



Service Description

Security Software Design and Configuration Service (SSDC)

Introduction

Dell Technologies Services presents this Security Software Design and Configuration (“SSDC”) Service (the “Service(s)”) in accordance with this Service Description (“Service Description”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact technical support or your sales representative.

Description of the Service

This Service provides an engineer to assist Customer with the design, implementation, configuration and/or optimization of the Software-as-a Service applications listed in Table 1, below. The engineer will enhance Customer’s knowledge and help leverage the full potential of their end user solution(s).

The Service is purchased for a minimum of 40 hours, with optional additional hours available in increments of 8 and 40 hours. The Service will have the following key characteristics:

- It provides a fixed block of qualified engineer hours at a fixed cost with no outcome-based deliverables. Engineers work at the direction of authorized Customer contact(s).
- Each block applies only to a single vendor technology.
- Each purchased block of hours will be delivered contiguously.
- Hours will be delivered by Dell Technologies Services security solutions architect with skillsets appropriate to the supported software and project assistance requirements.
- Engineering assignments are subject to the availability of resources with the skillsets specified by the applications to be managed in Table 1.
- Assignment of engineer(s) is performed at the sole discretion of Dell Technologies Services.
- All work will be performed remotely at the direction of authorized Customer contact(s).
 - Customer consultations will occur via phone and video conferencing services.
 - Any required tool configuration will be provided via connection to software vendor’s web interface.
 - Any required Customer network access will be performed through a Dell Technologies Services-provided remote access tool supervised by Customer or otherwise as agreed-upon with Customer.
- Increments of hours purchased simultaneously are considered “stacked” and are combined for project delivery purposes.
- Purchases amounting to 120 hours or less, must be consumed within 3 months of purchase date.

Purchases amounting to more than 120 hours must be consumed within 12 months of purchase date.

- Unused hours which are not consumed within the allotted time periods noted above will be canceled as per “Supplemental Terms & Conditions, section 2.F - Service Cancellation,” below.

In-Scope Applications

The Service applies to the following Software-as-a-Service products:

S.No	OEM	Products In Scope for SSDC
1	Zscaler	Secure Internet Access (ZIA)
2	Zscaler	Secure Private Access (ZPA)
3	Zscaler	Digital Experience (ZDX)
5	Zscaler	Posture Control
4	Zscaler	Data Protection (CASB/DLP) - Only out of the box Policies with data cat. already available
S.No	OEM	Products In Scope for SSDC
6	Okta	Workforce Identity Cloud - Single Sign On
7	Okta	Workforce Identity Cloud - Adaptive MFA
8	Okta	Workforce Identity Cloud - Lifecycle Management
9	Okta	Workforce Identity Cloud - Workflows
S.No	OEM	Products In Scope for SSDC
11	CrowdStrike	Falcon Insight XDR
12	CrowdStrike	Falcon Prevent
13	CrowdStrike	Falcon Device Control
14	CrowdStrike	Falcon Firewall Management
15	CrowdStrike	Falcon Discover

Table 1: In-Scope Applications

Service Activities

An assigned engineer will perform any of the following tasks related to Customer instance of In-Scope Applications over the duration of the engagement:

- **Design** – Develop a specification for implementation or upgrade of an In-Scope Application within Customer’s environment based on Customer’s business goals, objectives and needs, which may include:
 - Working with Customer in the strategic design process, translating business needs into technical systems solutions
 - Following vendor and industry best practices to fit solution into Customer environment
 - Specifying designs for solution, including components, configuration and required integrations
- **Implementation and configuration** – Set up and/or configure an In-Scope Application in Customer’s environment, which may include:

- Coordination with vendor and Customer on instantiation of Software-as-a-Service instance and application of initial configuration
 - Applying configurations through the Software-as-a-Service console
 - Developing and applying security policies
 - Working with Customer to integrate on-site solution components including, but not limited to, gateways or endpoint agents required to provide full functionality
 - Implementing integrations between In-Scope Applications and Dell Technologies Services' Managed Detection and Response platforms, or between other In-Scope Applications
- **Integration Assistance** – Work with Customer to provide assistance on integrating In-Scope Applications with 3rd-party products, which may include:
 - Activation/Configuration of API integrations
 - Configuration of 3rd-party software to allow connections with In-Scope Applications
 - Architecture advice
 - Configuration of in-scope tool security policies
 - **Optimization of In-Scope Applications** – Utilize available telemetry as well as solution logs and reports to identify inefficiencies or potential security policy improvements in Customer's implementation of an In-Scope Application, which may include:
 - Analysis of telemetry and logs to identify errors, inefficiencies in operation of In-Scope Applications
 - Analysis of In-Scope Application architecture, design, configuration and/or policy to optimize for Customer requirements
 - Recommend changes to products and/or procedures that will result in operational optimization of the client environment
 - Configuration and/or security policy updates per recommendations in accordance with Dell Technologies Services' and Customer's change management policies
 - **Knowledge Transfer and Operational Assistance** – Work with Customer administrators for In-Scope Applications to provide knowledge transfer and/or operational assistance, which may include:
 - Providing knowledge transfer on technology features and management of In-Scope Application solution
 - Over-the-shoulder mentoring on configuration or operation of In-Scope applications
 - Documentation assistance for Customer solution
 - **Policy/Process Review** - Review IT processes and policies as part of new solution or continuous improvement, which may include:
 - Assistance with the solution documentation of policies and procedures in conjunction with compliance manager(s) and with other key Customer stakeholders
 - Conducting knowledge transfer administrator activities, and standard operating procedures
 - Providing the Customer with applicable documentation

Service Engagement

The Service engagement will reflect Customer's preferences. Where appropriate, Dell Technologies Services or will provide Customer with the following in connection with the Services:

- Kick-off meeting

- A Dell Technologies Services project manager will initiate a discussion with Customer and/or channel partner, when necessary, to start the Service
- Timelines to find and onboard resources, Customer's contact preferences for the duration of Service, and other project-specific details will be established
- Dell Technologies Services, in its sole discretion, will determine the appropriate engineer(s) necessary to complete the Service
- Delivery of Service
 - Dell Technologies Services project manager will act as the primary point of contact for escalations related to the Service engagement
 - In the event an assigned resource becomes unavailable due to illness, civic duties, military service, training, or personal unforeseen time off, Dell Technologies Services will:
 - Identify another engineer with appropriate experience and/or skillsets
 - Provide notice to Customer of the change with period for comment
 - Assign the identified engineer to continue the work
- Close of Service
 - Upon completion of the assigned work or exhaustion of the purchased Service hours, the Dell Technologies Services project manager will notify customer of completion of purchased hours and close the project

Services Out of Scope

The parties acknowledge that the following activities are not included in the scope of this Service.

1. Any services, tasks or activities other than those specifically noted in this Service Description.
2. The development of any intellectual property created solely and specifically for the Customer under this Service Description.
3. Development of deliverables and/or materials.

Assumptions

This Service Description relies upon the following assumptions:

- This Service delivers increments of engineering hours and is NOT designed to deliver a specific outcome.
- Assigned engineer(s) will perform tasks as specified by an authorized Customer contact, up to the full number of hours purchased.
- All information provided by Customer is materially correct.
- Dell Technologies Services is not responsible for software defects or incompatibilities unable to be resolved by the manufacturer of In-Scope Applications or third-party applications.
- Customer provides timely acceptance and agreement with details described in documents provided by Dell Technologies Services as part of the engagement.
- No Service Level Agreements ("SLA") are defined or applicable.

Offer-Specific Customer Responsibilities

Customer agrees to cooperate with Dell Technologies Services in its delivery of the Services. Customer agrees to the following responsibilities:

- Assignment of one or more authorized Customer contact(s). All tasks will be directed by these contacts. In the event that task requests are received from non-authorized contacts, an authorized contact will be required to affirm the request before work will be performed.
- Be present or provide a Customer-nominated representative who will be present and available for all planning and review sessions.
- Participate as appropriate for the Services. Customer understands that without proper participation, including goal setting, the engineer cannot work towards meeting Customer needs or perform the Service.
- Provision of all of the following:
 - All necessary Customer and/or technical information required for completion of the assigned tasks
 - Sufficient access to In-Scope Applications, relevant infrastructure and/or third-party applications to allow completion of assigned tasks
 - Any consents required to perform the Service
 - Remote access to all Customer environments required for completion of assigned tasks
 - If a Dell Technologies Services-provided remote access tool is utilized, the Customer contact shall initiate the remote connection
 - Prompt notifications to Dell Technologies Services in writing of:
 - any changes Customer makes to its information technology environment that may impact Dell Technologies Services' delivery of the Service
 - business, organizational, security and technical issues that may have an impact on Dell Technologies Services' performance and delivery of the Service

General Customer Responsibilities

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell Technologies Services to access and use, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell Technologies Services to perform these Services.

Non-solicitation. Where allowed by law, Customer will not, without Dell Technologies Services' prior written consent, for a period of two years from the date listed on your Order Form, directly or indirectly solicit for employment any Dell Technologies Services employee with whom you have come in contact in connection with Dell Technologies Services' performance of the Service; provided, however, that general advertisements and other similarly broad forms of solicitation will not constitute direct or indirect solicitation hereunder and you are permitted to solicit for employment any employee that has been terminated or has resigned his or her employment with Dell Technologies Services prior to the commencement of employment discussions with you.

Customer Cooperation. Customer understands that without prompt and adequate cooperation, Dell Technologies Services will not be able to perform the Service or, if performed, the Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide Dell Technologies Services with all cooperation necessary for Dell Technologies Services to perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, Dell Technologies Services will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell Technologies Services) free, safe and sufficient access to Customer's facilities and environment, including ample working space, electricity, safety equipment (if applicable) and a local telephone line.

A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell Technologies Services), if the system does not already include these items.

Data Backup. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. Dell Technologies Services will not be responsible for the restoration or reinstallation of any programs or data.

Unless otherwise required by applicable local laws, DELL Technologies SERVICES WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR
- FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL Technologies SERVICES OR A THIRD-PARTY SERVICE PROVIDER.

Third Party Warranties. These Services may require Dell Technologies Services to access hardware or software that is not manufactured or sold by Dell Technologies Services. Some manufacturers' warranties may become void if Dell Technologies Services or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell Technologies Services' performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell Technologies Services does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

Service Hours. Subject to local law relating to weekly work hours, unless otherwise listed below, this Service will be performed Monday through Friday during normal Dell Technologies Services business hours, which is from 8:00 AM to 6:00 PM Customer local time:

Country	Normal Dell Technologies Services Business Hours
United States and Canada	Monday thru Friday from 7:00 AM to 4:00 PM

No Service activities will take place outside normal business hours or during local holidays unless other arrangements have been made in advance in writing.

Services Terms & Conditions

This Service Description is entered between you, the customer (“you” or “Customer”), and the legal entity identified on your Order Form for the purchase of this Service (the “Dell Legal Entity”). This Service is provided subject to and governed by Customer’s separate signed master services agreement with the Dell Legal Entity that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by either Dell’s Commercial Terms of Sale or the agreement referenced in the table below (as applicable, the “Agreement”). Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

	Terms & Conditions Applicable to Your Purchase of the Services
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Customer Location	Customers Purchasing Services Directly	Customers Purchasing Services Through an Authorized Reseller
United States	Dell.com/CTS	Dell.com/CTS
Canada	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)

* Customers may access their local [Dell.com](https://www.dell.com) website by simply accessing [Dell.com](https://www.dell.com) from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at [Dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen](https://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen).

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at [Dell.com/servicesdescriptions/global](https://www.dell.com/servicesdescriptions/global).

Privacy: Dell Technologies Services will treat any personal information collected under this Service Description in accordance with the applicable jurisdiction's Dell Technologies Privacy Statement, all of which are available at <http://www.dell.com/localprivacy> and each of which is hereby incorporated by reference.

If there is a conflict between the terms of any of the documents that comprise this Agreement, the documents will prevail in the following order: (i) this Service Description; (ii) the Agreement; (iii) the Order Form. Prevailing terms will be construed as narrowly as possible to resolve the conflict while preserving as much of the non-conflicting terms as possible, including preserving non-conflicting provisions within the same paragraph, section or sub-section.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the Dell.com or DellEMC.com website in connection with your purchase or within a Dell Technologies software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Data Collection and Use Notice

This Notice ("Notice") explains how [Dell Technologies and its group of companies](#), on behalf of itself or for a third party or for its direct and indirect subsidiaries ("Dell"), collects, uses and shares your data when you use Dell software. We collect and use certain types of data, described below, to personalize your experience with Dell products, to enhance our support and to improve our products, solutions and services ("Dell Solutions").

Information We Already Collect. We may automatically collect behavioral and usage information about how you use, access or interact with the Dell Solutions. This information may not necessarily reveal your identity directly but may include unique identification identifier and other information about the specific device you are using, such as your service tag, the hardware model, operating system version, hardware

settings and system crashes, installed applications, their settings and usage, and/or (MAC) address, and other data that may uniquely identify your device or system.

We may also collect information about how your system or device has interacted with the Dell Solutions, such as statistical information, network connection indicators and routing. In some instances, the information collected may directly or indirectly identify an end-user and link an individual to certain online behavior to the extent required for the purposes provided in this Notice.

[Dell software may consolidate all or part of the aforementioned information in data logs that are transmitted to Dell when an internet connection is established.]

The types of technology used by Dell may change over time as technology evolves. For more information about our use of cookies and other similar tracking technologies please read our [Cookies and Similar Technologies](#) on Dell's online [Privacy Statement](#).

Data Transfers. Data described in this Notice may be transferred outside of your country to other locations such in the USA, EU, Japan, including to third party hosting sites. We will take all appropriate technical and organizational measures to safeguard the data that we transfer.

Retention of Your Data. We will retain your personal data as necessary in connection with the purposes described in this Notice, and in accordance with Dell's retention policies and applicable law. The data that is collected by Dell as described in this Notice will be kept in accordance with Dell's retention policies and applicable law.

Supplemental Terms & Conditions

1. Term of Service. This Service Description commences on the date listed on your Order Form and continues through the term (“**Term**”) indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer’s Order Form. Unless otherwise agreed in writing between Dell Technologies Services and Customer, purchases of Services under this Service Description must be solely for Customer’s own internal use and not for resale or service bureau purposes.

2. Important Additional Information

A. Rescheduling. Once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Service. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service.

B. Payment for Hardware Purchased With Services. Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of services purchased with such hardware.

C. Commercially Reasonable Limits to Scope of Service. Dell Technologies Services may refuse to provide Service if, in its commercially reasonable opinion, providing the Service creates an unreasonable risk to Dell Technologies Services or Dell Technologies Services’ Service providers or if any requested service is beyond the scope of Service. Dell Technologies Services is not liable for any failure or delay in performance due to any cause beyond its control, including Customer’s failure to comply with its own obligations under this Service Description.

D. Optional Services. Optional services (including point-of-need support, installation, consulting, managed, professional, support or training services) may be available for purchase from Dell Technologies Services and will vary by Customer location. Optional services may require a separate agreement with Dell Technologies Services. In the absence of such agreement, optional services are provided pursuant to this Service Description.

E. Assignment and Subcontracting. Dell Technologies Services may subcontract this Service and/or assign this Service Description to qualified third party service providers who will perform the Service on Dell Technologies Services’ behalf.

F. Cancellation. Dell Technologies Services may cancel this Service at any time during the Term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms.
- Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell Technologies Services cancels this Service, Dell Technologies Services will send Customer written notice of cancellation at the address indicated on Customer’s invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell Technologies Services sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not be varied by agreement. If Dell Technologies Services cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell Technologies Services.

G. Geographic Limitations and Relocation. This Service is not available at all locations. Service options, including service levels, technical support hours, Service features and functionality, and on-site response times will vary by geography and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details.

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