

Managed Wireless LAN Controller Technology Service Description

Overview

This document provides information relating to the management and monitoring of Wireless LAN Controllers 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.

Service Specific Operations

Monitors

The following monitors can be configured by default for wireless controllers:

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Availability	Device is available			Engineering Teams will diagnose and try to resolve the issue, and escalate to the Client if needed	600
Port Usage	Check port's bandwidth usage		Graphs for the parameter measured over time	N/A	120
Port Errors	Existence of a problem or error in a port		Graphs for the parameter measured over time	N/A	180

Configuration Management

Configuration backup of Wireless LAN controllers will be stored in NTT Managed cloud, unless the Configuration Item is not compatible with the Configuration backup platform. In addition to the wireless LAN controller configuration, the backup must include any configuration related to the Access Points managed by the controller. Device configuration backups 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

The following configurations are supported:

- Single controller. A standalone device or a set of standalone devices (managed independently from each other).
- Set of controllers in HA mode. Two or more compatible models configured for high availability mode.
- VPN configurations where the controller is on the Client's premises.

Limitations

- The wireless LAN controllers must be managed in conjunction with the associated access points as part of the service. i.e. the WLC cannot be managed in isolation.

- 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

In addition to the standard transition tasks described in the MCN Statement of Work, the following technology specific transition tasks are included:

- Confirmation of VLANs and WLANs required for monitoring and managing WLAN devices.
- Confirmation of configuration of security policies.
- Confirmation of connections to external user directory or database for authentication.
- Confirmation of Service clustering configurations in HA environments.

Note:

Any tasks not explicitly described under the Technology Transition tasks are implicitly excluded from transition.
