



OVERVIEW

Ensure the optimal configuration and performance of your Arbor Edge Defense DDoS solution with NETSCOUT's deployment service review. Our team of DDoS and Security specialists will carry out a comprehensive review of your Arbor AED appliance(s) to identify deployment, tuning and configuration recommendations for the implementation of best practices that enable you to leverage the very best of Arbor technology for the protection of your business from the latest DDoS threats.

Deployment Review for Arbor Edge Defense (AED)

NETSCOUT® is committed to providing its customers with quality Deployment Review services delivered by a team of skilled industry professionals. NETSCOUT's Deployment Reviews provide some of the following services outlined in this data sheet. NETSCOUT's Deployment Review services can assist customers with ensuring their NETSCOUT solution deployment remains with NETSCOUT best practice processes and procedures providing world class protection from DDoS Attacks.

Scope of Service and Timeline

Upon purchase by customer NETSCOUT's services team will perform the applicable Deployment Review services either remotely or onsite, depending on activity and access, Monday through Friday between the hours of approximately 9:00 am and 5:00 pm, customer local time, excluding NETSCOUT holidays.

Deployment Review

The Deployment Review activities performed either remotely or onsite by the NETSCOUT Professional Services Engineer (PSE) on the NETSCOUT device cover multiple areas of the AED including, but not limited to, positioning and protection.

Physical Deployment

Ensuring the availability of the underlying platform is just as important for the AED offering as the protection configuration. From the system administration perspective the Deployment Review ensures that the health of the underlying system is optimal, checking user access, user groups and services are all documented and validated. Also outlining current recommendations and best practices on elements that may include:

- Basic system parameters
 - Hardware and software upgrades
 - Additional modules. (crypto cards and network interfaces)
 - Patches
 - Licensing

- System hardware and software health checks
 - Interface errors
 - System load parameters
 - Logging and notifications
 - User access
 - System backups
 - Access lists
 - Services (SSH, DNS, NTP)
- Regular maintenance requirements

Application Configuration

A correctly tuned and configured AED ensures a customer's deployment is in the best position to defend against attacks. The attack landscape is continually evolving, and this area of the Deployment Review checks for the application of best practices in configuring the protected assets of an AED.

- Analysis of network traffic using AED to optimize protection groups
 - Identify specific network services and applications
 - Provide recommendations for resource protections based on the traffic characteristics of the identified services and applications
 - Review overall system protection posture and effectiveness, identify and propose recommendations to reduce false negatives/positives if applicable
- Provide recommendations to improve the protection of the deployment in the form of global/master and per protection group filter lists, based on the traffic characteristics of the network
- Review the AIF/STIX and external feed protection integration if applicable

- Protection Group details
- Server Type settings
- Blocking characteristics
- AED Cloud Signaling configuration
- High level nature of the protected assets and networks
- System services – network services, user accounts, system backups
- Other device health parameters – interface errors, system load parameters, logging and notifications, system hardening aspects of the deployment
- Perform traffic analysis and review of existing protection posture and provide optimization recommendations

Cloud Signaling

Arbor Edge Defense systems have the benefit of the industry unique Cloud Signaling. Ensuring this protection mechanism activates at the optimal time to balance on-premise protection with the over-arching Cloud offerings is essential to the DDoS strategy of NETSCOUT customers. The Deployment Review will review and report on:

- AED Cloud Signaling configuration
- Protection Groups settings
- On-premise v/s Cloud protection local configuration alignment
- Cloud Signaling functionality validation and optimization
 - connectivity
 - reachability
- Thresholds
 - Manual v/s automatic signaling parameter verification
 - Signaling optimization

Customer Requirements

The performance and successful completion of the Deployment Review requires the activities outlined below to be fulfilled. Customer's inability to provide any of the following may affect deliverables, completion dates, and prices, and NETSCOUT will not be liable for claims resulting therefrom. Customer will provide:

- All hardware, including optional modules, should be correctly installed and connected to network, IP addresses assigned and access through firewalls. The Quick Start Guide for the relevant appliance(s) should have been followed by installation personnel to complete initial tasks.
- Documentation of customer network and topology prior to commencement of the services.
- One customer point of contact for questions and issues relating to the engagement.
- Sufficient qualified customer personnel capable of performing customer's obligations in connection with this Services Description as set forth herein.
- Reasonable access to customer's facilities, including hardware, software, networks, and systems, during customer's normal business hours and otherwise as reasonably requested.
- Suitable remote access or, where appropriate, sufficient working space and office support, including network and internet connectivity and access to telephones, photocopying equipment, printers, and the like, as NETSCOUT may reasonably request – where required.

NETSCOUT Deployment Review is restricted to assessing data available on or about the NETSCOUT AED device.



Corporate Headquarters
 NETSCOUT Systems, Inc.
 Westford, MA 01886-4105
 Phone: +1 978-614-4000
www.netscout.com

Sales Information
 Toll Free US: 800-309-4804
 (International numbers below)

Product Support
 Toll Free US: 888-357-7667
 (International numbers below)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us