

Teleport Implementation HealthCheck Services Offering

Objectives

The Teleport Implementation HealthCheck Services offering is designed to provide Teleport customers with a health check assessment of the design and implementation of Teleport in their environment, as well as a roadmap alignment between the Customer and Teleport. The Implementation HealthCheck Services offering includes 1 day of consulting services delivered remotely. The actual delivery logistics will be agreed upon with the Customer and will depend upon Teleport and Customer resources availability and time frame. We recommend that this package is purchased annually to ensure that the Teleport environment is optimized for usage and performance.

Approach and Activities

The following activities are included in the scope of the Implementation HealthCheck Services offering:

Consulting (1 Day Remote Session)

A Teleport Solutions Architect (SA) will deliver a one-day consulting engagement upon mutual agreement that prerequisites for project initiation have been met. The engagement is structured as follows:

Health Check Assessment (3 hours)

The Solutions Architect will evaluate the Customer environment, run tests, and assess the implementation against best practices and industry standards. The assessment focuses on the following:

- Review and align on the Customer's business objectives and their roadmap for unified Infrastructure Identity
- Review the implementation for meeting Customer business objectives
- Review implementation for optimal usage and performance
- Review the progress of deployment and configuration roll-out
- Review for anti-patterns and deviations from best practices
- Review identity sync configurations (SSO and/or SCIM)
- Review User and Role configurations, settings, and integrations
- Review performance of managed applications
- Review third-party integrations and extensions
- Review the usage and monitoring dashboards and reports, as needed
- Review Teleport API utilization (if used) to identify possible optimizations
- Review the adoption phases and milestones achieved
- Review license usage to realize maximum value from the Teleport investment
- Review implementation against audit standards and compliance requirements
- Review of other regulatory and compliance requirements, as needed
- Provide a list of recommendations to elevate infrastructure and security posture maturity

- Provide knowledge transfer on product deployment, configuration, and usage best practices

Findings Presentation (2 hours):

The Solutions Architect will present findings, recommendations, and next steps. The session includes:

- Summary of assessment findings
- Detailed recommendations to optimize Teleport deployment to better align with organization objectives
- Knowledge transfer on aspects of product deployment, configuration, and usage
- Q&A session

Action Planning & Alignment (2 hour):

The Solutions Architect will work with Customer stakeholders to plan the implementation of recommendations. For each recommended change or update, the team will define:

- **Driver:** organizational or team need that motivates the change
- **Strategy:** high-level approach for addressing this need
- **Initiatives/Tactics:** specific technical features and implementation steps that execute the strategy
- **Performance Metrics:** measurable indicators that demonstrate successful adoption

This session also identifies key stakeholders, potential blockers, user groups, and timelines for implementing each recommendation.

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 Application Architects and Application Security Architects responsible for the Applications to be managed to work with Teleport Solutions Architect 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 Solutions Architect and help coordinate the delivery of Activities.
- The one-day remote session time shall be consumed in advance of the onsite session (does not carry over), and it includes both the online activities (such as the Kickoff and Discovery meeting) and offline activities (such as evaluating the customer environment, gathering data, and running tests).
- Travel and expenses for onsite Activities are included in the price of this offering and will not be billed separately.
- The recommendation regarding onsite vs remote services delivery comes from best practices in the field and is of advisory nature only. 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 twenty one (21) 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.