



# Health Check Package

## Highlights

### Key Benefits

- Solidify the current state of your CounterACT deployment
- Fine-tune your policies based on your changing environment
- Accelerate the next phase of your CounterACT rollout
- Maximize return on ForeScout investment
- Improve resource effectiveness

### Key Features

- Services based on best practices
- Leverages focus and experience of ForeScout deployment experts
- Flexible packages aligned with specific customer needs

ForeScout's **Health Check Package** is designed to help you ensure that your ForeScout CounterACT® implementation is configured for optimal performance based on your network architecture and your policy goals. Our Professional Services Engineers will perform an end-to-end configuration review to configure CounterACT and security policies with ForeScout's best practices. Following a review, a test of remediation, restrictive and notification actions will be performed, and potential gaps in coverage will be identified.

## The Package

ForeScout's experienced Professional Services Engineers will review and test the following components of your implementation:

### Hardware Verification

- Identify end-of-life/out-of-support appliances
- Monitor Central Processing Unit (CPU) and memory utilization
- Review Intelligent Platform Management Interface (IPMI) system status via Intel® Remote Management Module (if available) to identify possible hardware issues
- Review appliance and service uptime history
- Test disk health

### CounterACT Configuration

- Completeness and organization of network segments
- Configuration of internal network
- Discovery and inventory properties and timing
- Audit of Switch Port Analyzer (SPAN) port placement and configurations
- Channel configuration
- Identification of oversubscribed appliances
- Threat protection settings and legitimized traffic
- Reporting and logging configurations

### Plugin Configuration

- Install available updates to currently installed modules
- Test and configure additional network devices as needed:
  - Network switches
  - Wireless controllers/access points
  - Virtual Private Network (VPN) concentrators

### Policy Configuration

- Review scoping
- Review re-check timing
- Review exceptions
- Review groups
- Review speed of condition/policy resolution

### About ForeScout

ForeScout Technologies is transforming security through visibility, providing agentless visibility and control of traditional and IoT devices the instant they connect to the network. Our technology works with disparate security tools to help accelerate incident response, break down silos, automate workflows and optimize existing investments. See devices. Control them. Orchestrate multivendor response.

Learn how at [www.forescout.com](http://www.forescout.com).

### About ForeScout Professional Services

While ForeScout's products are easy to use and deploy, the company offers an extensive array of professional services delivered directly and through our network of authorized service partners. With ForeScout Professional Services, customers can fortify their CounterACT investment with expertise to accelerate time-to-value, expedite procurement and implementation schedules, develop and refine security policies, and customize system functionality to address unique oversight and reporting requirements.

Learn more at [www.forescout.com/support/services/](http://www.forescout.com/support/services/)

- Identify redundant conditions
- Build in identification of irresolvable devices
- Implement recommended policy templates:
  - Classification
  - Compliance
  - Informational
  - Clarification
  - Control

#### Compliance

- Review unmanageable and unclassified devices and identify remediation steps
- Review compliance policies for identification of exceptions and irresolvable devices
- Assist with identification of policy goals and desired enforcement actions
- Advise on steps required to reach compliance goals and enforcement
- Configure additional compliance policies as needed

#### Policy Testing (enforcement, remediation and notification)

- Testing of enforcement policies for appropriate timing and effectiveness of restrictions
- Remediation testing of built-in remediation scripts or customer-provided remediation scripts
- Validate
- Identify gaps in coverage

#### Deliverables

- Optimized configuration and policies
- Engagement Summary document

For **Health Check**, we offer a five-day health on-site engagement that may include activities outlined herein.

Product	Description	Number of days
FS-PS-HC-03	Three consecutive days of on-site health check services for existing deployments, includes travel.	3
FS-PS-HC-01	One additional day of on-site health check services for existing deployments, includes 1 day of travel. Must be used only in conjunction with the FS-PS-HC-03 sku for a maximum of five days in total.	1

- Note 1: Travel expenses are included in the price.
- Note 2: Larger implementations will require a custom scoping effort.
- Note 3: Services are subject to the terms and conditions set forth at <http://www.forescout.com/eula>
- Note 4: Cancellation of any services with less than five business days' notice shall be subject to a cancellation fee plus actual expenses incurred as set forth in the above terms and conditions.



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