

Cribl Health Check- Advanced

CRBL-HEALTH-CHECK-STD

Date: 4/4/2024

Service Description

SOI Solutions ("SOI") provides Professional Services projects packaged to meet customer's outcomes as it relates to the Cribl Stream, Cribl Edge, and Cribl Search (Collectively known as the "Application Suite").

The Cribl Health Check - Advance ("The Service") is a comprehensive review of a Cribl environment architecture, configuration, and performance over a 5-day period. SOI will work with the customer to collect required information technically and from teleconference means. The end deliverable will be a findings document as outlined in the Deliverable section.

Scope

The Service will review the following components and provide an evaluated assessment of the architecture and next steps for any remediation findings:

- Deploy SOI monitoring package to collect required telemetry.
- Review performance telemetry as it relates to CPU, Memory, and Disk
- Review performance telemetry associated with Routes and Pipelines to identify improvements in configurations.
- Review Routes and Pipelines for best practices.
- Review Error logs for any misconfigurations.
- Review error logs and performance telemetry as it relates to Sources and Destinations.
- Conduct working session to review and document architecture.

Out of Scope

- Review of any custom-built scripts or collection mechanisms.
- Modifications, Configurations, or Installation of Customer software other than agreed upon monitoring package.
- Modifications, Configurations, or Installation of Cribl components as it relates to findings from the Service.

Deliverables

The following outlines the expected deliverable the customer will receive. All document-based deliverables are provided in PPT, PDF, and MS Word formats. All Cribl configuration-based deliverables are provided as .cribl file to be uploaded into the system.

- Health Check Evaluation – Document – This deliverable provides an overview of the Services findings, architecture diagram, and recommendations for each finding.
 - Overview

- Findings
- Architecture Diagram.

Assumption

- Services are initiated through SOI's deployment process. Services will commence according to the agreed upon Activation Date.
- Activation Date: The date in which services will start and be subject to the Term outlined in this quote. Activation Date will be agreed upon via email.
- All activity will be tracked within the SOI Portal and communicated back to the Customer. SOI will provision access to the SOI Portal for the Customer.
- The Customer is responsible for installation and configuration of any software or services in the Client's environment, such as agents, sensors, log collectors, workers, and virtual machines.
- The Customer will provide remote access to the environment if required.
- All software licenses are the Customer's responsibility.
- Compliance regulatory control reviews are not in scope of this service.
- The Customer will make available environment Subject Matter Experts during the engagement term.
- Services will be performed from 8am – 5pm Monday through Friday based on the Customer's time zone(s).
- All hours remaining at the end of the contract term will be invoiced. These are non-refundable, non-creditable, and non-transferable without written consent from SOI Solutions.