

# SURFACE COMMAND DEPLOYMENT SERVICES

Rapid7's Surface Command deployment services brings together key Rapid7 capabilities & security expertise to accelerate customers' time to value with Rapid7 products and lays the foundation for ongoing security health outcomes. This document will outline the scope of Rapid7's Deployment Services and how we plan to reach our stated mission. Any responsibilities or actions not explicitly defined in this Service Brief are not part of the deployment services.

## SCOPE OF SERVICE

The Rapid7 Surface Command deployment service includes:

### Customer Expectations

The success of the Customer's onboarding experience depends on the Customer's active engagement and partnership. The Customer is responsible for providing the following to ensure successful implementation:

- Primary point of contact
- Project participants' contact information

### Technical Deployment

The technical deployment is designed to assist your team in leveraging Surface Command with the goal of ensuring the health of the installation, providing team enablement, and, if indicated, providing recommendations for expansion.

Surface Command deployment includes establishing strategies and best practice baselines. Certain activities will not be possible during deployment if the prerequisites are not completed prior to the deployment engagement. In such an event, these topics will be covered on a theoretical basis with self-service documentation provided for implementation.

Deployment Services will provide recommendations but will not directly apply configuration changes to customer environments nor guarantee customer environmental changes are applied.

# SURFACE COMMAND

## DEPLOYMENT OVERVIEW

Surface Command deployment services consist of establishing initial configuration of the product. Deployment has the dual goals of establishing a baseline configuration and enabling your team to ensure you maintain oversight as your environment evolves.

### Specific activities during deployment:

- Overview on Surface Command capabilities
- Overview on user management and role best practices
- Install one Surface Command Outpost (if applicable)
- Discuss best practice implementation of Surface Command core connectors
  - Configure five connectors, each representing one of the core connector categories detailed below and provide enablement on how to configure remaining core connector sources independently.
  - Asset Management
  - EDR/EPP
  - Vulnerability Management
  - CSP / CSPM
  - Identity Management
- Demonstrate query builder capabilities and how to perform basic cypher queries
  - Creation of up to three (3) best practice queries within the query builder
- Demonstrate Widget creation capabilities and use cases
  - Creation of up to three (3) best practice widgets
- Demonstrate Dashboard creation capabilities, built-in dashboards and use cases
  - Creation of one (1) custom best practice dashboard
- Review and discuss workflow capability

# SURFACE COMMAND

## CUSTOMER EXPECTATIONS

All activities are dependent on the customer completing all prerequisite steps prior to the deployment engagement. Configuration items missing prerequisites will be covered on a theoretical basis and self-service resources for implementation will be provided. Additional time will not be scheduled to account for missing prerequisites during initially scheduled meetings.

\*Note: Deployment is limited to the installation of Rapid7 products and does not include prerequisites such as provisioning physical or virtual resources/servers.

### About Rapid7

Rapid7 is creating a more secure digital future for all by helping organizations strengthen their security programs in the face of accelerating digital transformation. Our portfolio of best-in-class solutions empowers security professionals to manage risk and eliminate threats across the entire threat landscape from apps to the cloud to traditional infrastructure to the dark web. We foster open source communities and cutting-edge research—using these insights to optimize our products and arm the global security community with the latest in attacker methodology. Trusted by more than 11,000 customers worldwide, our industry-leading solutions and services help businesses stay ahead of attackers, ahead of the competition, and future-ready for what's next.

## RAPID7

### PRODUCTS

Cloud Security  
XDR & SIEM  
Threat Intelligence  
Vulnerability Risk Management

Application Security  
Orchestration & Automation  
Managed Services

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