# Deployment Support Services

ForgeRock understands that as a customer you want to get value for your investment as soon as possible. To help our customers and integrators achieve this and maximize the success of their ForgeRock project, we offer Deployment Support Services (DSS).

DSS is available as an hourly rate service (DSS Hours) for flexibility, and Packaged Workshops for focused collaboration at key project decision points. ForgeRock will plan with you on how to best use the Deployment Support Services, advising on best practice, and building towards a successful deployment.[1]

**Benefits:**

» For the customer - vendor involvement in the project with a light touch to advise and guide on product installation, integration and customisation. This avoids common deployment problems and achieves ROI more quickly

» For the integrator - a ForgeRock expert on hand to help with key decisions and who has direct access to all of ForgeRock's expertise.

» For the whole project team - customer, integrator and ForgeRock - all three parties working together to build a successful deployment as quickly as possible

| ForgeRock Deployment Support Hours | |
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| **Service** | **Description** |
| **Deployment Support Services Hours** | DSS Hours give you access to ForgeRock expertise throughout your project, providing advice on architecture, build options, application integration, nonfunctional requirements, testing, and operational best practice. <br><br> **For these hours ForgeRock can engage in the following activities:** <br> » Participation in the project kick-off, requirements and use case definitions <br> » Technical product assistance along every step of the project from start to end <br> » Advice in building the right solution architecture <br> » Sizing and scaling guidance based on our experience of hundreds of customer deployments <br> » Advice on configuration and performance tuning <br> » Best practices on external/third party integrations <br> » Identification and mitigation of project risks <br> » Advice on strategy and preparation for go-live <br><br> **How Deployment Support Services are delivered** <br> Typically a ForgeRock subscription will have a minimum 25 hours attached, to be used over the duration of the project. For example: over a three month project the ForgeRock consultant could be available for weekly 2-hour calls or screen sharing sessions. <br><br> » The dates and times will typically be agreed in advance at the beginning of the project, or planned at the beginning of each sprint. <br> » Services can be performed off-site or on-site. On-site services will need to be scheduled in advance (travel expenses will apply). <br> » Additional hours can be purchased for longer or more complex projects. |
| **ForgeRock Consulting Services** | We recommend that you have your implementation done by an Accredited Delivery Partner (ADP). They bring the assurance that a project uses the ForgeRock platform to its complete potential. Where this is not possible, ForgeRock is able to supply your implementation team with an expert resource who can inject the required knowledge into the project. These engagements will need to be scoped individually. <br> **For ForgeRock Consulting Services please speak to your ForgeRock sales representative.** |

[1] Usually part-time, but can be full-time depending on budget and need.

## ForgeRock Deployment Support Packaged Workshops

| Service | Description |
|---------|-------------|
| **High-level Architecture Workshop** | The Architecture Workshop is designed for a ForgeRock Technical Consultant to work with the customer implementation team to review project requirements, use cases, and to determine how best the ForgeRock Identity Platform can be deployed to address these areas.<br><br>**Objectives:**<br>» To align the customer business and technical requirements with the product capabilities<br>» To provide the customer with a better understanding of the ForgeRock product architecture and configuration, providing a basis for the architecture<br>» To work with the implementation team to determine what parts of the ForgeRock Identity Platform are required and to formulate, at a high level, how the platform modules would be deployed and integrated<br>» To map out the high level architecture of the project including both functional and nonfunctional aspects<br>» To highlight and promote ForgeRock architecture and design best practice<br>» To address technical questions around the ForgeRock Identity Platform capabilities<br>» To identify gaps in the customer's knowledge and experience, and recommend the required assistance (training, packages, partners, etc.)<br><br>**Delivery method:**<br>» To provide an on-site consultant<br>» A summary report describing identified recommendations (optional) |
| **Supportability Review** | The Supportability Review workshop provides a review of a current build or production system that will allow ForgeRock to evaluate whether the applied configuration is in line with ForgeRock best practices, and whether the set-up can be fully supported by ForgeRock under the Subscription Agreement.<br><br>The workshop will be conducted by a ForgeRock consultant(s) working with the customer to identify potential support issues.<br><br>**Objectives:**<br>» To review customers' existing technical and operational environment, architectural documents, deployment plans and validate that the pre- production deployment meets the functional and nonfunctional requirements specified<br>» To conduct a run-book review, support process review, production deployment/hand-over process review<br>» To review the ForgeRock Identity Platform deployment and configuration<br>» To identify and optionally document issues that could arise with the system if it were to be placed in a live production environment<br>» To identity gaps in the customer's knowledge and experience, and recommend the required assistance (training, packages, partners, etc.)<br><br>**Delivery method:**<br>» To provide an on-site consultant<br>» A summary report describing identified recommendations |

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| **On-site Production Go Live Support** | The On-site Production Go Live Support service is designed to provide a ForgeRock resource on-site and remote support resources during the transition of an implementation to production. |
| | This package offers a level of service that goes above and beyond ForgeRock's Gold Support with assigned support resources available in addition to an on-site resource. ForgeRock will provide one on-site consultant and a remote follow-the-sun resources to support the production implementation, reducing implementation risk.<br>The service is only available for a fixed period of time, three or five consecutive days over weekdays and weekends as required. |
| | The on-site consultant will provide advice and guidance when moving the ForgeRock components to production making sure there are appropriate documented deployment plans in place for a successful implementation. The on-site consultant will assist in the monitoring of the implementation, provide pro-active recommendations and quickly engage with ForgeRock Support as needed when issues arise. |
| | **Objectives:**<br>» To provide an on-site consultant<br>» To provide remote follow-the-sun support and sustaining resources.<br>» To review the customer's existing technical and operational environment, architectural documents<br>» To review the customer's deployment plan<br>» To provide recommendations for production systems in accordance with best practices<br>» To assist in the diagnosis of operational issues<br>» To identify gaps in the customer's knowledge and experience, and recommend the required assistance (training, packages, partners, etc.)<br><br>**Delivery method:**<br>» On-site resource for the duration of the workshop<br>» Assigned remote support engineers as needed during the package<br>» Engagement Manager support for escalations |

## Delivery Schedule According to Package Size

| Description | 3 Day Package | 5 Day Package |
|---|---|---|
| Preparation and pre-on-site meetings | 1 Day | 1 Day |
| Minimum number of days on-site | 1 Day | 3 Days |
| Report writing, presentation and follow-up | 1 Day | 1 Day |

# Standard Execution Schedule

| Week | Activities |
|---|---|
| 4 weeks before workshop | Confirm dates and resources |
| 3 weeks before workshop | Scheduling of preparation call, and logistics |
| 2 weeks before workshop | Preparation call with customer, partner, ForgeRock Engagement Manager, ForgeRock Technical Consultant |
| 1 week before workshop | Review of customer-supplied materials |
| **Workshop Week** | On-site workshop, 1-3 days as mentioned above<br>Begin report writing immediately following the workshop |
| Week +1 | Report completion and ForgeRock internal review |
| Week +2 | Report delivery to the customer |

## /ABOUT FORGEROCK

ForgeRock®, the leader in digital identity management, transforms how organizations build trusted relationships with people, services, and things. Monetize customer relationships, address stringent regulations for privacy and consent (GDPR, HIPAA, Open Banking, etc.), and leverage the internet of things with ForgeRock. We serve hundreds of brands, including Morningstar, Vodafone, GEICO, Toyota, and Pearson, as well as governments like Norway and Canada.