



ENTRUST

Remote Administration rapid install

Service description

Hardware security modules (HSMs) often operate in lights-out data centers, which are frequently far away from the people who manage them. Remote Administration lets HSM owners administer their HSMs from their office location saving time and money. The Remote Administration rapid install service implements this valuable functionality within the customer environment.

During the rapid install, an Entrust consultant will:

- Analyze your current Entrust nShield® HSM deployment, including the population and distribution of your estate
- Assist in installing required hardware and software if required
- Assist in upgrading nShield HSM software and firmware
- Convert administrator and operator card sets to remote administration cards
- Document the upgrade process to help you adhere to security policies and future audits

The Remote Administration rapid install service comprises the following phases:

Planning

Your consultant leads a kickoff meeting to review your requirements and logistics, and to collect key stakeholder input. The output of this discussion is the engagement plan, optimized to minimize downtime.

Installation

Following the planning stage, your advanced solutions group (ASG) consultant travels to the desired work location(s) to help you configure and install your Remote Administration software and implement your Remote Administration cards and Trusted Verification Devices.

Migration ceremony

Migrating to a new HSM administration model is security-sensitive process and requires careful, ceremonious attention to detail. To help you in this process, your Entrust consultant works closely with you to plan and document an efficient deployment strategy.



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This engagement provides the following deliverables:

- Engagement plan
- Post-deployment procedural report

Entrust submits the deliverables to you in electronic format, specifically a Microsoft Word document compatible with MS Office 10 or higher within five (5) business days after the end of deployment. You have five (5) business days to review the deliverables, edit and/or append comments, and return them to Entrust. Upon receipt of those edits, Entrust prepares a final deliverable submission.

Entrust typically performs this service on-site. Any travel, lodging, or sustenance expenses for on-site service delivery are NOT included in the scope or price of this service offering. The Customer agrees to reimburse Entrust for reasonable travel costs incurred during the execution of this Service Offering.

Successful deployment requires the following customer activities:

- Customer completes the following items prior to Services scheduling:
 - Procure and place devices on site prior to commencement of Services
 - Implement required firewall rules
 - Define Engagement Planning in the Services Schedule
- Customer will make systems available to Entrust during the scheduled professional services hours of 8:30 am to 5:00 pm in the customer's time zone

unless alternate hours are agreed to in advance. Alternate hours may impact scheduling and travel costs.

- Customer ensures access to all deployment related key personnel, including:
 - System administrators
 - Network administrators

This service description incorporates by reference and is governed by all of the terms and conditions, which can be obtained from: [entrust.com/-/media/documentation/licensingandagreements/ncipher-security-worldwide-general-terms-and-conditions.pdf](https://www.entrust.com/-/media/documentation/licensingandagreements/ncipher-security-worldwide-general-terms-and-conditions.pdf), unless the customer has an existing master services agreement ("MSA"), in which case the terms of that agreement shall govern.

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SKU: PS-HSM-RA-INST

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