Infoblox Professional Services

NIOS Package Add-Ons Addendum

1 Description of Package Add-ons

Infoblox will perform the purchased add-ons outlined in the "Additional Services" section below in conjunction with the NIOS Migration Package Purchased.

1.1 Additional Services

1.1.1 Additional Migration Event

Additional purchased migration events will follow the tasks outlined in the Service Description of the purchased package.

1.1.2 Additional Data Source

Additional data sources will follow the tasks outlined in the Service Description of the purchased package.

1.1.3 Advanced DNS Protection (ADP) Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria

1	Infoblox will perform the following configuration tasks:
	• Install ADP Ruleset.
	• Create up to two (2) ADP Threat Protection Profiles.
	• Up to four (4) NIOS Hosts added into Profile.
	• Enable and Configure Rules:
	  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:
	  ○ 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	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.	The critical and high priority Infoblox related issues stemming from

Task #	Description	Acceptance Criteria
	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.	Customer testing have been resolved by Infoblox.
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	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 (3) 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 three (3) business days post the go live event.

Assumptions

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

1.1.4   DNS Traffic Control (DTC) Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	Infoblox will perform the following configuration tasks: 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	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.	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.

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.

1.1.5 BloxOne Threat Defense QuickStart (B1TD) Configuration

- **Small** - https://www.infoblox.com/company/legal/b1td-quickstart-small-package-terms-and-conditions
- **Medium** - https://www.infoblox.com/company/legal/b1td-quickstart-medium-package-terms-and-conditions
- **Large** - https://www.infoblox.com/company/legal/b1td-quickstart-large-package-terms-and-conditions

1.1.6 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.

1.1.7 Network Insight Configuration

The following tasks will be performed:

Task #	Description	Acceptance Criteria
1	Infoblox will perform the following configuration tasks: 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	Following task #1, Customer will perform all testing activities, limited to one (1) business day, and report to Infoblox identified issues with assigned priority.	Jointly defined Infoblox related critical and high priority issues have been resolved by Infoblox.

Task #	Description	Acceptance Criteria
	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.	

Assumptions

1. Customer to compose all test scripts and perform all testing activities.
2. Network Insight is limited to a single probe and consolidator.

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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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