

Infoblox Professional Services

NIOS DDI Migration Package: Medium

Terms and Conditions

GENERAL: These Additional Terms and Conditions supplement and are incorporated into the Professional Services Addendum set forth at <https://www.infoblox.com/company/legal/infoblox-professional-services-addendum> (the “PS Addendum”) with respect to the “NIOS DDI Migration Package” Service. In the event of a conflict between the Professional Services Addendum and these Additional Terms, these Additional Terms shall control only with respect to the Service described below. Any terms not defined in the Additional Terms will have the meaning set forth in the Professional Services Addendum or the Master Purchasing Agreement.

1 Definitions

- a. “Covered Products” means Customer’s installed base of Infoblox DDI family of products (including products for DNS, DHCP, and IPAM), as purchased by Customer. The Services in this document are sold separately and are provided by separate Professional Services resources.
- b. “Customer” means the Product user purchasing the Services. If Customer is a service provider purchasing the Services in support of an end customer, then “Customer” refers only to the service provider business unit personnel providing services to the specific end customer associated with the underlying Services.

2 Description of Services

2.1 Project Logistics

Infoblox will perform the Services outlined in the “Project Scope” section below on a fixed price basis.

Work Hours and Location:

As defined in these Terms and Conditions, the standard workday consists of eight (8) work hours. Infoblox personnel will carry out their tasks remotely.

Customer Responsibilities and Change Orders:

The Customer is responsible for promptly fulfilling the responsibilities outlined in these Terms and Conditions. Infoblox will not be held accountable for any delays resulting from the Customer’s failure to provide timely access, facilities, cooperation, or necessary information as requested. Any Customer delays, modifications to the approach or Services described in these Terms and Conditions, including the division of migration evolution(s), will necessitate a Change Order. Such changes could potentially incur additional time, travel, and Services fees for the Customer.

2.2 Project Scope

The following Services will be performed as part of these Terms and Conditions:

Task #	Description	Acceptance Criteria
1	Assist Customer to deploy up to twelve (12) NIOS members, and two (2) of the following (Advanced DNS Protection, DNS Traffic Control, BloxOne Threat Defense Medium, IPAM for Microsoft, Network Insight) (if purchased by the Customer).	See task 3.
2	Assist Customer to migrate from up to two (2) vendor sources (Microsoft and ISC) to the NIOS DDI platform.	See task3.

Task #	Description	Acceptance Criteria
	This includes migrating and validating DDI data from the current Microsoft and/or ISC system to the NIOS DDI platform and testing the integrity of the migrated DDI data. Infoblox will provide a sample test plan to Customer. Customer will update the test plan based on this template.	
3	<p>Post migration, Customer will perform all testing activities during the Go Live event and report to Infoblox identified issues with assigned priority.</p> <p>Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox will then assist Customer to resolve the jointly agreed upon critical and high priority issues.</p>	The critical and high priority Infoblox related issues stemming from Customer testing have been resolved by Infoblox.
4	Infoblox will assist Customer with up to two (2) go live migration events as part of a jointly defined task list. Each migration event will be limited to one (1) business day.	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.
5	Infoblox will provide Customer with up to one (1) knowledge transfer session, sharing NIOS DDI best practices.	Completion of the knowledge transfer session.
6	Infoblox will compose a document, outlining the performed configuration activities, as per Infoblox standard format.	This document will be deemed accepted upon delivery.
7	<p>Assist Customer with post migration event Support activities, addressing Infoblox related issues, up to eight (8) hours.</p> <p><u>Assumptions</u></p> <ol style="list-style-type: none"> 1. Post go live Support activities will be available to Customer for up to five (5) business days following the migration event. 	<p>The earlier of the following:</p> <ol style="list-style-type: none"> 1. Completion of the eight (8) post migration event hours (2) Customer written confirmation that there are no critical of high priority Infoblox related issues.
OPTIONAL SECTION - IF IMPLEMENTED IN THE ENGAGEMENT:		
1	<p>Advanced DNS Protection (ADP)</p> <ol style="list-style-type: none"> 1. See section 2.2.1 below. 	See ADP section below.
2	<p>DNS Traffic Control (DTC)</p> <ol style="list-style-type: none"> 1. See 2.2.2 section below. 	See DTC section below.
3	<p>B1TD Quickstart Package (Medium)</p> <ol style="list-style-type: none"> 1. See section 2.2.3 below 	See B1TD Quickstart section below
4	<p>IPAM for Microsoft</p> <ol style="list-style-type: none"> 1. See section 2.2.4 below. 	See IPAM for Microsoft section below.
5	<p>Network Insight (NI)</p> <ol style="list-style-type: none"> 1. See section 2.2.5 below. 	See NI section below.

Assumptions

1. The migration will be performed for up to two (2) DNS Views/MS AD Forests.
2. The migration will be performed for up to fifteen (15) DHCP Configuration files processed.
3. The knowledge transfer session will be limited to four (4) hours.
4. Customer testing activities will not exceed two (2) contiguous business weeks.
5. Configuration of base Reporting Solution indexing parameters will be performed for NIOS, where applicable.
6. Configuration of vDiscovery for Cloud Network Automation in one cloud, allowing for the configuration of up to one account, where applicable.

2.2.1 Advanced DNS Protection (ADP) Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	<p>Infoblox will perform the following configuration tasks:</p> <ul style="list-style-type: none"> • Install ADP Ruleset. • Create up to two (2) ADP Threat Protection Profiles. • Add up to four (4) NIOS Hosts added into Profile. • Enable and Configure Rules: <ol style="list-style-type: none"> a. Enable and Tune TCP/UDP Flood Rules (rules 130000200 & 130000400). b. Enable and Tune DNS DDoS Rules (20000001 – 200000003). c. Enable DNS Malware Category for profiles with Recursive DNS. d. Enable DNS Tunneling Category for profiles with Recursive DNS. e. Configure up to two (2) custom lists with up ten (10) entries each. • Configure the hosts running ADP for monitor mode. • Review Reports from Infoblox Reporting Server: <ul style="list-style-type: none"> ○ Threat Protection Top Rules Logged ○ Threat Protection Top Rules Logged by Source ○ Threat Protection Event Count by Rule ○ Threat Protection Event Count by Member Trend ○ DNS Top clients ○ DNS Top NXDOMAIN / NOERROR (no data) ○ DNS Top Clients by Query Type ○ DNS Top SERVFAIL Errors Received ○ DNS Top SERVFAIL Errors Sent • Configure the hosts running ADP for blocking mode. 	See task 3.
2	Infoblox will compose a document, outlining the performed configuration activities, as per Infoblox standard format.	The document will be deemed accepted upon delivery.
3	<p>Post Implementation Go Live, Customer will perform all testing activities limited to one (1) business week and report to Infoblox identified issues with assigned priority.</p> <p>Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox</p>	The critical and high priority Infoblox related issues stemming from Customer testing have been resolved by Infoblox.

Task #	Description	Acceptance Criteria
	will then assist Customer to resolve the jointly agreed upon critical and high priority issues.	
4	Infoblox will assist Customer with go live activities as part of a jointly defined task list to activate blocking mode. Go live activities will be limited to up to one (1) day.	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.
5	<p>Infoblox will provide Customer with post go live support (answering questions and assisting to address Infoblox related configuration issues) of up to eight (8) business hours for a period of two (2) business weeks following the go live event.</p> <p>Customer will send an email to the Infoblox project manager, who will respond within one (1) business day.</p>	<p>The earlier of the following:</p> <ol style="list-style-type: none"> 1. Utilization of the eight (8) business hours. 2. Conclusion of the two (2) business weeks post the go live event.

Assumptions

1. Customer to compose all test scripts and perform all testing activities.

2.2.2 DNS Traffic Control (DTC) Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	<p>Infoblox will perform the following configuration tasks:</p> <ol style="list-style-type: none"> 1. Configure Topology settings if applicable. 2. Add up to four (4) DTC Server Object. 3. Add up to two (2) DTC Pools. 4. Add up to four (4) Health Monitors. 5. Add up to two (2) LBDN. 	See task 2.
2	<p>Customer will perform all testing activities, limited to one (1) business day, and report to Infoblox identified issues with assigned priority.</p> <p>Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox will then assist Customer to resolve the jointly agreed upon critical and high priority issues.</p>	The critical and high priority Infoblox related issues stemming from Customer testing have been resolved by Infoblox.
3	Infoblox will assist Customer with go live activities as part of a jointly defined task list. Go live activities will be limited to two (2) business days.	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.
4	Infoblox will provide Customer with post go live support (answering questions and assisting to address Infoblox related configuration issues) of up to eight (8) business hours for a period of two (2) business weeks following the go live event.	<p>The earlier of the following:</p> <ol style="list-style-type: none"> 1. Utilization of the eight (8) business hours. 2. Conclusion of the two (2) business weeks post the go live event.

Task #	Description	Acceptance Criteria
	Customer will send an email to the Infoblox project manager, who will respond within one (1) business day.	

Assumptions

1. Subnets and network containers requiring Extensible Attributes for DTC topologies must be configured.
2. Customer to compose all test scripts and perform all testing activities.

2.2.3 BloxOne Threat Defense Quickstart Medium (B1TD) Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	<p>Infoblox will perform the following configuration tasks:</p> <ol style="list-style-type: none"> 1. Up to ten (10) hosts with DNS Forwarding Proxy (DFP) enabled that are joined to the Customer Cloud Services Portal (CSP) instance. 2. If applicable, up to two (2) External Network Lists with a maximum of ten (10) entries defined in each. 3. Up to one (1) Cloud Data Connector with up to one (1) Traffic Flow defined if applicable. 4. Up to five (5) Custom Lists created within the customers CSP instance. 5. Up to four (4) security policies copied from the CSP default security policy. 6. Up to two (2) External Network Lists added into the security policy. 7. Up to ten (10) DNS Forwarding Proxies added into the security policy. 8. Up to five (5) Custom Lists added into the security policy. 9. Up to five (5) RPZ security Feeds from portal into NIOS if applicable. 10. Activate Security Policy in Log Only Mode 11. Analyze B1TDC logs to determine which configurations need further tuning. 12. Update the in-scope Security Policies as per log analysis. 13. Activate Security Policy in enforcement mode. 14. Configure B1TD Fallback (Alternate Resolvers other than Internet Roots) 15. Enable lookalike domains, up to twenty (20) domains added. 	See task 3.
2	Infoblox will compose a B1TDC document, outlining the performed configuration steps, as per Infoblox standard format.	The document will be deemed accepted upon delivery.
3	<p>Pre/Post migration, Customer will perform all testing activities (limited to two (2) business weeks) and will share with Infoblox identified issues with reported priority.</p> <p>Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox will then assist</p>	The critical and high priority Infoblox related issues stemming from Customer testing have been resolved by Infoblox.

Task #	Description	Acceptance Criteria
	Customer to resolve the jointly agreed upon critical and high priority issues.	
4	Infoblox will assist Customer with go live activities as part of a jointly defined task list. Go live activities will be limited to up to two (2) business days.	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.
5	Infoblox will provide Customer with post go live support (answering questions and assisting to address Infoblox related configuration issues) of up to eight (8) business hours for a period of two (2) business days following the go live event. Customer will send an email to the Infoblox project manager, who will respond within one (1) business day.	The earlier of the following: 1. Utilization of the eight (8) business hours. 2. Conclusion of the two (2) business days post the go live event.

Assumptions

1. Customer to compose all test scripts and perform all testing activities.

2.2.4 Trinzic IPAM for Microsoft Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	Infoblox will perform the following configuration tasks: 1. Configure Trinzic IPAM for Microsoft: 2. Up to five (5) Microsoft Servers for connected to the Grid Manager. 3. Trinzic IPAM for Microsoft is operating in a "Read-Only" or "Read-Write mode." 4. DNS/DHCP data from Microsoft is synchronization between the Grid Manager and the Microsoft DNS/DHCP systems. 5. Microsoft Sites feature is configured in the Grid Manager if applicable. 6. Configure Network Users feature if applicable.	See task 2.
2	Customer will perform all testing activities, limited to one (1) business day, and report to Infoblox identified issues with assigned priority. Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox will then assist Customer to resolve the jointly agreed upon critical and high priority issues.	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.

Assumptions

1. Customer to compose all test scripts and perform all testing activities.

2.2.5 Network Insight Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	<p>Infoblox will perform the following configuration tasks:</p> <ol style="list-style-type: none"> 1. Add up to five (5) SNMPv2/3 Credentials. 2. Add up to five (5) SSH Credentials. 3. Add up to ten (10) seed routers. 4. Enable discovery for up to ten (10) subnets/networks. 	See task 2.
2	<p>Following task #1, Customer will perform all testing activities, limited to one (1) business day, and report to Infoblox identified issues with assigned priority.</p> <p>Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox will then assist Customer to resolve the jointly agreed upon critical and high priority issues.</p>	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.

Assumptions

Customer to compose all test scripts and perform all testing activities.

2.3 Out of Scope Activities

These Terms and Conditions do not allocate time for training, formal courses, educational materials, or certification. However, during the collaboration between Infoblox Professional Services and the Customer on project tasks, Infoblox expects to provide valuable knowledge transfer. This will involve informal opportunities to instruct Customer personnel on relevant Infoblox product functions within the areas identified in these Terms and Conditions.

Any task not outlined in Section 2.2 is out of scope.

3 Roles and Responsibilities

3.1 Infoblox Project Management and Communication Responsibilities:

The Infoblox Project Manager will serve as the primary point of contact for all project-related matters and maintain constant communication with the Customer Project Manager/Lead throughout the project's duration. The following assistance will be provided to ensure effective project management:

a) Project Initiation:

- Facilitate a Project kick-off call to:
 - Review the project objectives.
 - Identify project timelines.
 - Gather contact information for key project personnel.
 - Establish next steps.
- Provide a summary of the kick-off call via email to the Customer.

b) Project Plan Development:

- Collaborate with the Customer Project Manager in developing the Project Plan.
- Assist the Customer Project Manager in identifying the project timeline, tasks, and key dates.

- c) **Project Status Reporting:**
 - Provide regular project status at a mutually agreed-upon interval.
 - Coordinate project touch points with the Customer Project Manager/Lead.
 - Maintain effective communication with the Infoblox and Customer technical teams to ensure up-to-date information.
- d) **Issue/Risk Management:**
 - Identify any potential project timeline or issue risks.
 - Communicate with the Customer Project Manager/Lead regarding identified risks.
 - Escalate issues within Infoblox as necessary to facilitate timely resolution.
- e) **Project Closeout:**
 - Review the project activities as per the agreed-upon scope.
 - Conduct wrap-up activities to perform project closure.
 - Define possible next steps for additional assistance as part of a new engagement.

3.2 Infoblox Project Team Responsibilities

3.2.1 General

- Provide a designated point of contact for the Customer project team.
- Assign qualified resources to perform the scoped activities.
- Respond to Customer requests within two (2) business days from the request date.

3.3 Customer Project Team Responsibilities

3.3.1 General

- Provide resource(s) to collaborate with Infoblox on the scoped activities.
- Designate a point of contact (Customer Project Manager / Lead) for the Infoblox project team.
- Establish an Infoblox Support account and verify login credentials.
- Respond to Infoblox requests within two (2) business days from the request date.
- Share timeline for any freezes, on-hold period, etc. with the Infoblox team as part of the first week of the engagement.
- The Customer is responsible for providing all necessary access, information, and cooperation to facilitate the implementation and configuration of the products in scope. Active participation and timely response to Infoblox inquiries and requests are crucial to the project execution.
- The Customer will actively collaborate, provide necessary information, and coordinate with Infoblox to ensure the implementation of services configuration and enablement. Adherence to the guidance and timelines provided by Infoblox is crucial for the timely and effective completion of tasks.
- Participate in weekly status meetings for this project.
- Create all test plans and perform all testing activities.

3.3.2 Initial Platform Configurations

- Installation of appliances.
- Provide necessary power and network connections for the Infoblox Platform.
- Share configuration requirements and specifications.
- Support the setup of base appliance configurations and initial network parameters based on Infoblox Administration Guide instructions.
- Apply Infoblox licenses to all devices.
- Facilitate network infrastructure changes for Infoblox Platform communications, including routing/firewall changes, switch and VLAN configuration.
- Verify base Grid functionality and configuration.

3.3.3 Data Preparation

- Gather data from the legacy environment as per Infoblox instructions.
- Address data conversion requirements.
- Prepare pre-production data for migration.
- Collaborate with Infoblox for timely review of migration data issues and facilitate lab testing.

3.3.4 Migration Activities

- Create all change control requests for the migration event.

4 General Assumptions

- a) Customer and Infoblox will work together to prioritize all work/tasks included in these Terms and Conditions.
- b) Services that are not explicitly specified to be provided under these Terms and Conditions are out of scope.
- c) Customer to perform all testing activities. Infoblox will assist with issue resolution activities as part of a jointly agreed upon and prioritized list.
- d) Scheduling Policy:
 - The Customer must provide ten (10) business days' prior notice to cancel or reschedule Service dates that have been previously scheduled.
 - If the Customer cancels or reschedules scheduled Service days with less than ten (10) business days' notice, Customer may incur additional consulting time and travel expenses.
 - Should the Customer ask for this project to be put on hold and need to resume project activities after a certain period of time, Customer must notify Infoblox, in writing, no less than ten (10) business days prior to the requested work restart date. Infoblox shall make commercially reasonable efforts to accommodate the customer requested restart date, subject to resource availability and other business considerations, and will notify the Customer, in writing, of the earliest date in which Infoblox resources can be available to resume work on the project. Infoblox cannot guarantee the same resource will be reassigned to the project.
- e) A Workshop is defined as any Consultant-led technical meeting scheduled for two (2) hours in duration. Kickoff calls, status calls, or project manager-led calls are not considered workshops.
- f) Documentation:
 - Unless explicitly specified, no formal documentation will be provided for this project.
 - Infoblox product and technical documentation can be accessed at: <https://docs.infoblox.com>.
- g) Knowledge Transfer:
 - The knowledge transfer session provided during the implementation is not intended to replace formal training.
 - Infoblox offers formal training programs for administrators, and it is highly recommended that the Customer takes advantage of this training before initiating their Infoblox project.
 - Information about Infoblox training courseware can be found at: <https://training.infoblox.com>.
- h) Working Hours:
 - Work will be performed during normal business hours (8AM - 5PM, Monday through Friday, Customer local time, excluding Infoblox and Customer recognized holidays).
 - Any work to be performed outside of normal business hours must receive written authorization from the Customer.

5 Term and Termination

These Terms and Conditions will expire within six (6) calendar months from the Purchase Order Date (the "Term").

Even if some of the Services under these Terms and Conditions have been delivered, if there is a two (2) calendar-month period during the Term in which no Services under these Terms and Conditions are delivered, these Terms and Conditions will terminate and Infoblox shall have no further obligations with respect to these Terms and Conditions. Infoblox will charge the Customer for all delivered and in-flight Deliverables.

6 Payment Terms

6.1 Fees

The project's fees and payment terms are specified in the quote provided to the Customer (where Customer purchased the Services directly from Infoblox), or the quote provided by the Reseller / Distributor to Customer (where Customer purchased the Services from the Reseller / Distributor).

#	Milestones	Invoice Amount
1	Receipt of PO	100% of purchase order amount

In the case where the Customer purchased Services from a Reseller or Distributor, Infoblox acknowledges that the Customer has made payment or will make payment to the Reseller or Distributor in advance, as per the agreement between Customer and Reseller or Distributor, as applicable. Infoblox will invoice the Reseller or Distributor, in advance according to the agreement between Infoblox and the Reseller or Distributor, as applicable, based on the Fees table above.

If Customer purchased the Services directly from Infoblox, Infoblox will invoice the Customer for the Services based on the Fees table above.

Payment Schedule:

Payments shall be made within thirty (30) business days after receipt of invoice.

Refund and Credit:

Except in the event of termination for Infoblox's material breach, fees are not subject to refund or credit.

Change Order Process:

Any request for services outside the scope of these Terms and Conditions will be documented in a Change Order executed by both parties. The Reseller and Infoblox will agree upon changes in services or costs before executing additional work beyond the defined scope of these Terms and Conditions.

7 Change Management Process

7.1 Scope and Change Orders

If either party wishes to make changes to these Terms and Conditions, including but not limited to modifying the scope of work, assumptions, dependencies, or fees, such changes will only be effective upon mutual approval and execution of a "Change Order" describing the specific scope changes, possible changes to project timeline, and possible changes to project cost.

Infoblox will have no obligation to provide Services pursuant to a Change Order unless all parties to these Terms and Conditions have executed and signed a Change Order. This ensures that any modifications to these Terms and Conditions are documented and agreed upon by both parties, providing clarity and formalizing the changes to be implemented.

Any requests for services outside the scope of these Terms and Conditions will be documented in a Change Order agreed upon by both parties. A Change Order must be executed before performing such services or incurring costs beyond the scope of these Terms and Conditions.



Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-P visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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