

## Professional Services for the RSA enVision® Solution

### At a Glance

A full portfolio of RSA enVision solution fulfillment services to meet all your needs:

- Faster time to benefit
- Lower cost to production
- Smoother operational transition
- Preferred practices and methodology
- Breadth and depth of expertise on a global basis

### Working with the Best

When your goal is to deploy an enterprise log management platform for compliance and security information management, you want to work with the best people in the industry. That's why RSA enVision® technology customers rely on RSA Professional Services.

Smart, experienced, skilled and committed to your success, the people of RSA Professional Services can help you quickly achieve the benefits of proven RSA enVision technology while reducing the risks often associated with new technology initiatives. Equally important, the Professional Services team helps ensure that your security solution supports your objectives for regulatory compliance and corporate governance.



The Security Division of EMC

RSA Security Inc.  
RSA Security Ireland Limited  
[www.rsa.com](http://www.rsa.com)

Wherever real time security and compliance information is considered an essential component of business strategy, organizations turn to the leading industry solution for compliance and security event management – the RSA enVision platform – to gain an advantage. By providing the highest performing and most comprehensive platform for security and event information management, businesses are able to efficiently transform event data into actionable compliance and security intelligence.

Yet great technology isn't always enough. Sometimes the added advantage and peace of mind that comes from having world-class expertise to guide solution strategy, design, implementation and management is essential. This is where the RSA Professional Services organization can help.

### Why RSA?

RSA, The Security Division of EMC, is the expert in information-centric security. RSA enables you to cost-effectively secure critical information assets and online identities throughout the information infrastructure and information lifecycle. RSA offers the industry-leading RSA enVision product to efficiently collect and protect log data from any IP device and transform event data into actionable intelligence for security and compliance optimization.

By utilizing RSA Professional Services, customers ensure their investment in RSA enVision is fully leveraged and that the solution is designed and deployed using RSA and industry best practices in support of business requirements.

### Take the next step

Implementing a robust and scalable information management solution for security and compliance can be a complex task in any environment. RSA has extensive experience in deploying RSA information solutions for companies across the globe. Contact your sales representative for more information, or visit [www.RSA.com](http://www.RSA.com).



## RSA enVision Solution Service Portfolio

	Service	Objective	Description	Deliverable
STRATEGY	<b>Security Operations Strategy &amp; Assessment</b>	To enable customers define an overarching strategy for incident handling within a holistic security operations management program.	A four-phased delivery approach covering requirements and objectives, information gathering, gap analysis and recommendations.	Findings report with current capabilities measured against the target objectives; identification of gaps and priorities and level of effort associated with remediation.
	<b>Security Operations Analysis &amp; Design</b>	for an RSA enVision solution for Security Operations Management. (Can include other technologies such as RSA® Data Loss Prevention).	A four-phased delivery approach covering Business, Operational and Management requirements.	Findings report with technical solution design and a framework for incident handling, identification of event sources and the related alerts and reports needing configuration.
	<b>Security Operations Management</b>	To identify and develop procedures which enable the management of incident handling on a day-to-day basis.	A three-phased delivery approach identifying or confirming requirements, including a review of existing solutions and processes, and development of the support model.	Findings report which may include incident handling policies and procedures, Incident Handling Runbook.
DESIGN AND IMPLEMENTATION	<b>SureStart</b>	To implement a baseline enVision solution, ensuring smooth start up and rapid time to benefit	Installation of the enVision platform and collection of logs from supported event sources along with configuration of standard report templates and alerts	Fully operational enVision platform implementation along with a functional overview and broader knowledge transfer
	<b>Universal Device Support (UDS)</b>	To facilitate additional log collection from event sources not otherwise supported out-of-the-box.	Analysis of event source log generating capabilities and XML development for log integration.	Integration of event sources with enVision and configuration of custom reports and alerts.
	<b>Security / Compliance Assessment &amp; Enablement</b>	Two separate offers that align the RSA enVision solution for security and compliance, respectively.	Integration of event sources for security (e.g., incident handling) and compliance (e.g., PCI) respectively.	Event source integration and customized reports and alerts for security and compliance.
	<b>Deployment Optimization</b>	A range of services that optimize a deployment of enVision software with the broader information infrastructure.	Network attached storage (NAS) and content addressable storage (CAS) integration, appliance hardware migrations and enhanced availability of log collection.	An implementation that supports NAS/CAS log storage; migration of log data to current generation appliances and configuration of log collectors for availability.
MANAGEMENT	<b>Task Triage</b>	Customizable services to maximize the effectiveness of the SOC	Automated and integrated ticketing system for streamlined incident handling	Integration of the enVision platform with corporate ticketing system for task triage and incident handling
	<b>Healthcheck</b>	Services designed to assess and improve the overall efficiency and effectiveness of an existing enVision deployment	System operational “health” is checked for critical product and OS patches and content updates. Log management is assessed against requirements and best practices. Overall use of enVision and troubleshooting is reviewed.	More efficient and effective deployment. Knowledge transfer that includes review of SecurCare® Online and the RSA Intelligence Community and other resources is also included
	<b>GetCurrent</b>	Services designed to ensure SIEM solution and underlying information infrastructure components are current and up-to-date	Review of requirements for appliance scalability, storage, back-up, enhanced availability, integration with trouble ticketing systems and asset management systems.	Software upgrade to current version of enVision software and GetCurrent findings report outlining recommendations for upgrade and migration of SIEM solution components.
	<b>Custom Services</b>	Holistic range of customized Strategy and Design & Implementation services designed to enable customers leverage the investment in enVision.	Includes event source integration, custom reports & alerts, residencies and project management services, customized knowledge transfer, etc.	Range of deliverables that aligns incident handling with security operations management and compliance requirements.