

SERVICE DESCRIPTION

Technical Account Manager Service

This Service Description describes the services offered in connection with the purchase by Customer of FireMon's Technical Account Manager (the "Service").

Service Description Overview

The Service consists of the provision of Technical Account Management by FireMon in connection with the following FireMon Software:

- / Security Manager
- / Policy Optimizer
- / Policy Planner
- / Risk Analyzer
- / NSPM Intelligence Platform

Service Summary - TAM

The Technical Account Manager ("TAM") will provide technical consulting and support services each week to Customer which may include (i) assisting with Implementation services in accordance with the level of Implementation Services purchased by Customer and/or (ii) assisting with successful product adoption, product operational readiness, troubleshooting issues related to the Software and maximizing use case value.

If the TAM is unable to resolve Software issues, the TAM will work with FireMon Support and Development in accordance with level of Software support purchased by Customer.

The FireMon TAM Service offering is a designated resource contracted for a fixed-term, being a yearly or multiyear, engagement.

The FireMon TAM Service offering is a shared resource that operates during regular business hours in accordance with the customer's local time zone and is aligned with FireMon's 24/7 escalation management and support services.

Description of Services

The services provided by the TAM will include the following:

- / Weekly health & activity monitoring
- / Weekly technical/admin sessions
- / Monthly outcome value tracking
- / Quarterly Security Review
- / Release note review, certification testing
- / Yearly runbook review
- / Yearly Health and Architecture Review
- / Internal product counsel representation

The services provided by the TAM will include one or more of the following depending on Customer's needs and requests during the term:

- / Diamond engineer level troubleshooting
- / Remote system administration
- / Device onboarding assistance
- / Best practice configurations
- / SIQL query writing
- / Report assistance
- / Product training
- / Audit assistance
- / Feature demonstrations
- / Integration assistance
- / RFE submission
- / Scripting assistance
- / New feature / roadmap updates

Deliverables

Quarterly Security Review:

Real world data capture tailored to the customer environment:

- / Firewall Policy KPIs
- / Critical Control Failures
- / Product utilization
- / Quarter to Quarter trending
- / Prescriptive Guidance

Annual H&A Review:

A snapshot of the current health / configuration of your current deployment of FireMon:

- / System Inventory
- / Health Assessment
- / Commands
- / Server health

Weekly health and Activity monitoring:

Deployment of the TAM toolkit to assist with proactive monitoring of your environment

- / Ecosystem Health
- / Device Health
- / Critical Compliance Violations

Annual FireMon Runbook Review:

A reference document that outlines tasks and troubleshooting to ensure FireMon and device health:

- / Daily Tasks
- / Weekly Tasks
- / Monthly Tasks
- / Quarterly Tasks
- / Basic Troubleshooting

TAM Availability Window

The TAM will be available each week Monday-Friday to Customer, except during an illness, FireMon holidays, or FireMon-approved vacation or for exceptions pre-approved with FireMon. In the event that the TAM is unavailable for more than two (2) consecutive business days, on account of illness or vacation, FireMon will provide a backup TAM to ensure coverage and availability to Customer.

Delivery of Services

The TAM's services shall be provided remotely with the exception, upon request of Customer. If due to exigent related to Customer's deployment the TAM cannot perform the services remotely, the upon mutual agree the TAM will travel to Customer's site. Expenses for this travel will be incurred in accordance with Customer's travel expense policy and timely billed to and paid by Customer.

Customer Obligations

Customer Contact

To maintain an effective level of communication during the delivery of Services by TAM:

- / Provide an Executive sponsor to the project who will meet with the FireMon Project Manager monthly to review status and address issues.
- / Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- / Provide Customer contact for any issue must be knowledgeable about Customer's environment and has a full understanding of and can procure access to the impacted systems.
- / Participate in scheduled project review meetings or conference calls, if required.
- / Coordinate with, and manage any external third parties, in relation to deliverables and schedules.
- / Perform other responsibilities identified in any mutually agreed upon Project Plan developed during Implementation Planning and Design
- / Allow remote collaboration via Zoom/MS Teams, Slack or similar

Support Escalation Guidelines

If Customer does not believe that the quality of this Service is satisfactory, Customer should escalate within the ticket or via email, or phone the to the appropriate level of management on the FireMon by asking for the Senior Director, Global TAM Services or Chief Customer Officer.

Service Limitations

The TAM will not make changes to any network or security device in Customer's environment. Any changes that must be made to a network or security device, including those required to allow communication to or installation of the FireMon Software or changes that are required to resolve network or security device-related issues in the FireMon Software will be performed by the Customer Contact or another qualified employee of Customer.

Neither the TAM or FireMon is responsible for management and operation of the FireMon Software on behalf of Customer. Customer shall have a security team in place working with the TAM for overall management of the Software.

Customers will provide the TAM with the minimum necessary permissions/access to the resources (which may include via a Customer issued laptop) to complete the tasks outlined above.

Customer will not provide the TAM or any other FireMon representative credentials to any network or security device or its administration system, or credentials to any user authentication system such as Active Directory, beyond the credentials required for access to Customer's FireMon environment.