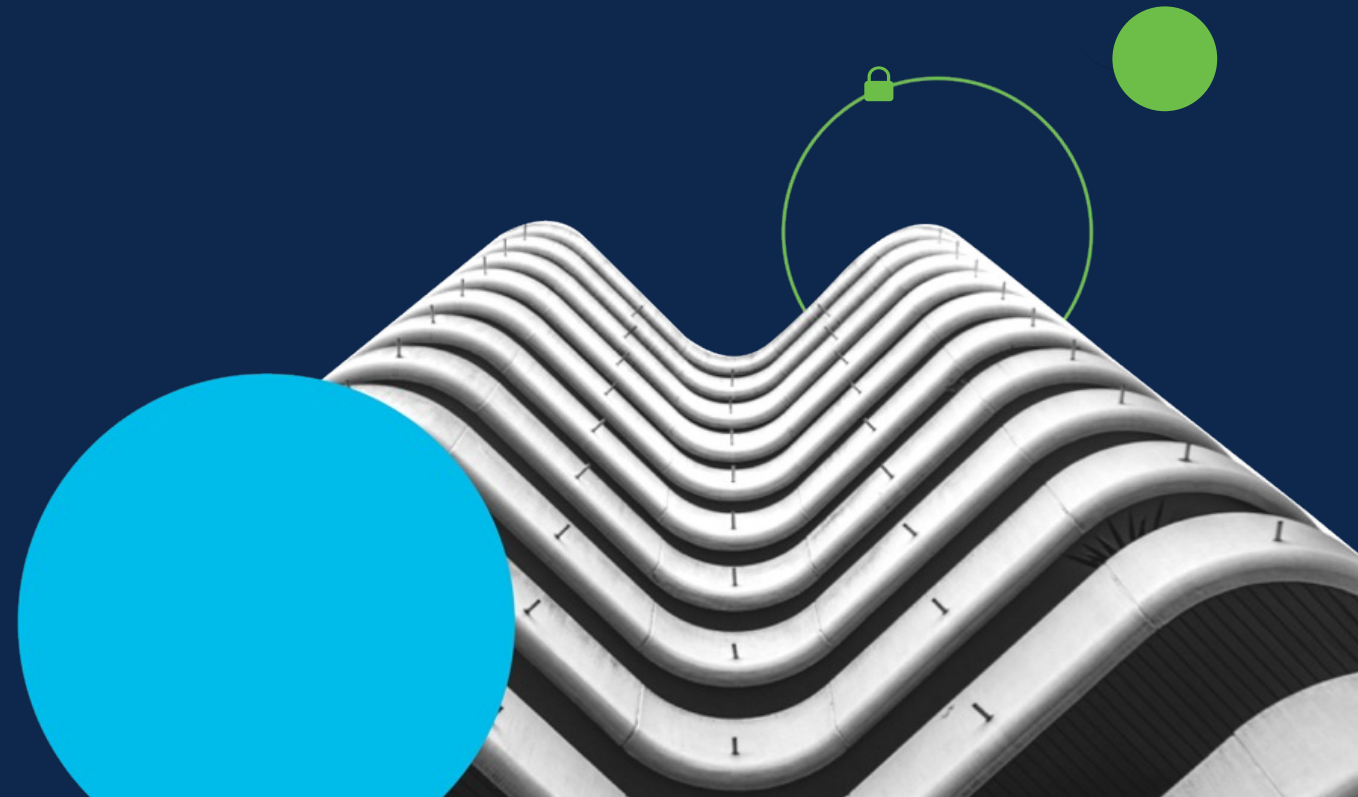
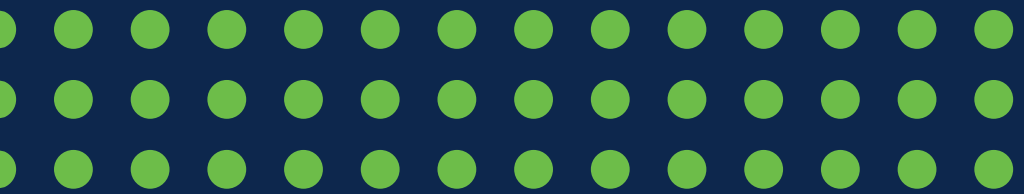


# Power User Webinar

## Support Levels and Service Offerings

An Introductory Guide



Kenna Security is  
now part of Cisco.



# Presenters:



John Morin

Leader, Customer Success



Ren Ferril

Customer Success Manager



Katie Kolon

Customer Success Operations  
Manager

# Agenda

- Support Packages
- Severity Definitions & Response Times
- Service Packages and Your Customer Experience Team
- Accessing Helpful Customer Resources



Let's talk about boundaries!



Boundaries are  
integral to all  
relationships.

We need them  
to create  
healthy personal  
relationships . . .

Boundaries are  
the distance at which  
I can love you and me  
simultaneously.

---

PRENTIS HEMPHILL



SECURE

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. . . as well as  
productive  
business  
relationships.

Boundaries  
are telling  
someone where  
the door is  
to enter the  
relationship.

- Liz Earnshaw



SECURE

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# Support Packages





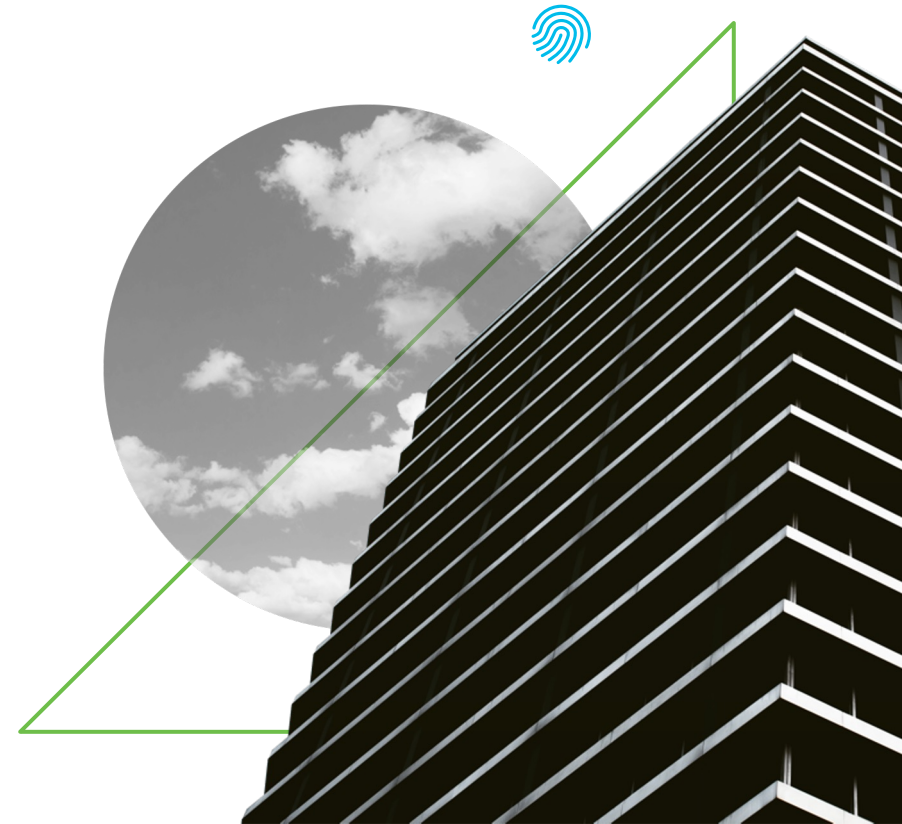
# All Support Packages Include:

- Scalable SaaS Solutions
- 24 x 7 x 365 monitoring to support 99.9% platform availability
- Proactive notifications on maintenance and outages



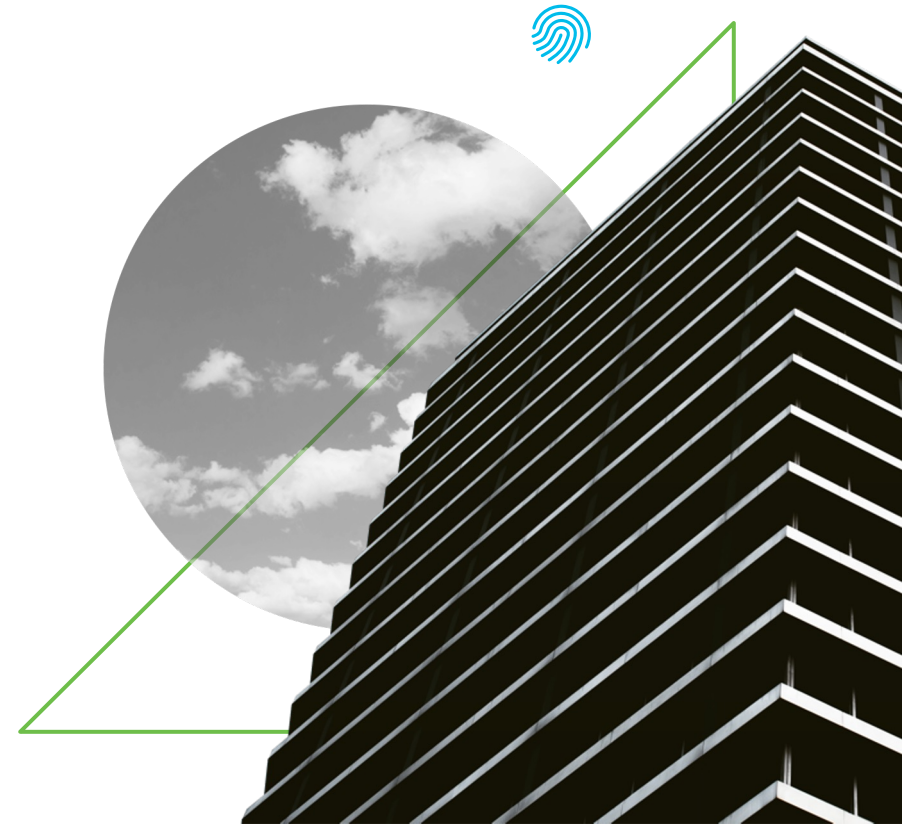
# All Support Packages Include:

- Email access to Technical Support Engineers
- Access to Kenna Defenders Community
- Access to the Kenna Help Center



# Benefits of Enhanced Support

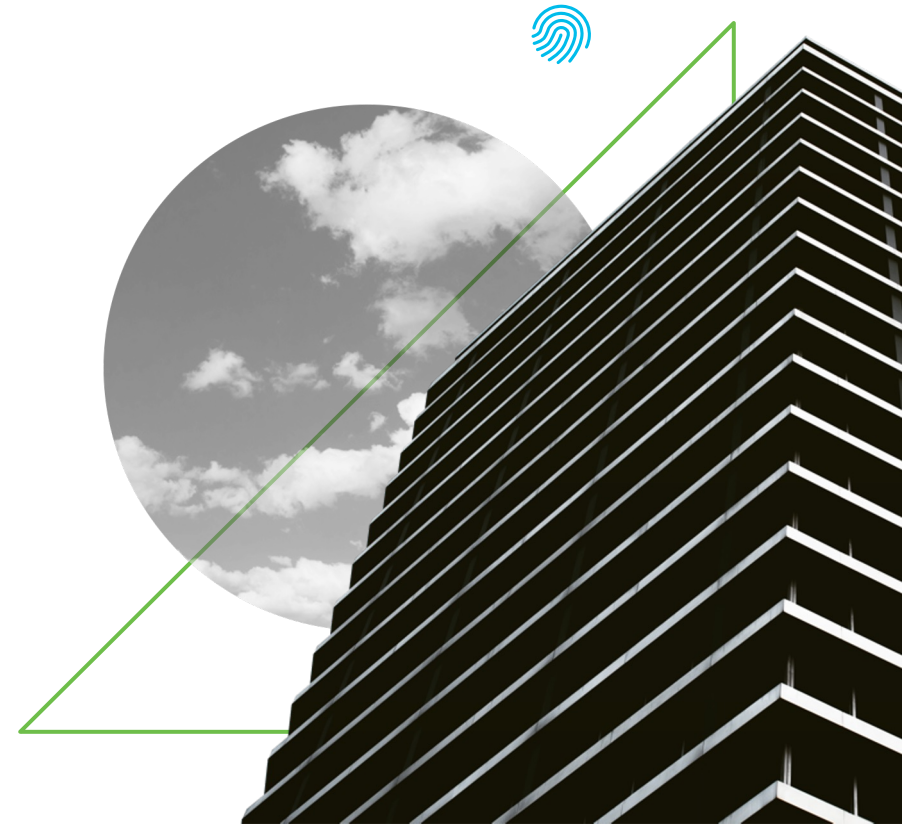
- Extended Support Hours
- Access to a dedicated CSM
- Guidance on strategy and best practices
- Business Reviews





# Benefits of Premium Support

- Access to a dedicated Technical Account Manager (TAM)
- Annual Health Checks
- Early Access to Beta Releases
- Deployment Guidance



Demo Time!

Status Page & Zendesk



# Kenna Status Page

**KENNA**  
Security

Kenna Security

SUBSCRIBE TO UPDATES

Get email notifications whenever Kenna Security **creates, updates** or **resolves** an incident.

Email Address

SUBSCRIBE VIA EMAIL

Uptime over the past 90 days. [View historical uptime.](#)

**US** Operational

90 days ago 100 % uptime Today

**EU** Operational

90 days ago 100 % uptime Today

Subscribe to Kenna Security notifications via email on our [status.kennasecurity.com](https://status.kennasecurity.com) page.






# Severity Definitions & Response Times



# SLOs and Severity Definitions



Severity	Severity Definition	Initial Response Times
<b>Severity 1 (Critical)</b>	Kenna solution is down or critical functionality is not available, and no reasonable workaround exists for the majority of Kenna users.	1 business hour
<b>Severity 2 (High)</b>	Kenna solution is up and critical functionality is affected, but an acceptable workaround exists; OR Major functionality of a large part of the solution is affected, and no acceptable workaround exists for the majority of Kenna users.	4 business hours
<b>Severity 3 (Medium)</b>	Kenna solution is up and critical functionality is available, but a part of major or minor frequently used functionality is affected for the majority of Kenna users.	1 business day
<b>Severity 4 (Low)</b>	Minor, infrequently used functionality or functionality used by few Kenna users is affected; OR Enhancement or Feature Request.	2 business days

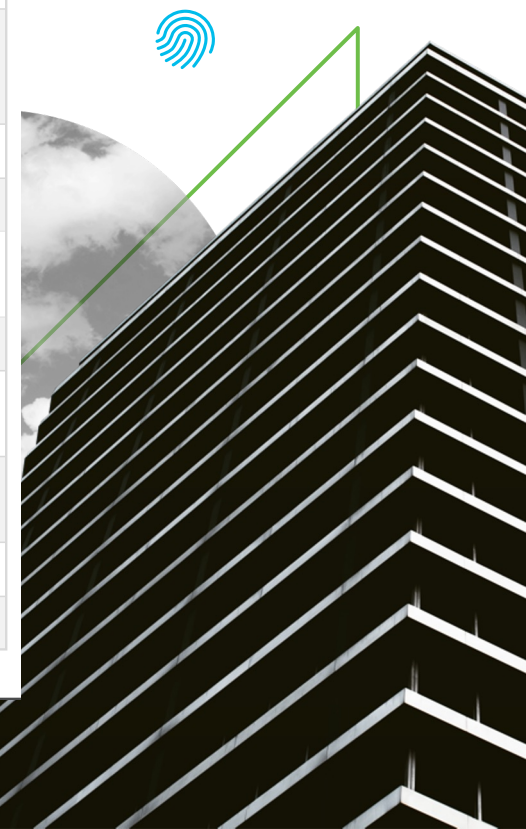
# Kickstart Offerings





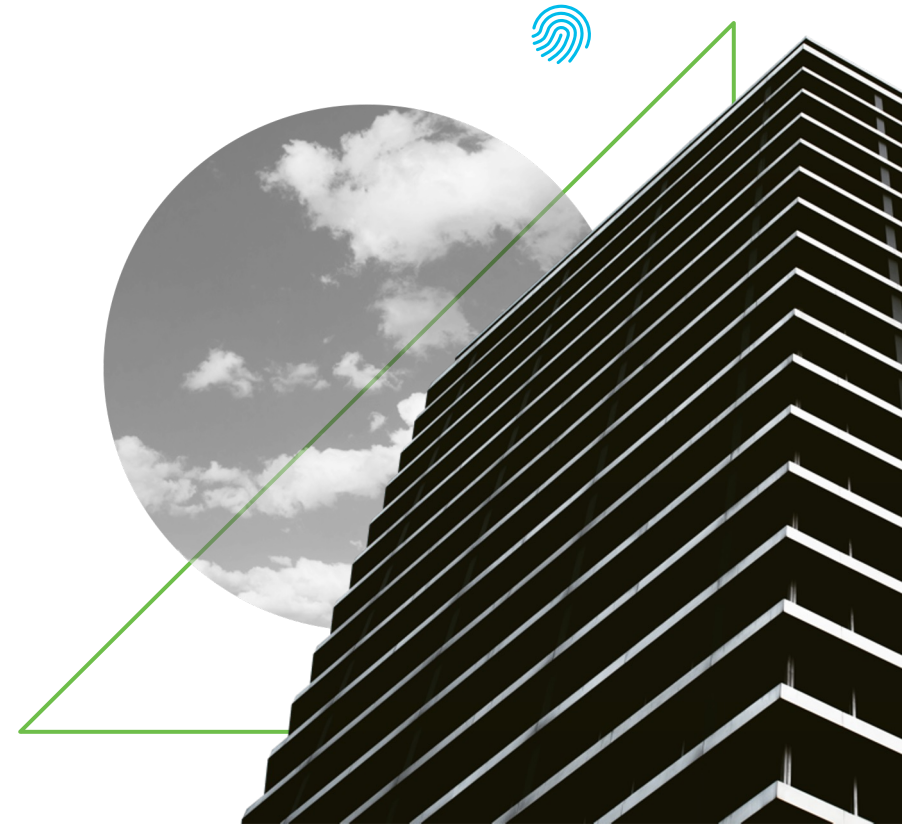
Deliverable	KickStart Basic	KickStart Plus	KickStart Enterprise
Onboarding/Project Kickoff Call	✓	✓	✓
Discovery Meeting	✓	✓	✓
Predefined Activities	✓	✓	✓
Scheduled Meetings	Weekly	Weekly	Weekly
Project Team Hours of Operation	9:00 a.m. – 5:00 p.m. M-F	9:00 a.m. – 5:00 p.m. M-F	9:00 a.m. – 5:00 p.m. M-F
Online Community	✓	✓	✓
Customer Success Manager and Success Engineer During KickStart	✓	✓	✓
Connector Configuration Guidance	Up to: - 3 supported connectors (excluding CMDB)	Up to: - 5 supported connectors - 2 certified toolkit connectors - 1 KDI data integration	Up to: - 10 supported connectors - 5 certified toolkit connectors - 2 KDI data integrations
Admin and User Training	1 web-based admin training (live) 1 web-based end-user training (recorded)	2 web-based admin training (live) 2 web-based end-user training (live)	2 web-based admin training (live) 2 web-based end-user training (live)
Virtual Tunnel or Agent Setup Assistance	✓	✓	✓
RBVM Policy Consultation and Review	✓	✓	✓
Kenna Risk Meter Guidance and Training for Customers to Setup	✓	✓	✓
Project Close	✓	✓	✓
Best Practice Guidance & Enablement for Platform and/or APIs	✓	✓	✓
Post-Configuration Review and Support Handoff/Transition	✓	✓	✓
Deployment Summary Documentation	✓	✓	✓
Engagement Timeframe	6 weeks	12 weeks	16 weeks

*\*All times referenced are in Central Time. Hours referenced are business hours only.*



# Jumpstarts\*

- Solely for existing customers
- Previously implemented but require new/additional deployments
- Options include Health Check, CMDB Data Ingest, Ticketing Integration, KDI Development



# Health Check – Benefits:

- The Kenna Health Check is a collaborative effort.
- Thorough review of your vulnerability management program, Kenna implementation and related processes.
- Recommendations for enhancements to the VM program and Kenna deployment.

## Benefits

- Quicker return on investment and increased productivity.
- Ensure critical decisions are made early in the process, saving time and pain later.
- Deliver scanner connectors, metadata connectors, and ticketing connectors guidance.
- Gain hands-on experience with your Kenna instance under the guidance of the Customer Success Team.
- Learn best practices from other vulnerability management thought leaders using Kenna.
- Ensure consistent, supportable implementation/deployment based business practices.
- Learn how to leverage, maintain & mature your use of Kenna fully.
- Leverage a proven methodology with a high customer satisfaction rate.
- 'Teach you how to fish' to become self-sufficient with Kenna's Platform and APIs.



# Health Check Preview\*

## Recommendations

The following recommendations are the opinion of the Kenna Team and are meant to provide clear action items to the  that can provide immediate improvement to Kenna effectiveness in the environment. Effort and priority are ranked from **High** to **Medium** and **Low**.

Recommendations are sorted by Priority from **High** to **Low**, with **Low** to **High** Effort secondary sorting.

Task	Effort	Priority
<b>Assign due dates to vulnerabilities in Kenna:</b> The Kenna platform should be a one-stop shop for system owners to see their risk profile, find remediation actions to take, and understand their SLA obligations. Creating SLA rules in Kenna grants visibility to due dates and allows system owners to make remediation decisions based off their overdue and upcoming vulnerabilities.	L	H
<b>Meet with management to gather reporting requirements:</b> In order to ensure that the right risk metrics are being captured within Kenna, setting up a meeting with leadership to document expectations around risk reporting will be of great help to building out a robust risk meter hierarchy.	L	H
<b>Re-write SLA rules to to be based on Kenna risk score:</b> Today <input type="checkbox"/> system owners are asked to patch practically every vulnerability in their environment. This is an extremely resource intensive ask, and it's not making <input type="checkbox"/> any more secure than their peers who are performing substantially less patching. The current SLA matrix is also confusing, requiring end users to monitor both the <input type="checkbox"/> severity and the <input type="checkbox"/> score. Standardizing on a single risk score will simplify the process, reduce the work load, and increase risk reduction.	M	H

# Appendix



# Customer Experience Resources



## Kenna Help Center



Customers can Get Started Quickly!

[GO NOW >](#)



## Kenna Community



Kenna Defenders

[GO NOW >](#)



## Training Videos



Access Kenna platform videos and other useful content on our Youtube page.

[GO NOW >](#)



## Kenna Content



Access the latest resources and articles.

[GO NOW >](#)



# Security Platform & Response



Thank You!

