sumo logic

Automation Playbook Add-On

Effective Date: August 15, 2023

Overview

Sumo Logic's Professional Services Automation Playbook Add-On package is designed for Customers seeking assistance with the design and implementation of one (1) playbook within an existing deployment of Sumo Logic, as set forth below. This add-on package can be purchased standalone or in combination with any Quickstart package.

Activities

Customer and Sumo Logic shall perform the following activities:

Topic	Sumo Logic Activities	Customer Activities
Discovery and Design	• Review incident triggers, such as alerts and signals, for playbook execution. • Gather requirements and document design for one (1) playbook based on use case and workflow design provided by Customer. The playbook shall be limited to a maximum of twenty (20) actions, utilizing out of the box integrations.	• Provide a use case for the design of the one (1) playbook. • Provide a documented workflow design to be implemented within the playbook, including selection of technologies and actions to orchestrate. • Identify sources of applicable alerts and signals. • Ensure SOC Subject Matter Experts (SMEs) are available to work with Sumo Logic staff.
Playbook Development	• Conduct working sessions to provide guidance and enablement for playbook deployment. • Create and implement the one (1) playbook, as selected and designed during Discovery and Design.	• Attend working sessions to provide configuration input and validate the development of the playbook. • Conduct operational testing and validation of the playbook.

Topic	Sumo Logic Activities	Customer Activities
Knowledge Transfer & Project Closeout	• Conduct knowledge transfer and provide documentation the one (1) playbook.	• Automation administrators, SOC analysts and for SOC engineers attend the knowledge transfer session.

Timeline

The deployment of the playbook is expected to be executed in a continuous motion and completed within three (3) to four (4) weeks of the commencement of the Discovery and Design phase. If the playbook development extends beyond that timeline, and the delays are due to a lack of Customer participation, Sumo Logic may require a paid project change modification.

Assumptions

• Customer shall leverage the existing Sumo Logic Automation Bridge(s) for the deployment of playbook. The installation of additional Automation Bridge(s) is not included in the scope of the Sumo Logic Professional Services Automation Playbook Add-On.

• Customer shall provide timely access to Customer personnel required for Sumo Logic to perform its obligations hereunder (including subject matter experts familiar with security, compliance, and operational requirements of Customer).

• Customer personnel to timely complete all recommended Sumo Logic self-paced training, prior to participating in any design and/or configuration activities.

• Sumo Logic shall not access and/or perform configuration work within Customer's non-Sumo Logic environments and/or systems.

• Scope of actions are limited to out of the box actions. Custom actions are out of scope for this offering.

• Professional Services shall be performed exclusively on a remote basis.