

SIEM Implementation

Establish Visibility. Configure Monitoring. Build Security Operations Foundations.

Statement of Work

[SIEM Implementation Service Description](#)

Service Description

SIEM Implementation provides remote software implementation services that help the Client establish foundational usage of the SIEM platform. ConnectWise resources support onboarding, software provisioning, setup, administrator training, and adoption guidance.

The engagement covers account creation, installation readiness, a SIEM application overview, and review of alerts and escalation workflows.

What You Get: High Value Deliverables

The implementation is expected to take between **7 and 30 days**, depending on complexity and Client engagement.

- **Account setup and provisioning support help prepare the SIEM environment for implementation readiness and platform access.**
- **Installation guidance helps ensure infrastructure requirements and deployment considerations are understood before implementation begins.**
- **A guided SIEM application overview introduces administrators to core functionality, navigation, and foundational workflows.**
- **Alert and escalation reviews help align the implementation to operational and security monitoring requirements.**
- **Remote implementation sessions provide structured guidance, progress reviews, and ongoing communication throughout the engagement.**
- **Administrator enablement and adoption support help the Client team begin using and managing the SIEM platform with confidence.**

Partnering With ConnectWise

What You Can Expect From ConnectWise

- **Implement a SIEM foundation** that supports security visibility and event monitoring
- **Review core setup items**, alerting needs, and administrator readiness
- **Prepare your team** to monitor events with a clear operating approach

Client Responsibilities

To support the implementation, the Client must:

- **Complete assigned ConnectWise University coursework** before implementation begins
- **Provide required stakeholders**, system administrators, project contacts, and timely decisions
- **Provide required systems**, access, data, and documentation
- **Define, schedule, and execute** user acceptance testing
- **Complete required data entry** and populate applicable import templates
- **Manage custom reporting**, dashboards, KPIs, integrations, APIs, and non ConnectWise products
- **Review information** observed during remote sessions and track additional assumptions
- **Submit new initiatives** or scope changes in writing through a ticket

Client availability and timely decisions are required to support the planned implementation timeline.

Why Choose SIEM Implementation?

- **Accelerate adoption** of your SIEM Platform
- **Establish foundational** monitoring and alerting capabilities
- **Gain visibility** into security events and operational risks
- **Enable administrators** with practical platform knowledge

Build a foundation for long term security operations success.

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Service scope may vary. Refer to the Statement of Work for complete details.