

Teleport Advanced Onboarding Service

Objectives

The Teleport Advanced Onboarding Service is designed to help customers implement Teleport within their organization in the most effective way in the shortest period of time. Specifically, this services offering provides enablement services to implement Teleport within the customer environment, including architecture design, deployment planning, implementation assistance, knowledge transfer, and evangelism of Teleport within the Customer organization.

The Teleport Advanced Onboarding Service includes 160 hours (20 days) of consulting services delivered remotely, over 180 days. The actual delivery logistics will be agreed upon with the Customer and will depend upon Teleport and Customer resources availability and time frame.

Approach and Activities

The following activities are included in the scope of the Teleport Advanced Onboarding Service:

Consulting (160 Hours Delivered Remotely)

A Teleport Implementation Engineer (IE) will deliver a one hundred and sixty hour consulting engagement upon mutual agreement that prerequisites for project initiation have been met. The engagement is structured as follows:

Architecture Review and Planning Session (8 hours)

The Architecture Review and Planning session is delivered in the beginning of the consulting engagement to design the solution architecture for Teleport as a unified Infrastructure Identity layer and to plan Teleport rollout in the Customer environment. Teleport Customer Solutions engineer will meet with Customer Enterprise Architect and Customer Platform Architect to

- Validate Customer Business Objectives with respect to implementing Teleport as a unified Infrastructure Identity layer
- Review and document Customer systems architecture
- Review and document information about Customer environment, as well as Customer security and identity requirements
- Design and document proposed Solutions Architecture for Teleport as a unified Infrastructure Identity layer
- Review and document key architectural design decisions that may affect other implementation details
- Design and document a deployment and configuration roll-out plan, identifying quarterly Milestones
- Identify and document key Customer personnel responsible for the Teleport roll-out
- Identify and document work meetings cadence, Milestones deadlines, and plan QBRs.

Enablement and Implementation Assistance (136 hours)

Once an Architecture Review and Planning session is completed and upon mutual agreement that the prerequisites for the implementation phase have been met, a Teleport Implementation Engineer will deliver enablement and implementation consulting engagements, typically including the following, as time allows:

- Assist with the implementation solution as needed, including
 - Building the Teleport cluster
 - Connecting resources to the Teleport Cluster
 - Finalising advanced configuration elements
 - Validating performance, break glass, and disaster recovery
- Provide pair programming sessions to initiate or continue implementation of Teleport in the Customer environment
- Provide a list of recommendations to take Teleport deployment to the next level
- Provide knowledge transfer on all aspects of architecture and design best practices, product deployment, configuration, and usage
- Provide knowledge transfer on organizational alignment best practices

Go-Live Support (4 hours)

The Implementation Engineer will support the Customer through Go-Live Milestones.

Lunch-n-Learn Knowledge Transfer Sessions (4 hours)

One of the best practices for the Teleport engagement model is to provide educational Lunch-n-Learn sessions that can be used to provide knowledge transfer on all aspects of the Teleport Infrastructure Identity Platform to the Customer team already involved in the implementation as well as to invite members from other teams to create awareness and evangelize Teleport across the Customer organization.

HealthCheck (2 engagements at 4 hours each)

A Teleport Implementation Engineer will deliver two four hour consulting engagements to assess the completeness of implementation of Teleport in the Customer environment. The detailed description of this service is provided in the [Teleport Basic Implementation HealthCheck Service document](#). It is recommended to schedule the first HealthCheck engagement at 90 days and the second HealthCheck engagement at 180 days after the completion of the previous phases of this consulting engagement.

Prerequisites and Assumptions

- Customer will have Pre-Production environment replicating Production, with the ability to generate load representative of the load in Production.
- Customer agrees to commit Enterprise Architects and Platform Architects responsible for the systems to be protected by Teleport to work with Teleport Implementation Engineer for the duration of the engagement.

- Customer agrees to commit the appropriate technical resources for the duration of the delivery engagement, including the technical resources with login access to all servers and systems to be configured.
- Customer agrees to assign a Technical Project Manager to be the point person to work with Teleport Implementation Engineer and help coordinate the delivery of Activities.
- The actual delivery logistics will be agreed upon with the customer and will depend upon Teleport and customer resources availability.
- The engagement must be scheduled at least fourteen (14) days in advance.
- Days not used within 365 days following the date of the full execution of the ordering document with which this services offering description is associated will expire without right of refund.
- The professional services described in this document are provided pursuant to, and governed by, Teleport's Professional Services Terms and Conditions.