliance requirements as of the date this service is performed. This element may address, but is not limited to, the following areas:

* Network bandwidth

* Equipment redundancy

* Routing architecture

* Network topology

* CDE network segmentation

* CDE interconnection to external networks

**Security Architecture** — We will develop processes to meet customer and PCI DSS security policies. This portion of the service will address:

- Firewall architecture
- Cardholder data encryption
- Authentication and audit logging
- Network infrastructure hardening

**Network Management Design and Review** — We will create a CDE management and maintenance design

**Physical Facilities** — We will define the physical facilities requirements necessary to implement the design elements established by the Network Infrastructure, Security Architecture and Network Management elements

### Conduct Design Review With Customer Team

- Conduct a detailed design review detailing PCI network infrastructure design gaps and proposed changes
- Provide design deliverables as defined in the SOD, which may include:
- Network diagrams
- Security architecture diagram
- Full proposed software and equipment list
- IP plan
- Physical requirements for implementing the design, including, power, Heating, Ventilation and Air Conditioning (HVAC), rack layout, and floor space

### Perform Follow-Up Activities

- Clarify and respond to questions arising after the formal design review presentation
- Discuss next steps with customer towards implementing design (PCI Design Implementation service)

# Customer Responsibilities

### Confirmation of Scope

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

### Contacts

Customer must appoint at least one (1) Project Manager who will coordinate logistics, schedules and technical information with our Engagement Manager, and one (1) technical POC who is trained and knowledgeable of the project objectives to assist our Engagement Manager and answer any technical or business process questions. 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 Planning and Assessment

Extreme Network's PCI Planning and Assessment service is a prerequisite for this service. The PCI DSS gap analysis developed during Planning and Assessment is vital to the success of this service. If Extreme Network's PCI Planning and Assessment service has not been performed, customer agrees a PCI DSS gap analysis will be conducted by us as an addition to the scope of this service, at additional charge.

## 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 temporarily install data collection software. 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 Network Design service does not guarantee the security of customer 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 data. See Extreme Network's terms and conditions of service for additional details.

2. Extreme Network's PCI Network Design service does not include Extreme Network's prerequisite PCI Planning and Assessment service. If this service has not been performed, a PCI DSS gap analysis is required at an additional customer expense.

3. Extreme Network's PCI Network Design service does not include implementation of the design produced under this service. We offer a separate PCI Design Implementation service for this purpose.

4. This service does not include the cost to acquire, install, license or configure any hardware or software recommended as part of the design produced under this service.

5. 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.

6. Customer can request changes to the Extreme Network PCI Network Design service. However, any such changes to the service 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.

7. If delays occur in our performance of the PCI Network Design 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.

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