

Anti-virus Policy, Planning and Design

Workstations, servers and networks are being exposed to viruses at an ever-increasing rate in today's Internet business environment. Planning and designing an enterprise-wide anti-virus security solution is not simple—companies require the right skills and experience to assess their network architecture, identify points of entry for virus threats and develop appropriate security policies.

Symantec offers Anti-virus Policy, Planning and Design services, provided by a team of experienced security professionals, to help clients get the most from their anti-virus protection. This program educates customers on how to properly install and deploy their anti-virus solutions in a way that works best for their unique computing environment.

THROUGH HANDS-ON DEPLOYMENT OF ADVANCED SECURITY SYSTEMS AND TECHNOLOGIES, IMPLEMENTATION SERVICES PROVIDES THE EXPERTISE THAT ENABLES RAPID IMPLEMENTATION AND MAXIMIZES THE VALUE OF SECURITY INVESTMENTS.

> Anti-virus Implementation Service Makes Good Business Sense

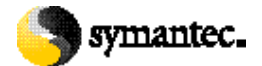
Symantec's drive is to promote customer self-sufficiency and to work with companies to help implement the right security solutions in their networked environments. Symantec's Anti-virus Policy, Planning and Design service enables customers to:

- **REDUCE EXPOSURE TO VIRUSES WITHOUT IMPACTING PRODUCTIVITY.** Symantec's service helps clients map their virus alert reporting structure to organizational needs, ensuring the right people receive virus alerts at the right time.
- **DEVELOP STAFF SKILLS.** Symantec provides valuable hands-on training and anti-virus security knowledge, along with training materials and reference guides, that can be used throughout an organization.
- **LOWER TOTAL COST OF OWNERSHIP FOR THE RIGHT ANTI-VIRUS SOLUTION.** Symantec helps companies achieve the optimum balance between network performance and up-to-the-minute virus protection.

> Symantec Anti-virus Policy, Planning and Design Standard Features

Standard tasks for the Anti-virus Policy, Planning and Design service include:

- **ANALYSIS OF THE CURRENT ENVIRONMENT.** Security experts review and assess a company's virus protection practices—including network topology, architecture, environment and organizational structure—to determine anti-virus implications.
- **DOCUMENTATION OF THE COMPUTING ENVIRONMENT.** Symantec provides documentation describing how a client's network topology is structured and used.
- **FULLY TESTED PILOT IMPLEMENTATION.** Symantec recommends policies and procedures that provide maximum virus protection with minimum impact on customer network performance.
- **DETAILED PROJECT PLAN FOR A FULL DEPLOYMENT.** Symantec advises clients on how to implement policy and technology decisions necessary for the successful integration of the anti-virus product. Customers get a detailed, step-by-step project plan to follow.
- **COMPLETE SET OF BEST-PRACTICE OPERATIONAL PROCEDURES.** Symantec provides documentation that clients can use as a reference when they need to update or change networks or anti-virus operations.



- **SKILLS TRAINING SESSION, WITH DOCUMENTATION.** Symantec provides the skills, working knowledge and documentation a company needs to roll out and manage full virus protection deployment across the organization's entire enterprise.

> **Optional Uninstall Services Address Additional Anti-virus Implementation Requirements**

As businesses evolve and grow, so do their security requirements. Many customers purchase Symantec's anti-virus solutions to improve their anti-virus protection by replacing an existing technology. While customers acknowledge the superiority of Symantec's virus protection technology, some discover it may be cost-prohibitive and time consuming to manually uninstall anti-virus software previously purchased from another company or vendor. Symantec provides an uninstall service that can reduce costs and company downtime.

To provide the basic uninstall service, Symantec performs the following tasks:

- Works with the customer's technical staff and directly investigates the client's environment to determine what type of workstation uninstall packages are required for the environment.
- Develops and documents a plan for creation of workstation uninstall packages and delivery of those packages into the client's computing environment.
- Creates and tests all required workstation uninstall packages required for the environment and documents the process for creating and using the packages.
- Trains the customer's technical staff on the use of the uninstall packages.

Symantec's uninstall service offers several additional options:

- **DEPLOYMENT OF WORKSTATION UNINSTALL PACKAGES.** For clients who don't have the technical resources on staff, Symantec will implement the uninstall plan to ensure old anti-virus software is successfully removed from all company workstations.
- **UNINSTALL SERVICES FOR PRODUCTION SERVERS.** Symantec will provide recommendations and plans to uninstall anti-virus technology from a company's production servers. If the client requires, Symantec will also implement the plan to remove anti-virus technology from production servers.

ANTI-VIRUS POLICY, PLANNING AND DESIGN SERVICE IS A KEY COMPONENT OF SYMANTEC ENTERPRISE SECURITY. SYMANTEC ENTERPRISE SECURITY COMBINES WORLD-CLASS TECHNOLOGIES, COMPREHENSIVE SERVICES, AND GLOBAL EMERGENCY RESPONSE TEAMS TO HELP BUSINESSES RUN SECURELY AND WITH CONFIDENCE.

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