Integration Assistance

Overview:

Our standard services provide our customers with the essential knowledge transfer and Proof of Concept deployment to enable them to take the next steps from Proof of Concept to Production. The Integration Assistance service is a purely optional service that provides additional assistance to help customers more quickly and easily take that next step from Proof of Concept to Production.

This service is a general technical service that can be requested solely or combined with one or any number of our standard services to assist customers with the deployment of any AIX security related feature to your production environments. For example, 3 weeks of deployment assistance can be added to the one week RBAC workshop in order to assist you with integrating RBAC into your production environment.

This service can also be requested for general technical security assistance with the implementation of any arbitrary security solution. In this type of assistance, we only provide our best effort to assist, since we are providing assistance with possibly a solution with which we might have no prior experience. However, our assistance can greatly expedite and increase the chance of successful implementation since you will be leveraging a highly experienced security technical resource.

Service Highlights:

- Obtain general technical assistance with deploying AIX security related functionality into your production environments

- Can be requested with any of our standard services

- Technical services are provided with whatever combination of local/remote support desired

- Ensure you are deploying security features according to best practice

- Expedite the integration of security features by leveraging a Lab Services consultant who can also leverage an AIX development network

WHO benefits from this service and WHY?

Our workshop services are typically done in a sandbox environment for proof of concept purposes. After you have had a chance to evaluate and learn about the new technology in our workshop service, you may request this service to help you deploy the technology to your production environments.

Duration

1 or more weeks on-site/remote technical assistance

Phase 1 – Preparation (remote):

Conference calls are held prior to the service to validate the scope, agenda, schedule and required materials.
- Client provides overview of their current AIX Security environment
- IBM team prepares the service agenda/schedule
- Identify required materials / Finalize key players

Phase 2 – Security Integration (on-site/remote):

Example Tasks
- Consultant reviews implementation process
- Customer provides guidance with implementing security functionality
- Consultant can resolve complex technical issues leveraging the IBM development network
- Consultant verifies methodology used for integrating security tooling is consistent with best practices
- Consultant provides implementation guidance based upon previous customer environment deployments

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Terms and Conditions: Actual Tasks, Deliverables, Service Estimates,,and travel requirements vary with each client's environment. When we have reached a final agreement on the scope of your initiative and our level of assistance, a formal document describing our proposed work effort, costs, etc, will be presented for your approval and signature.

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