

SERVICE DESCRIPTION

Professional Services for Prisma Cloud CWP Optimization

1. Introduction

This service description document (“Service Description”) outlines the Palo Alto Networks Professional Services for Prisma Cloud CWP Optimization offering (“Services”).

By placing a purchase order (“Purchase Order” or “PO”) for the Services, customer (“Customer”) is purchasing Palo Alto Networks Professional Services for Prisma Cloud CWP Optimization 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. (“Palo Alto Networks”) and shall continue for, and must be used within, a period of twelve (12) 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 Services include project management, planning, consulting, documentation and knowledge transfer. The specific deliverables (“Deliverables”) included in the Services are defined in Section 3.

All Services provided by Palo Alto Networks are for the analysis of one (1) Palo Alto Networks Prisma Cloud environment for one (1) Customer Security Operations (“SecOps”) Team. A “Security Operations Team” is defined as an information security group responsible for monitoring and analyzing an organization's security posture on an ongoing basis.

The objective of the Services are to assist the Customer with optimizing Prisma Cloud subject matter experts workflows/processes and their Prisma Cloud playbook.

2.1. 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 objectives, identification of the Customer's project team members, architecture review and scheduling of the initial optimization sessions. The final Project Plan will be mutually agreed to prior to moving to the next phase of the project.

2.2. Optimization

The Optimization phase takes place after the initial integration service is complete. During the Optimization phase, a Palo Alto Networks consultant will meet with the Customer's SecOps team to hold knowledge transfer sessions and reviews to support continuation of activities to optimize the Prisma Cloud into SecOps workflows and processes. This Optimization phase will provide up to eight (8), four (4) hour knowledge transfer sessions for up to six (6) Customer personnel. Topics of the sessions will vary depending on the events that have occurred and may include:

Visibility review including:

- Cloud and Serverless Discovery
- Defender coverage

Security settings review including:

- Compute System Settings
- WAAS APP implementation tuning
- Scan and WildFire Setting
- Review Incident Explorer with Forensic view
- Threat Hunting how to in Prisma Cloud
- Vulnerability and compliance alert and policy tuning.
- Review Vulnerability Explorer
- Logging, Metrics, and Reporting Best Practices
- Utilizing the ATT&CK Explorer

- Utilizing Radars
- Review Custom Image and Host Compliance Checks
- Review Custom Runtime Rules
- Review Host/Container/Serverless audits
- Review Container Models
- Review Runtime Incidents and Host Observations
- Image Analysis Sandbox Testing and Configuration
- Review CI/CD scanning process

2.3. Documentation and Summary

Palo Alto Networks will deliver a Project Plan, and an Optimization Recommendation Document as detailed in Section 3 below. These documents will provide the Customer with tangible outputs of the optimization recommendations.

2.4. Service Specific Customer Obligations, Assumptions and Exclusions

Customer Obligations

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

- Prisma Cloud is activated
- Considerations for Prisma Cloud:
 - The Customer must have at least twenty-one (21) days of logs from network devices

Assumptions

The following assumptions will apply to the Services:

- Customer will provide access to key team members as identified by Palo Alto Networks in the project kick-off call
- Customer will assign a single (1) SecOps project resource to be the Lead for Prisma Cloud and the primary point of contact for the project
- Customer will assign a SecOps project resource with an understanding of their SIEM configuration and Log Ingestion

Exclusions

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

- Any activities not defined above

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

SKU	Description
PAN-CONSULT-PRISMA-CWP-OPT	Professional Services for Prisma Cloud CWP Optimization

3. Deliverables

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

PROJECT DELIVERABLES	
Project Deliverable	Deliverable Criteria
Project Plan	<ul style="list-style-type: none"> • Capture project management requirements <ul style="list-style-type: none"> ○ Project Objectives ○ Project team members ○ Draft Schedule
Optimization Recommendation Document (KT Article)	<ul style="list-style-type: none"> • Capture all Palo Alto Networks optimization recommendations for the Customer • Details configuration changes made during the engagement • Final version will be reviewed with the Customer

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, 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-networks-professional-services-agreement.pdf), https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-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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