

# Ivanti Neurons for Discovery Basic

## Statement of Work

### Overview

Ivanti Professional Services will deliver this outcome-focused implementation package which is designed to help customers maximize the long-term value of their software. Ivanti will leverage its proprietary delivery methodology and best practices to configure a version of Ivanti Software within the defined deliverables documented herein.

### Scope

This Ivanti Neurons package provides customers with a best in class cloud-based discovery solution on Ivanti's cutting edge SaaS platform.

This package is intended not only to support a foundational initial stand up of the platform and to configure cloud-based endpoint discovery in the Neurons tenant, but also to normalize, transform and reconcile data in order to provide actionable insights to IT staff.

This SOW will focus heavily on the configuration of default platform functionality and providing product enablement which will empower your resources to leverage the product to solve for a variety of technical challenges and use cases after the engagement is complete.

The following scope and quantities noted for each item are considered a maximum or "up to" number which will be delivered in association with this statement of work. This will leave you with a best in class foundational endpoint discovery solution and will not restrict the you from configuring additional components or functionality independently.

Ivanti Neurons for Discovery Basic	
Component	Deliverables
<b>Tenant Provisioning and Pre-Engagement Tasks</b>	<p>Ivanti Project Managers will work internally and with your organization's resources to complete the following pre-engagement activities to ensure successful project delivery.</p> <ul style="list-style-type: none"> <li>• Coordinate internally to confirm the provisioning and initial access to the Neurons tenant</li> <li>• Conduct internal review with Ivanti sales team prior to kickoff call</li> <li>• Conduct project kick-off call with your team to include: <ul style="list-style-type: none"> <li>○ Review project scope</li> <li>○ Identify and define your organization's and Ivanti resources <ul style="list-style-type: none"> <li>▪ Roles and responsibilities</li> <li>▪ Scheduling and availability</li> </ul> </li> <li>○ Confirm customer-side technical readiness</li> <li>○ Provide/receive any required forms and documentation needed for project execution</li> </ul> </li> </ul>

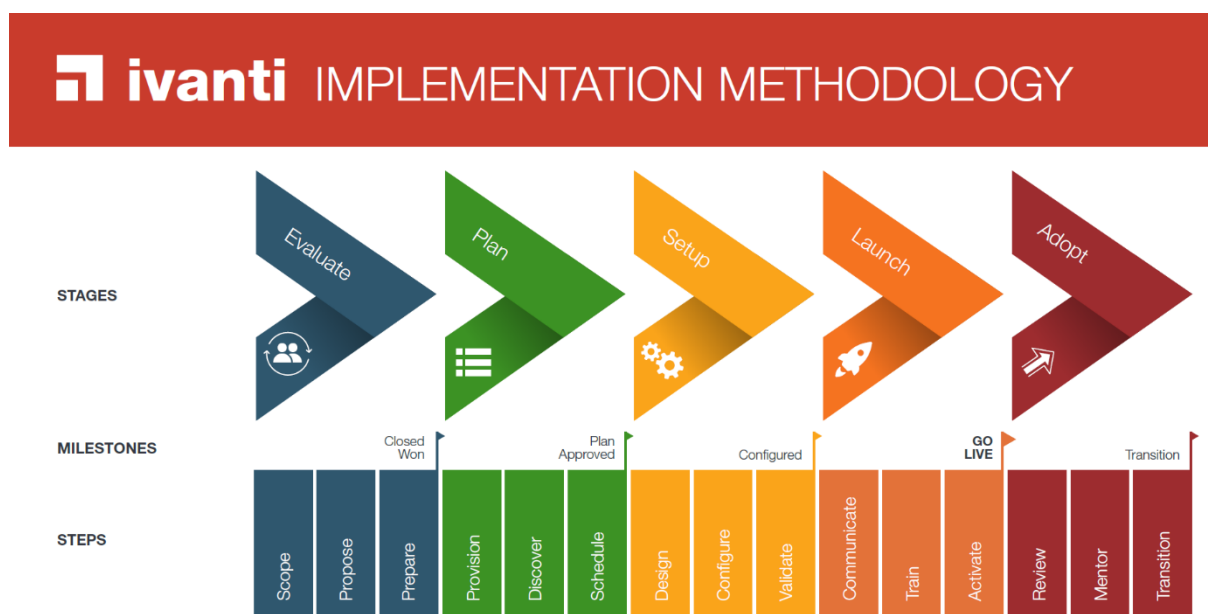
<b>Neurons Tenant Initial Configuration and Preliminary Walkthrough</b>	<ul style="list-style-type: none"> <li>• Configure/Review your organization's tenant to for operational readiness to include the following:             <ul style="list-style-type: none"> <li>• Directory Services Integration/Authentication                 <ul style="list-style-type: none"> <li>○ one (1) directory services integration using standard product connectors and tooling (e.g. Azure Active Directory)</li> <li>○ SSO Configuration with Customer SAML provider</li> </ul> </li> <li>• Email Integration                 <ul style="list-style-type: none"> <li>○ one (1) email provider configuration (e.g. Office 365) using standard product connectors and tooling</li> </ul> </li> </ul> </li> <li>• Conduct one (1) introductory walk through of your organization's Neurons tenant and provide a review of core capabilities and overall functionality – one (1) hour</li> </ul>
<b>Implementation Discovery and Panning Sessions</b>	<p>Interactive Discovery and planning sessions to define specifics of implementation:</p> <p><b>Planning &amp; Design Meeting</b> The Planning and Design Meeting includes all the tasks required to meet with the project's key stakeholders and determine the final design of the system prior to beginning the software implementation.</p> <p><b>High level work breakdown structure:</b></p> <ul style="list-style-type: none"> <li>• Discussion of Objective and Strategy</li> <li>• Long Term Goals and Objectives</li> <li>• Define Functional Requirements and Logistics</li> <li>• Define Implementation model</li> </ul> <p><b>Design Document:</b> Consultant will generate technical requirements and deployment documentation defining the specifics of configuration work to be performed in relation to deliverables outlined in the SOW</p> <p>This document will be used to govern implementation of your solution as well as to serve as the basis of estimation of proposed future implementation work if required.</p> <p><b>Design Review:</b> Discuss and document the conceptual design based on specific needs and objectives, as well conduct design review meeting to discuss and identify any gaps.</p>
<b>Configure and Review Neurons Tenant-based Capabilities</b>	<ul style="list-style-type: none"> <li>• Connect up to two (2) discovery sources which include the Neurons Discovery Agent (e.g., DCD Connector, SCCM, etc.)             <ul style="list-style-type: none"> <li>○ Configuration of discovery sources will utilize platform-provided connectors. Development of custom connectors are not in scope for this effort</li> </ul> </li> <li>• Consultant will review and configure core endpoint discovery capabilities of the Ivanti Neurons agent to include the following:             <ul style="list-style-type: none"> <li>○ Unmanaged Device Discovery</li> <li>○ Queries</li> <li>○ Review and validate discovered data for accuracy</li> </ul> </li> </ul>
<b>Neurons Discovery Agent Configuration</b>	<ul style="list-style-type: none"> <li>• Consultant will configure Neurons agents to be deployed to your endpoints to include:             <ul style="list-style-type: none"> <li>○ 2 Agent configurations</li> <li>○ Agent Deployment:</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Assist with deployment of agents using Neurons supported methods and tooling</li> <li>Deploy agents to up to 250 devices</li> <li>Review and validate discovered data for accuracy</li> </ul>
<b>Manual Inventory and Other Unmanaged Assets</b>	<ul style="list-style-type: none"> <li>Consultant will assist in the import of unmanaged and/or manually tracked devices into the Neurons tenant. Activities to include: <ul style="list-style-type: none"> <li>Importation of other inventory data <ul style="list-style-type: none"> <li>Import data from up to two (2) additional sources using Neurons supported methods and tooling (e.g. CSV imports)</li> </ul> </li> <li>Review and validate imported data for accuracy</li> </ul> </li> <li>Conduct one (1) interactive enablement session with your team to review the importation of data into the Neurons tenant</li> </ul>
<b>Data Normalization and Reconciliation Rules</b>	<ul style="list-style-type: none"> <li>Consultant will configure the following capabilities in support of data normalization. Activities to include: <ul style="list-style-type: none"> <li>Review of Neurons Normalization and Reconciliation capabilities <ul style="list-style-type: none"> <li>Ensure proper classes are assigned for each device type</li> </ul> </li> <li>Conduct one (1) interactive enablement session with your team to review data normalization and data configuration – up to one (1) hour</li> </ul> </li> </ul>
<b>Software and Hardware Insights and Smart Advisors Review</b>	<ul style="list-style-type: none"> <li>Consultant will conduct one (1) interactive enablement session to review Neurons' Insights and Smart Advisors capabilities using discovered data – Up to two (2) hours</li> </ul>
<b>Dashboards</b>	<ul style="list-style-type: none"> <li>Consultant will configure up to two (2) dashboards as agreed to between during discovery and planning sessions</li> <li>Consultant will conduct one (1) interactive enablement session with your team to review the building of dashboards within Neurons – up to one (1) hour</li> </ul>
<b>User Validation Testing</b>	<p>The last phase of the software testing process. UVT will focus on testing Ivanti Neurons in real-world scenarios. During this phase your team will run through a series of tests and note any minor improvements/modifications necessary or possible misconfiguration. Issues will be logged and then adjusted by the consultant.</p> <p>The following activities are included in this section:</p> <ul style="list-style-type: none"> <li>System testing of tenant functionality</li> <li>Discuss/document modifications needed and escalate as required</li> <li>UVT of configured capabilities</li> </ul> <p><b>System Testing:</b> Test all configured features and functions for documented behavior. Perform empirical investigation of each feature and service to validate the state and behavior of the product against the specifications agreed to during the discovery and planning sessions to detect defects and ensure the satisfaction of agreed to requirements.</p> <ul style="list-style-type: none"> <li>Consultant will make agreed to configuration changes as required from UVT testing.</li> </ul>
<b>Functional Review</b>	<p>Neurons Functional Review</p> <p>Activities will focus on educating you on the fundamental concepts of your as-configured solution while providing demonstration and answering questions.</p>

	<p>Consultant will conduct one (1) interactive functional review session - up to two (2) hours. Activities to include:</p> <ul style="list-style-type: none"> <li>• Ivanti Neurons for Discovery configuration <ul style="list-style-type: none"> <li>○ Customer-specific discovery configuration</li> <li>○ Day to Day Administration</li> <li>○ Best Practices</li> <li>○ Ad-Hoc Question and Answer</li> </ul> </li> </ul> <p>Planning Meeting: Meet with your key stakeholders to determine prioritized objectives for the allotted amount of time</p> <p>Create Agenda: Determine and agree upon a suitable agenda</p> <p>Perform Activities: Engage with your team to perform mutually agreed upon agenda items.</p>
<b>Go-Live Support</b>	<p>Consultant will provide your team and users of the solution with extra support and a source of expertise. Activities to include:</p> <p>Phase - Go-live – up to two (2) hours</p> <ul style="list-style-type: none"> <li>• Clear Test Data</li> <li>• Hand-off to Ivanti Support</li> <li>• Provide Go-Live Support</li> </ul>

## Ivanti Project Management

Ivanti project managers have many years of experience delivering both simple and complex IT projects. Over the years, Ivanti has developed a complete project management methodology, fully scalable and designed to deliver projects successfully, on budget and on time. With Ivanti implementation packages, Ivanti guarantees a successful outcome for a fixed price, unless otherwise stated in this Statement of Work. For implementations, Ivanti applies a tried and tested methodology which yields tangible value to Customer's organization. The methodology has five well-defined phases as described below:



## Assumptions

A successful implementation assumes a collaborative work effort by both parties. Ivanti will provide configuration, best-practice guidance, knowledge transfer and implementation oversight leading to the completion of the deliverables. Customer will provide and ensure reasonable availability of a core implementation team including an executive sponsor, project manager, subject matter experts, and system administrators. Customer will also:

- provide relevant application and process documentation, and assist with information, as deemed necessary, as it relates to the Ivanti product(s). Ivanti will define required documentation as appropriate;
- provide agreed physical and logical infrastructure as well as appropriate access, including site access, to the Ivanti consultant as necessary to enable the completion of required tasks;
- purchase and provide licenses for all products that are included in the scope of this Statement of Work.
- provide sufficient notice for rescheduling. Rescheduling requires a minimum of 10 business days' notice. Failure to notify Ivanti of need to reschedule can result in additional charges as stated in Services Terms and Conditions. Customer may also incur a 4-6-week delay in project duration.
- Unless otherwise stated in the Deliverables section above integrations between Ivanti or third-party products is not within the scope of this Statement of Work.

## **Travel**

Ivanti services are typically delivered remotely but may include limited onsite delivery. Onsite delivery will be at the sole discretion of Ivanti. Ivanti will cover all travel costs related to onsite delivery of services unless otherwise specified in writing or detailed in the quote for services.

## **Warranty**

Completion of the deliverables by Ivanti occurs when the items above have been configured, suitably tested, and handed off to the Customer. Customer has thirty (30) days from date of delivery to test the deliverables and report any problems. After the thirty (30) day period, this project will be regarded as complete. In the event any deliverable is utilized for production purposes the deliverables shall be deemed accepted.

## **Term**

This Agreement shall commence on the date of last signature or the date of acceptance of the online terms and/or Statement of Work, whichever is later, and shall remain in force until Ivanti completes relevant deliverables defined above; or 12 months have elapsed since the date that Customer placed the order unless terminated in accordance with this agreement.

## **Ivanti Project Resources**

Ivanti may choose to utilize the services of our qualified partners to complete the services. These partners are experienced with Ivanti product implementation. While on contract to Ivanti, our partners are fully recognized and supported as an extension of Ivanti's Professional Services Group.

## **References**

All references to "Customer" shall mean the customer identified below. All references to "**Ivanti**" or "**Consultant**" shall mean the entity identified below in the same geographic region as Customer:

- Ivanti, Inc., a Delaware corporation, in the Americas, except Brazil.
- Ivanti Comércio de Software Brasil Ltda, a Brazilian company, in Brazil.
- Ivanti Software K.K., a Japanese company, in Japan.
- Ivanti Software Technology (Beijing) Co., Ltd., a Chinese company, in China.
- Ivanti International Limited, an Irish company, for Wavelink and Naurtech branded products and services in Europe, the Middle East, Africa, and the Asia Pacific region.
- Ivanti UK Limited, a limited company registered in England and Wales, in all other locations.

## Authorization

In addition to any terms contained in this statement of work package ("Statement of Work"), the provision of the professional services described in this Statement of Work (the "Services") shall be subject to either (i) the Ivanti End User License and Services Agreement agreed to by the parties, (ii) the terms and conditions of a separate written agreement which contemplates Customer's purchase of services like the Services in this Statement of Work, or (iii) the Ivanti Professional Services Terms and Conditions found at <http://www.ivanti.com/en-US/company/legal/professional-services> and are hereby incorporated by reference.

Services under this Statement of Work shall be delivered on a prepaid basis which will be invoiced upon receipt of a purchase order.

Neither the execution nor fulfillment of the Services will relieve or alter Ivanti or Customer's rights or obligations with respect to standard Ivanti software and other products under the license agreements applicable to such software or products. Nothing in this document is intended to or shall have effect of vesting in or transferring to Customer's rights in Ivanti's, its affiliates' or its suppliers' software, methods, know-how or other intellectual property, regardless of whether such intellectual property was created, used or first reduced to practice or tangible form by Ivanti in the course of performance of the Services hereunder. By purchasing the Services set forth in this Statement of Work, the parties each indicate their acceptance of the above.

**Customer Name:**

**Customer Address:**

On Behalf of Customer	
<b>Signature</b>	
<b>Email</b>	
<b>Title</b>	
<b>Date</b>	

On Behalf of Ivanti	
<b>Signature</b>	 Vice President, Professional Services
<b>Email</b>	
<b>Title</b>	
<b>Date</b>	