The Thales DSM Standard Install engagement quickly deploys the Data Security Manager (DSM) and Agents within a Customer environment. A Thales consultant will provide classroom training and then deploy the solution in the Customer’s test environment with the Customer participating. The Customer is responsible for then deploying the solution within their production environment.

**DSM Standard Install**

**Service Description**

The training will supplement the knowledge transfer that occurs during the implementation. Training and knowledge transfer is limited to:

- DSM appliance administration
- VTE Agent administration
- Setting up the Data Security Manager Appliance
- Setting up Users and Domains
- Configuring Hosts & Host Groups
- Using encryption keys
- Encrypt data on identified hosts
- Configuring and managing Policies
- Migrating and transforming Data
- Vormetric DSMs and VTE agents server rollout procedures
- Maintaining the Vormetric DSMs and Agent environment

**During the execution of the Standard Install, Thales will:**

- Identify Customer encryption requirements for Agent policies
- Install and configure up to four (4) DSMs and up to ten (10) Vormetric Transparent Encryption (VTE) Agents
- Provide an Operational Guide and Run Book
- Provide guidance and assistance to Customer during:
  - Initial network configuration settings and licensing on all Customer purchased DSMs and Agents
  - Deployment and registration of Agents
  - Development and documentation of DSM operational policies and tuning policies in the test environment
- Provide training sessions and training material to up to eight (8) Customer technical personnel (customer will identify such personnel during project planning)
Thales will perform this service either remotely, or 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 Thales for reasonable travel costs incurred during the execution of this Service Offering.

In order to successfully execute this engagement, the following dependencies must be complete:

- The following items must be completed by Customer prior to Services scheduling:
  - Procure and place servers on site prior to commencement of Services
  - Physically setup DSM appliance in Customer’s data centers and have basic SSH connectivity to them
  - Firewall rules in place before professional services are scheduled
  - Updated DNS with all DSMs FQDN and IP addresses
  - Network configured to have connectivity between the DSMs and between each DSM and all the VTE Agents
- Customer will make systems available to Thales during the scheduled professional services hours of 8:30 am to 5:00 pm in the Customer’s time zone
- Access to all key personnel to configure the Vormetric DSMs and VTE agents for servers including:
  - DSM administrator
  - Server system administrators
  - Application owners
  - DBA administrators
  - Network administrators

The Engagement will provide the following deliverables:

- Common DSM and Agent operational procedures
- Guide for virtual training labs.
- DSM and VTE Training
- Common DSM and Agent Operational procedures

The protected data will be unavailable during initial encryption processes. This will require application/database downtime. Downtime varies based on dataset size and server speed. Estimated downtimes may be affected by Customer’s server hardware and storage input/output rates. Thales and Customer will work to define downtime requirements during the engagement planning.

About Thales Cloud Protection & Licensing

Today’s enterprises depend on the cloud, data and software in order to make decisive decisions. That’s why the most respected brands and largest organizations in the world rely on Thales to help them protect and secure access to their most sensitive information and software wherever it is created, shared or stored – from the cloud and data centers to devices and across networks. Our solutions enable organizations to move to the cloud securely, achieve compliance with confidence, and create more value from their software in devices and services used by millions of consumers every day.