

Managed Ethernet Switch Technology Service Description

Overview

This document provides information relating to the management and monitoring of Ethernet Switches under the standard MCN offering. The monitoring, configuration, limitations, and available service requests are outlined hereunder.



Client Responsibilities and Prerequisites

There are no technology specific pre-requisites required, however, a description of the standard pre-requisites for the offering are documented in the MCN Statement of Work.

Technology Specific Operations

Monitors

The following monitors can be configured by default:

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Port Usage	Check port's bandwidth utilisation		Graphs for the parameter measured over time	N/A	120
Port Status	Check port's status		Graphs for the parameter measured over time	Engineering Teams will diagnose and try to resolve the issue, and escalate to the Client if needed	60

Configuration Management

Configuration backup of Ethernet Switches will be stored in NTT Managed cloud, unless the Configuration Item is not compatible with the NTT Configuration backup platform. Device configuration backups are included in the standard offering and are described in more detail in the MCN Managed Configuration Backup Service Description.

Firmware Maintenance

There are no specific requirements for firmware maintenance of the technology. Firmware maintenance is administered in accordance with the standard MCN processes. Refer to the MCN Common Network Management Service Description for further information.

Supported Configurations

- Single switch - A standalone switch or a set of standalone switches (managed independently from each other).
- Set of switches in a fabric/stack configuration: Two or more switches of compatible models in a fabric/stack topology (attached devices must be connected to more than one switch in the same stack/fabric to share parts of configurations, tables, and or resources). Includes topologies such as
 - SmartStack on Cisco Catalyst switches
 - VSS on Cisco Catalyst switches
 - VCS on Brocade VDX
 - Cisco Nexus switches with NXOS
 - HPE IRF High Availability
- Switches deployed
 - Client premises

- Colocation data centre

Limitations

- SD-Access not supported on Cisco Catalyst switches.
- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual {Technology} appliances.

Service Requests

A list of service requests available for this technology can be found in the MCN Request Catalogue.

Technology Transition Tasks

No technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.