



Tanium Enterprise Services

Services Design for UK Universities

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Overall Services Proposal

1. Overview

Tanium Enterprise Services Organization (ESO) will provide three weeks of project support in order to quickly deploy Tanium and establish an operational baseline. This project bundle, specifically designed for UK University customers, includes a Technical Project Manager (TPM), as well as a Hands-on-Keyboard Enterprise Services Engineer (ESE) who completes the TaaS configuration, supports client deployment, and configures Tanium modules to provide a fully functioning Tanium instance. Timelines and gating criteria are enforced by the TPM to ensure timely project completion.

The Pre-Deployment phase of the project would begin under the Tanium kickstart license, and, once complete, the project will pause until the full license has been granted. Once the full license has been granted to the customer, ESO will conduct the Deployment Phase of the project and then hand over to the Tanium Support Center.

2. Project governance and split of responsibilities

The TPM will host a project intake meeting and two pre-deployment meetings which will gather information necessary for the hands-on phase of the Tanium deployment. During the deployment phase, the ESE will share a daily review for tasks completed and necessary next steps.

Risks and issues that occur during the deployment will be escalated by the TPM to project stakeholders on an ongoing basis during the course of the engagement.

3. Sample project plan

The project is divided into two phases: The Pre-Deployment Phase and the Deployment Phase. During the Pre-Deployment Phase, the ESO team will conduct the following meetings, with suggested agendas below (these may be customized). The Pre-Deployment Phase may take place for customers on a kickstart license, or a full license if they already have one available.

- 1) Intake Meeting
 - a. General Project Overview
 - b. Intake Brief
 - c. Use Case Review
- 2) Pre-Deployment Meeting #1
 - a. Review Pre-Deployment Configuration Exceptions
 - b. Review Environment Survey
 - c. Review State of TaaS Instance
 - d. Hands-on-Keyboard Access
 - e. Support Center Registration
- 3) Pre-Deployment Meeting #2
 - a. Tanium Community
 - b. User Groups/RBAC
 - c. Patch Cycles
 - d. Maintenance Windows
 - e. Block Lists
 - f. Computer Groups
 - g. Tanium Admin Roles
 - h. Verify availability and change management process

Following Pre-Deployment phase, the Deployment Phase will begin. For customers that are using a kickstart license, the Deployment Phase will begin only once they have been granted a full license.

- 4) Deployment Phase:
 - a. Tanium client deployment
 - b. Module configuration
 - c. RBAC and user account creation

Following the deployment phase, ESO will transition the customer to the Tanium Support Center, who will assist with any follow-on technical questions and troubleshooting.

The main risk to successful completion of the project is timely access for ESE hands-on-keyboard support, which will be mitigated by using this access as gating criteria prior to project kickoff. In addition, technical staff availability must be coordinated prior to project execution; this will be assessed by the TPM and also used as project phase gating criteria.

It is important to note that the project is duration-based, rather than outcome based and handoff to Support Center will take place at the end of the three-week period. Therefore, clear communication regarding resource availability is important both before and during the project.

4. Customer pre-requisites

1. Identified personnel to make design decisions for the Tanium environment
2. Identified personnel to act as Tanium Administrator/s
3. Identified stakeholders, senior stakeholders, users and consumers of Tanium data (dependent on modules purchased)
4. A standard Change Control process for general software deployment

5. Documentation

Following the execution of the deployment phase, the ESO team will generate two documents:

1. Handover documentation for the Tanium Support Center
2. As-Built documentation for the customer