

Service Onboarding

DeepSeas & IT Solutions will work with the Customer to create an implementation plan, that will consist of gathering and confirming relevant information, scoping, and deploying data collection architecture. Duration of deployment will vary based upon scope of data integration plan.

STEP	DESCRIPTION	ESTIMATED DURATION (WEEKS)
DESIGN	DeepSeas will document a data collection design that will define objectives, identify in-scope data sources, and determine data collection architecture.	1-2 weeks
DEPLOY	DeepSeas will collaborate with Customer to implement a data collection architecture by deploying collection devices, validating ingestion of sample data, and establishing secure connections to DeepSeas Log Analytics platform.	1-2 weeks
ONBOARD	DeepSeas will collaborate with Customer to onboard environment data and configure ingestion of enrichment and source data.	2-8 weeks

Customer Responsibilities

- a. Customer shall provide designated Authorized Contacts for the Services including designated primary, secondary, and tertiary contacts and shall provide Supplier with Customer’s designated contact for maintenance, technical support, and escalation prioritization.
- b. Customer shall supply authorized Customer Contact’s information, inclusive of contact priority, phone number, cell number, e-mail address, position title, and any escalation path information relevant to Customer’s environment (such as a distribution list, or default contact group for escalations).
- c. Customer shall designate an individual for Unanswered Ticket escalation or problem escalation including full contact information.
- d. Customer shall maintain current and up-to-date contact information regarding designated Authorized Contacts within the Supplier’s Client Security Portal.
- e. Customer shall inform DeepSeas service delivery manager of planned or recent network environment changed that may impact ongoing availability of event log source data.