Delinea Professional Services

Secret Server Instructor-led Training Package

This document outlines a professional services package for instructor-led training of Delinea customers on Secret Server.

Customers who benefit most from this package:

- Would prefer instructor-led training in addition to Delinea's E-Learning training.

- Expect their internal staff to administer and manage Secret Server.

- Need an in-depth, technical knowledge on capabilties, configuration options, best practices and use cases.

- Are looking for a hands-on-training session to compliment Delina's E-learning.

What's included?

This training focuses on configuration and best practices for Secret Server with an emphasis on administrative functions. Each training session is tailored to customers use cases and deployment option (cloud and on-premises, edition).

Offering overview

Secret Server instructor-led training package (3-Days)

Training topics include:

Secret Server core topics

- Installation, configuration, upgrades
- Disaster recovery/high availability cluster nodes (not including SQL Server High Availability)
- Understanding the UI and configuration options for Secrets, groups, roles, permissions, folders, dashboards, etc.
- Creation, configuration and management of:
  - Secret templates/Secret Policies
  - Session Launchers
  - Password rotation and Heartbeat
  - Discovery configurations and output
  - Workflow
- Basic Integrations – MFA, SSO, SIEM integration
- Security hardening / encryption
- Auditing and reporting
- Session recording and monitoring (basic and advanced)
- SSH Key management / command controls

- Distributed engines
- Service Account Management
- Customizations – API's, scripting, etc.

On-premise topics

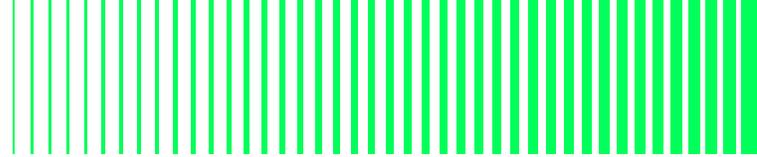- High availability and disaster recovery
- Security Hardening

Cloud topics

- Cloud networking
- Distributed Engines
- Security Hardening

Scenario-based topics

- Vault scenario

Offering details

Delivery

The training will be delivered on site or remote, instructor-led by a certified Delinea Professional Services or Training professional (this may include Delinea Certified Partners or Delinea employees). The trainer will use both PowerPoint slides and hands-on labs for delivering training. The labs are critical to ensure that learners are knowledgeable of configuration options, best practices and use cases. Labs provide an opportunity to:

- Build hands-on experience with Secret Server in a risk-free training environment.
- Build confidence in case of disaster recovery and to help with planning for future use cases.

Sample schedule

The schedule below will vary depending on the skill level of the attendees and use cases that the Customer would prefer to focus on:

Day 1

Content	Delivery
Introduction to Delinea Secret Server, main use cases, and labs setup	Lecture, slides and hands-on lab
User interface Secrets and templates Folders and policies	Lecture, slides and hands-on lab
Roles, groups and users	Lecture, slides and hands-on lab

Day 2

Content	Delivery
Workflow Launchers Discovery Remote password changing	Lecture, slides and hands-on lab
Service account management Auditing & reporting Alerting & SIEM	Lecture, slides and hands-on lab
Distributed engine SSH key management & command controls	Lecture, slides and hands-on lab
Security hardening	Lecture, slides and hands-on lab
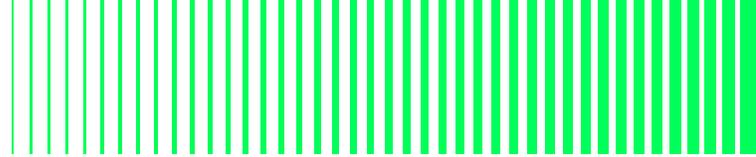
Day 3

Content	Delivery
Session recording & monitoring Integrations	Lecture, slides and hands-on lab
SSH/process custom launcher SSH password changers Extensible discovery	Lecture, slides and hands-on lab
Backups High availability Upgrades	Lecture, slides and hands-on lab
Vault Troubleshooting Cross-functional dependencies Wrap up and questions	Lecture, slides and hands-on lab

Assumptions

1. The services delivered by Delinea will be limited up to the twenty-four (24) hours included in this package.

2. This Packaged Offering is subject to Delinea's Professional Services Policy. There is no Statement of Work (SOW) that is accompanied with this offering.

3. Any changes to the project must be mutually agreed to in writing as per the change process outlined in the Thycotic terms and conditions/process document.

4. This offering is invoiced on purchase and is valid for six (6) months from the date of purchase. Contact your Delinea Sales representative for pricing details for your region and to arrange for a time, place, and schedule.

5. This training package is delivered remotely. Thycotic's Technical Consultant will conduct activities remotely via web conferencing software including but not limited to Microsoft Teams or Zoom. The consultant is also able to leverage Customer's web conferencing software, if there is a different preference.

6. If Customer cancels a working session with less than three (3) week notice, Customer will be charged for the time scheduled and the hours will be forfeited.

7. Customer understands that Delinea's performance of the Services and delivery of agreed upon deliverables under this package is dependent in part upon Customer's actions, and Customer therefore agrees to cooperate with Delinea in a commercially reasonable manner in the completion of the Services by Delinea.

8. This package will include 8 hours of training per day over three (3) consecutive business days including 15-minute breaks and a 1-hour lunch break during each day.

Delinea

Delinea is a leading provider of privileged access management (PAM) solutions that make security seamless for the modern, hybrid enterprise. Our solutions empower organizations to secure critical data, devices, code, and cloud infrastructure to help reduce risk, ensure compliance, and simplify security. Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide, including over half of the Fortune 100. **delinea.com**