IMMUTA™

Implementation Guide

Enterprise Edition

APR, 2022

Introduction

This brief guide outlines the people, priorities, and processes involved in implementing an Immuta data governance solution.

Stakeholders and Owners

The table below outlines the relevant stakeholders and task owners to be identified and consulted during implementation. It is common for one or few individuals to manage multiple stakeholders duties. However, if long term management of specific duties will be transitioned to a permanent owner, those Stakeholders should be involved in discussions and planning or tasks that impact internal workflows and processes.

STAKEHOLDER PERSONA	ROLE DESCRIPTION
Infrastructure/Security	Able to authorize access to necessary network spaces and open relevant ports.
IT/Application Administrators	Authorization to install Immuta in a network location that can access relevant databases. Possesses Administrator access to IAM, Data Catalog, Analytics Tools, or other internal applications. Required to assist with integrations.
User Administrator	Administers users in Immuta. Grant permissions and manage Immuta system accesses.
Data Owner (Data Steward)	Accountable or delegated responsibility to manage and protect access to data sources. Possesses credentials to connect to required databases.
Data Governor/Compliance	Responsible for enforcing organizational privacy guidelines and reporting on compliance.
Data Consumer	End users of data that utilize BI/Analytic or data consuming tools as their primary duties.
Project Manager	Coordinates stakeholders and resources to complete the integration.

Immuta personnel roles and descriptions in the following table outline the members involved in onboarding and beyond.

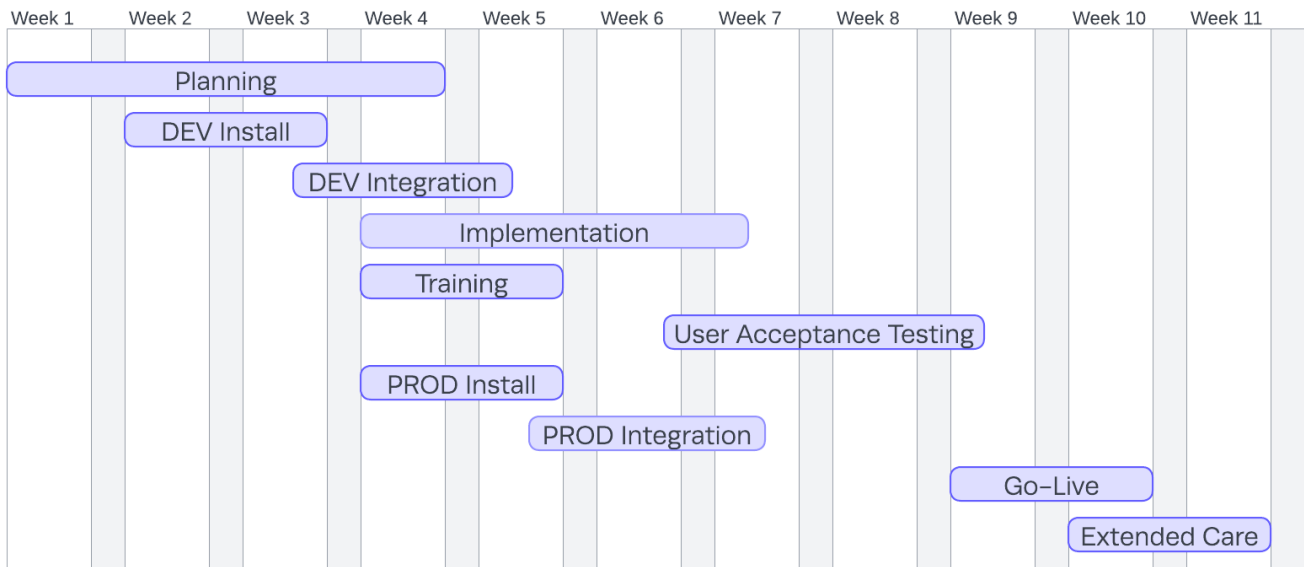| IMMUTA ROLE	ROLE DESCRIPTION
Customer Success Manager (CSM)	Provides long-term relationship contact, coordinates communication, tracks releases and delivery of success criteria
Technical Program Manager (TPM)	Plans and coordinates onboarding of initial use cases.
Customer Success Architect (CSA)	Provides feature training along with integration and implementation designs
Solutions Engineer	Technical implementation, networking and integration of Immuta into your infrastructure

Success Criteria

To facilitate an efficient and target onboarding process, the Customer Success (CS) team will review the success criteria of the project. These criteria are expected to describe the measurable outcomes of a data governance solution and will help guide design, implementation, and deployment of policies.

Implementation Phases

The following phases outline the process of implementation at a general level. The assigned Technical Program Manager (TPM) will work with you to detail the specific requirements and tasks for each phase.

PHASE	DESCRIPTION	EFFORT
Installation	Complete a self-hosted installation Immuta for a PROD and DEV environment.	6 weeks
Planning / Solution Design	Conduct user interviews and analyze the governance requirements and needs, building up particular use cases. Design a set of policies, tags, and attributes for each use case.	4 weeks
Integration	Connect any data catalog, IAM, and data sources into Immuta.	4 weeks
Implementation	Create policies in DEV and PROD environments.	3 weeks
Training	Hands-on workshops to train governors on policy implementation	2 weeks
UAT	Users confirm implemented policies	2 weeks
Deployment	Plan for fully deploying Immuta policies to all data sources and users. Publish policies in PROD environment	2 weeks

The following chart is an illustration of the execution of each phase. Your plan will vary depending on your specific requirements and timeline.

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11
Planning											
DEV Install											
DEV Integration											
Implementation											
Training											
User Acceptance Testing											
PROD Install											
PROD Integration											
Go–Live											
Extended Care											

Immuta Software Installation

Description of Installation Services

Installation of the Software is conducted by the Customer with remote assistance by an Immuta Support Professional. The installation process can be completed with a few working sessions but can take longer depending on Customer system configuration. Installation can be accomplished using a variety of software deployment methods. Recommended methods for installation are listed below and details can be found in the Immuta Installation Documentation:

- **SaaS** - Immuta-hosted
- **Docker** - Single Node Installation
- **Kubernetes** - Helm Installation
    - Deploying to Amazon Web Services (AWS) (including EKS)
    - Deploying to Microsoft Azure (including AKS)
    - On-premises

During the installation, an Immuta Support Professional will be available for assistance during Customer business hours. For those customers requiring a greater level of integration support, please refer to additional options on the Subscription Form.

Installation Prerequisites

Installation prerequisites can vary based on installation methods. These prerequisites are outlined below with links to detailed instructions for completion. Immuta will verify completion of the preinstallation requirements prior to any installation.

The prerequisites below must be completed prior to installation of the Software:

- **Docker - Single Node Installation**
  - Current versions of Docker, Docker Compose and OpenSSL installed
  - Available access to Customer's Docker Engine for the Immuta Configuration Builder
  - Properly enabled TLS certificates
  - Proper configuration of firewall rules

- **Kubernetes - Helm Installation**
  - Current versions of Kubernetes and Helm installed
  - Kubectl installed and context configured (best practice to use a namespace)
  - Database backup storage that supports "ReadWriteMany"
  - Service account and role for Immuta in RBAC enabled clusters
  - Ingress for two services
    - Immuta Web Service (Hypertext Transfer Protocol (HTTP))
    - Immuta Query Engine (Transmission Control Protocol (TCP))
  - A minimum node size (4 vCPU, 16GB RAM, >128 GB persistent disk)
  - Properly enabled TLS certificates

Installation Responsibilities

Immuta: During installation of the Software, your Immuta Support Professional shall

- Provide system installation prerequisites to Customer
- Verify completion of installation prerequisites prior to the install date
- Schedule the installation date and time with the Customer
- Provide Immuta License Key
- Maintain availability to the Customer until installation is complete
- Troubleshoot installation issues as they occur

Customer: During installation of the Software, the Customer shall

- Complete all installation prerequisites prior to the installation date
- Provide availability for Immuta installation with required personnel
- Select preferred communication method during installation
- Provide timely responses to requests for information when troubleshooting installation issues

Integrations With Customer Systems

Description of System Integrations

Following successful installation, the software is ready to be integrated with Customer systems. System integration is conducted by the Customer system administration personnel with remote assistance. During that time an Immuta Support Professional will be standing by to troubleshoot any issues that may arise. The duration of system integration can vary based on the complexity of Customer systems, but can typically be completed within 1-2 days of installation.

System integration includes connection and configuration with Customer identity access management (IAM) systems, data sources, data catalogs, and analytics tools. Additional details and links to relevant documentation are below:

- **Identity Access Management (IAM):** The built-in IAM HTTP API allows customers to programmatically access information about users, their group memberships, and authorizations. User provisioning through SCIM configuration is recommended.
- **Data Sources:** The Immuta data control plane plugs into existing data sources and ongoing work while remaining completely invisible. Immuta also provides a number of native access patterns.
- **Data Catalogs**: In addition to the built in Immuta catalog, Immuta allows customers to integrate current external catalogs from many different tools.
- **Analytics Tools:** Equipped with the Query Engine and the Virtual Filesystem, the Immuta Software is easy to integrate with many analytic or BI tools.

System Integration Responsibilities

Immuta: During System Integration, your Immuta Support Professional shall

- Maintain availability during Customer business hours until completion
- Provide creative solutions and troubleshoot issues
- Provide timely responses to Customer questions

Customer: During System Integration, the Customer shall

- Ensure network connectivity between Immuta and other systems
- Provide Immuta credentials to data sources
- Select preferred communication method
- Provide timely responses to requests for information when troubleshooting issues

User Training Services

Description of Training Services

As part of the implementation step of onboarding, Immuta will provide workshops to explore and construct policies that solve the initial use case. This train-the-trainer approach focuses the training on the specific features used in policy implementations.

In addition to onboarding services, Immuta offers self-paced user training videos to accelerate adoption within the customer's organization. These videos provide content that covers the basics of navigating the console, creating and using data sources and projects, authoring policies, and connecting to analytics tools.

A short list of the training we employ follows:

- [Tutorial Videos](#) - Includes a 5 minute quickstart video as well as short functional videos highlight immuta functions in a digestible format.
- **Policy Workshops** - Short remote workshops to demonstrate Immuta Policies and enable the first use case.
- **Custom Immuta Training Workshop** - Customized Immuta training workshop available onsite or remotely for a fee.
- [Immuta University](#) - Contains an online persona-based learning path to introduce new users to the foundations of Immuta relative to their job role.