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# **Palo Alto Networks Cortex XSOAR Partner Program Guide**

Cortex XSOAR with Marketplace

May 2023

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## Overview

This document details the program for Cortex XSOAR Partners for version 6.0 and later. Version 6.0 of Cortex XSOAR includes a Marketplace feature that is designed to transform the way in which Contributors (defined below) make optional packs available to Cortex XSOAR customers.

## Content Packs

As of Cortex XSOAR version 6.0, Contributors can introduce content into the Cortex XSOAR Marketplace in a streamlined way. By using a Marketplace model, Cortex XSOAR customers can select specific pieces of content to download and deploy into their environments. Contributors can combine several pieces of content together into a “pack” that can contain any number of useful extensions to the Cortex XSOAR platform, such as integrations, dashboards, playbooks, and automation scripts. Packs can reference content from other packs, and the system will help ensure dependencies are present and valid.

Packs are made available by Contributors pursuant to the [Contributor License Agreement](#); content included in a Contributor’s pack is the sole responsibility of that Contributor.

## Contributors

Various individuals and companies may contribute content packs into the Marketplace. Collectively, these parties are referred to as Contributors and may consist of any of the following:

- **Cortex XSOAR customer:** Customers may develop content on their Cortex XSOAR instance to solve their unique business challenge.
- **Freelance developer:** Freelance developers may build content on the free Cortex XSOAR Community Edition.
- **Systems integrator (SI):** SIs or software/services companies may develop business-specific content as part of their practice. This type of Contributor may also be a Palo Alto Networks NextWave Technology Partner.
- **Vendor:** Technology alliance partners/vendors might want to build content to highlight their offerings or reduce time to value (TTV). This type of Contributor may also be a Technology Partner.

In this document, Contributors who are part of the Palo Alto Networks Technology Partner Program and have signed the Palo Alto Networks Technology Partner Agreement (TPA) or an equivalent agreement may be referred to as either “Partner” or “Contributor” interchangeably.

## Partner Listing

Once approved for publication by Palo Alto Networks, content packs will be shown in the Marketplace and on external locator/listing page(s).

Marketplace has several filters to show content packs including by use case, pack features rating, or last-updated date. Users can also search for packs. Additionally, the Marketplace landing page supports the notion of “featured” listings, “new” listings, and so forth, and that positioning will be solely determined by Palo Alto Networks.

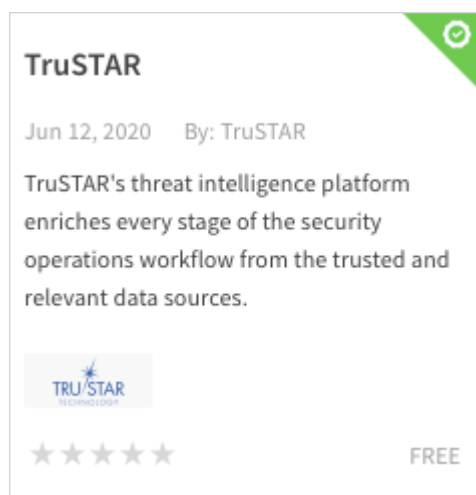
### Pack Ratings

The platform includes a manner in which users of a pack may rate that pack by assigning 1–5 stars and input a comment. Contributors agree that this rating system is not monitored, and there is no ability to respond to comments in the initial release. Palo Alto Networks may remove ratings or comments at its discretion and may elect to do so at a Contributor’s request.

## Pack Certification

Certification is the process by which Palo Alto Networks validates the *quality* of the pack. It correlates with the confidence a customer should have in the delivered content offering. Certified packs indicate the highest level of quality and reliability in our ecosystem. Palo Alto Networks sets standards for certification that are available for all Contributors to review.

A green indicator in the upper-right corner of the Marketplace tile indicates a certified Partner pack.



All Partner-Contributed content packs will be certified and, as such, go through a more rigorous review process by Palo Alto Networks. All content will be inspected by Palo Alto Networks prior to release. Palo Alto Networks may decline to allow any pack on the Marketplace for any reason.

### Requirements for Certification

With certification comes additional obligations, as detailed [on our Docs site](#), including but not limited to the following:

- **Documentation**—full documentation for the entire pack reviewed by Palo Alto Networks.
- **Mature use cases**—including full coverage of Partner's APIs and features; playbooks to allow customers to demonstrate the value.
- **Best coding practices**—adherence to best practices for coding standards.

## Pack Support

Palo Alto Networks offers two types of support for packs on the Cortex XSOAR platform: **Contributor** and **Community**. The support type will be clearly indicated on the pack description in the Marketplace. Only Palo Alto Networks may change a pack support model and may do so at its discretion as explained in the following sections.

### Partner-Supported Packs

All Partner-contributed packs in the Cortex XSOAR ecosystem must be supported, and our Partners are required to provide exceptional support to our mutual customers in adherence with SLAs (as detailed in the [SLAs](#) section) and as set forth by this guide. There are several circumstances that can alter the statements of support as detailed later in this guide.

Customers will see a visual marker and contact information guiding them to directly contact the Partner for support of the pack, including both defects and enhancements. We encourage and expect most customers to directly contact the Partner for any issues (e.g., defects, enhancements) related to the pack.

When the user clicks on the pack, they will see details about the pack, including support information; and when the user hovers over the “Supported by” link, they will see detailed support contact information.

PUBLISHER		
 GREYNOISE		
INFO		
Certification	 Certified	<a href="#">Read more</a>
Supported by	<a href="#">GreyNoise</a>	
Created	February 9, 2021	
Last Release	December 29, 2021	

Should a customer contact Palo Alto Networks support for a Partner’s pack, our support personnel will first do basic triage to rule out Cortex XSOAR platform issues. Then, our support personnel will determine if the pack is supported by a Partner and, if so, will inform the customer to instead open a ticket with the Partner who owns the pack, furnishing the customer with the support contact information that the Partner provided in TSANet or in the Partner’s pack.

#### Open Source

Cortex XSOAR has an open ecosystem based on GitHub, which allows any GitHub user to submit a Pull Request on any pack. Since the Partner must provide support for the pack, there cannot be changes to the pack without the Partner’s knowledge. To prevent this, the Partner will be added as a “reviewer” in Pull Requests (PR) for the pack that the Partner submitted and/or the Partner may submit an email address to receive notifications. The Partner will be notified as soon as a PR is opened against their pack and agrees to review the PR within two days for a bug or within five days for an enhancement. If the Partner does not provide input within those timelines, the Partner agrees that Palo Alto Networks may accept, deny, or request changes in its discretion. Palo Alto Networks will aim for agreement on changes with the Partner, but the Partner acknowledges that the final decision belongs to Palo Alto Networks.

The entity that will support the pack is based on the Contributor, regardless of the product the pack focuses on (e.g., two packs may integrate with the same product; each is separately supported by the entity listed on the pack).

#### SLAs

All Partners must provide support for their pack; unsupported Partner-contributed packs are not permitted on the Marketplace. The minimum SLAs for initial response are as follows:

- 1 hour for urgent issues
- 2 hours for high-priority issues
- 4 hours for normal issues
- 8 hours for low-priority issues or questions

Partner SLAs are business hours, Monday through Friday.

#### Community-Supported Packs

If a pack has no formal (or has an informal) support system, it is labeled as supported by the Community. The pack could have support via a message board, blog, or no support at all. Customers will be made aware that these packs are offered on an as-is basis, with no expectation of assistance if the pack does not function as expected.

While all Partner-contributed packs in the Cortex XSOAR Marketplace must be supported, when an individual, freelance developer submits a pack, they may choose to offer support or not.

## Modified Support Scenarios

In rare situations, at its sole option and without notice, Palo Alto Networks may modify the normal support model as outlined herein. The scenarios that follow are examples but are not all-encompassing.

### Urgent Changes to Packs

*This section is applicable to Contributor-Supported packs only.*

Palo Alto Networks prefers that all changes to a Contributor-Supported pack are made by that Contributor. However, in certain circumstances Palo Alto Networks may make changes to those packs. For example:

1. If Palo Alto Networks needs to support a customer (to the extent Palo Alto Networks has the necessary license rights to do so).
2. If Palo Alto Networks is preparing the pack to support future platform-based functionality.
3. Any other reason deemed necessary by Palo Alto Networks.

In all cases, Palo Alto Networks will use reasonable efforts to contact the Contributor within a reasonable time and notify them of the change(s) that were made such that the Contributor can incorporate said changes into their production pack via the pack submission process if a Pull Request was not used.

Alternatively, Palo Alto Networks may initiate a Pull Request, which will automatically notify the Contributor as described in this guide.

### “Adopted” Packs

Palo Alto Networks provides a method for a Partner to assume support and maintenance for a pack that was originally written by the Cortex XSOAR team, and we encourage this transition. This process is referred to as [“adopting” a pack](#). This allows a Partner to start with a mature, certified, fully functional pack that is likely already in production at several mutual customer installations.

A Partner who chooses to adopt a pack should become intimately familiar with the code because that Partner must adhere to all guidelines and procedures listed under this document for that pack. Once a Partner decides to adopt a pack, it is as if that Partner wrote and submitted that pack, and as such, that Partner must fix defects in accordance with SLAs detailed in the TSANet agreement.

Palo Alto Networks will update the pack data and customers in accordance with the [Communication Plan](#) and also in accordance with the details on the Adopt a Pack page on our public website. There is a 90-day transition period for adopting a pack in order to provide customer notice.

### Partner Withdrawal from Program

All packs are subject to our open-source [license](#). If a Contributor withdraws from the program, Palo Alto Networks may at its sole option elect to:

- Keep the pack in the Marketplace and take over supporting the pack.
- Keep the pack in the Marketplace and change the support to Community Supported.
- Remove the pack from the Marketplace.

If Palo Alto Networks elects to keep the pack in the Marketplace and take over support of the pack, all of the following will occur:

1. Palo Alto Networks will assume full management of the pack, including roadmap, maintenance, support, and all customer interaction.
2. The user interface will be updated to show that Palo Alto Networks, and not the original Contributor, will support the pack.
3. The Contributor will be removed as an approver for PRs on that pack.
4. The user interface will be updated to show that Palo Alto Networks, and not the original Contributor, is the Publisher of the pack.
5. The Partner is strongly encouraged to provide Palo Alto Networks with a Partner NFR license such that updates can be tested on the pack.
6. Customers will be notified via the [Communication Plan](#).

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If a Contributor's relationship with Palo Alto Networks and/or Cortex XSOAR ends for any reason, Palo Alto Networks retains the right to continue to use and distribute any content submitted by the Contributor, subject to the parameters set forth in this document.

### Communication Plan

When responsibility for a pack changes from one entity to another, Palo Alto Networks will perform the following notification steps:

1. The UI markings in the Marketplace listing will be updated.
2. The new supporting entity will be listed in the "Supported by" field.
3. A text indicator will be added highlighting the recently changed item.
4. The release notes of the pack will be updated to the recently changed item.

### Pack Removal

Palo Alto Networks reserves the right to remove any pack from the Marketplace at any time for any reason without notice. Palo Alto Networks will inform the Contributor in a timely manner.

## Contact Us

For any questions or concerns with this document or program, please contact [soar.alliances@paloaltonetworks.com](mailto:soar.alliances@paloaltonetworks.com).



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