

Package Options

Rapid Deployment for F5
Silverline Web Application
Firewall (WAF)

Advanced Governance for F5
Silverline Web Application
Firewall (WAF)

Advanced Governance Plus for
F5 Silverline Web Application
Firewall (WAF)

Rapid Deployment, Advanced Governance and Advanced Governance Plus Service Packages

F5 Silverline WAF offers the industry-leading web application firewall delivered as a managed service for protected applications that are hosted on-premises or in a cloud environment. To get the most benefit from F5 Silverline WAF, customers can add premium service packages.

The **Rapid Deployment** package accelerates adoption of the F5 Silverline WAF service for selected applications. Delivered in collaboration with F5 Professional Services, this 'fixed price, fixed scope' option provides both technical and project management resources to minimize a customer's internal resource requirements and to quickly and effectively deploy F5 Silverline WAF to the customer's web application environments. Ask an F5 Silverline Sales Specialist for Rapid Deployment service description and pricing.

The **Advanced Governance** and **Advanced Governance Plus** packages provide better visibility into the security posture of critical web applications, attacks against protected applications and WAF response to those attacks, and additional customer service management and technical support options.

Key Benefits

- Agile on-boarding of critical applications to the F5 Silverline WAF service
- Enhanced visibility into security risks, cyber-attacks and remediation activities
- Prioritized and personalized technical engineering support for expeditious triage and configuration updates
- Improved security and compliance posture to reduce business and security risks

Advanced Governance and Advanced Governance Plus Service Package Descriptions

Quarterly Reviews and Service Reports

An F5 Silverline Customer Success Manager (CSM) will schedule meetings with the customer on a quarterly basis to review service metrics, including SLAs, support cases, service entitlement details, and notable changes to the service and/or attacks that took place during the reported period. The customer and CSM will review and discuss business and application changes expected in the next 3 months and how to ensure the F5 Silverline WAF service is updated and any service disruption risks are minimized. A Quarterly Service Report will be provided to the customer.

Monthly Web Application Firewall Reports

F5 Silverline WAF reports will be provided to the customer on a monthly basis. Reports will include information about malicious attacks attempted against the applications protected by the F5 Silverline WAF service, the origin of those attacks, top exploits and web application firewall actions.

Quarterly Web Application Vulnerability Assessments and Reports

With prior customer approval, an F5 Silverline Security Specialist will conduct a web application vulnerability assessment for applications protected by the F5 Silverline WAF service on a quarterly basis. The F5 Silverline Security Specialist will analyze the findings and prepare a report to review with the customer to apply the necessary adjustments to the WAF policies in order to mitigate security risks from the identified vulnerabilities. Based on the vulnerabilities detected, the F5 Silverline team will work with the customer to design and implement WAF protection policies to mitigate the risks. By default, one application environment for 1 FQDN is included in the service scope.

Named Technical Engineer/SOC Analyst

An F5 Silverline SOC Analyst will be assigned to the customer to provide expedited service support that includes problem triage, review, and recommendations on configuration changes and tuning updates, implementing approved changes and other technical support activities during analyst and customer business hours. An F5 Technical Engineer will coordinate any additional support outside of normal business hours with the F5 Silverline SOC when required.

Service Management Support

Customers can utilize Service Management Support for reporting, project management, technical advisory services and training of their staff on the F5 Silverline portal. By default, the package includes 40 hours of support per year. Each service option requested by the customer will have a fixed scope, and a fixed number of man-hours assigned based on the client's requirements and WAF service usage. The customer has the flexibility to utilize the services they need and, if necessary, add additional F5 Silverline Service Management Support options.

Semi-Annual Security Incident Response Test

The F5 Silverline WAF team will coordinate a Security Incident Response Test (SIRT) with the customer twice a year. The SIRT could include a 'table top' or simulated attack against the customer's application service protected by the F5 Silverline WAF service, a step-by-step incident response process, customer notification, coordination of incident response activities, documentation, and post-mortem report.

Advanced Governance and Advanced Governance Plus Service Packages

Service Offering	Silverline Premium Service Package	
	Advanced Governance	Advanced Governance +
Quarterly Service Reviews	✓	✓
Quarterly Web Application Scanning Assessments	✓	✓
Service Management Support	✓	✓
Monthly WAF Reports	✓	✓
Semi-Annual Security Incident Response Test		✓
Named Technical Engineer		✓

Summary

Leverage F5 Silverline security expertise and the Security Operations Centers (SOC) to proactively monitor, periodically review, and optimize your application defense 24x7x365. The premium service packages allow customers to get the most benefit from the F5 Silverline WAF service by accelerating the onboarding, maintaining an efficient set of protection policies, obtaining regular service management and WAF activity reports—all to support the customer's security and compliance programs.

DevCentral

The F5 DevCentral user community of more than 250,000 members is your source for the best technical documentation, discussion forums, blogs, media, and more related to Application Delivery Networking.

More Information

To learn more about F5 Silverline Managed Services, visit www.f5.com

Version 7.19.2019

F5 Networks, Inc. 801 5th Avenue, Seattle, WA 98104 888-882-4447 f5.com

Americas
info@f5.com

Asia-Pacific
apacinfo@f5.com

Europe/Middle-East/Africa
emeainfo@f5.com

Japan
f5j-info@f5.com

