



OPERATIONAL WORKSHOP

Over time organizations implement operational processes for using and managing enterprise software. These processes can often be enhanced to improve efficiencies, and to take advantage of underutilized product capabilities. For customers that are currently using Server Encryption Manager (SEM), Venafi offers an operational workshop to help customers extract the maximum value from their investment. The Venafi Consultant will spend one to three (1-3) days onsite reviewing the current SEM installation and the processes and procedures that are currently in place. The workshop will be an interactive discussion between the Venafi Consultant and all key SEM stakeholders.

TASKS

The tasks to be performed by the Venafi Consultant are as follows:

- **Installation and Configuration Review:** The Venafi Consultant will review the customer's current SEM installation and make recommendations for changes or upgrades if necessary.
- **Process Review:** The Venafi Consultant will review the customer's current processes for Discovery, Users and Groups, and Certificate Management. If there are other areas that the customer would like to review with the consultant those areas will need to be identified prior to the onsite visit.
- **Final Deliverable Creation:** The Venafi Consultant will create a report that summarizes the current installation and processes and will include detailed recommendations for changes in either configuration or process.

DELIVERABLES

The deliverables from this service are as follows:

- **Operational Workshop Report:** A report summarizing the current installation and processes currently in place for the ongoing operation of SEM. The report will make recommendations for changes if necessary. Additionally, the report will highlight product functionality that may not be in use by the customer that could offer significant improvement or value.

ASSUMPTIONS AND LIMITATIONS

This service has the following assumptions and limitations:

- **Customer will provide:**
 - A single technical point of contact to help the Venafi Consultant coordinate access to the required project materials and personnel
 - All necessary equipment for the execution of the project tasks

- Involvement of the appropriate network, firewall, personnel, etc. to ensure appropriate connectivity to the target systems
- Response in a timely fashion to questions posed by Venafi regarding the project
- The onsite Venafi Consultant with any necessary building badges/passes, parking badges/passes and machine room badges/passes in order to carry out the service
- A safe working environment for onsite Venafi Consultant, including a workspace, telephone, and network access, if necessary to carry out the service
- Venafi consultants may perform certain activities remotely (documentation, project management, etc.) that are still considered part of the service.
- This service will be performed at a single customer location in a one to three (1-3) day visit. Delivery of the final deliverable may happen after the Venafi Consultant has completed the on site visit in order to ensure review.
- Reasonable travel and living expenses are not included in the cost of the service.

TERMS AND CONDITIONS

This service is offered subject to the standard terms of Venafi Professional Services, in effect as of the date the service is purchased by the customer.

About Venafi Professional Services

Venafi Professional Services helps organizations with the implementation of Venafi Systems Management for Encryption. As organizations work to control their encryption environments, they must ensure effective and comprehensive solutions—delivering cost savings, risk reduction, increased security, and compliance. Venafi Professional Services offers years of experience in system management and security to help organizations realize these goals. Expert consultants use well defined methodologies and processes to help rapidly and effectively unlock the value of Venafi products to improve ROI, while reducing the risks inherent in any IT project. Venafi works with organizations to plan, discover, manage, and monitor their encryption environments.

About Venafi

Venafi invented systems management for encryption, enabling organizations to deploy, manage and control encryption technologies across their diverse operating systems and infrastructure environments – from the desktop to the datacenter. Venafi products provide automated discovery of encryption, application encryption configuration, key and certificate lifecycle management and reporting. The tangible business value for Venafi customers includes significantly reduced system failure due to under-managed encryption, increased operational efficiency, reduced operating costs, and improved compliance and data security. Venafi customers consist of some of the world's largest financial services, telecommunications, government, healthcare, restaurant, transportation and online and interactive services companies. For more information, go to www.venafi.com.