Managed WAN Carrier Circuit Coordination Technology Service Description

Overview

This document provides information relating to the management and monitoring of WAN Carrier Circuit Coordination offering under the standard MNS offering. The monitoring, configuration, limitations, and available standard service requests are outlined hereunder.

Scope

The Managed WAN Carrier Circuit Coordination offering is a feature included by default in the MNS offering which may be opted out at any time during the lifecycle of the NTT Data Managed Network Services offering.

As part of the Managed Campus Network Service offer, NTT Data will provide the services of co-ordinating WAN Carrier circuit-related incidents with the Client's WAN carrier on behalf of the Client (via a Letter of Authorization), until the incident is resolved and closed.

NTT Data will monitor the state of a WAN carriers circuit connectivity from a device under management of the MNS offering, specifically, the WAN or uplink interface of the device under management. Carrier equipment is excluded from direct management and monitoring.

In the event of any issues related to WAN carrier's circuit, or carrier NTU, NTT Data will escalate the circuit-related incidents to the WAN circuit provider for resolution on behalf of the client (irrespective of the carrier network, i.e., even if the circuit is provided by NTT Data).

Through monitoring of the device under management, NTT Data will detect, diagnose and report the incident to the Carrier and also coordinate the incident to resolution, however, will not be accountable to resolve the incident related to the circuit.

The Carrier is accountable to resolve incidents related to circuits and to provide NTT Data with progress updates. NTT Data will neither be accountable to resolve the incident nor for the Carrier SLAs.

For any incident on a device that terminates a carrier circuit and is managed by NTT Data, and where the cause of the incident has been determined to be the Carrier, SLAs will be paused for the related configuration item/s, once the Carrier has been notified.

The incident restore SLA is not applicable for circuit restoration, as the restoration of the incident remains the "ownership and accountability" of the Carrier.

The service offering includes:

- Reactive incidents
- Proactive incidents (hard outages only)
- Incident detection via the configuration item under NTT Data's management
- Incident response and reporting thereof to the Carrier for restoration
- Track and coordinate the progress of the incident through to resolution.
- Reactive problem management of circuit related incidents.
- Co-ordination of dispatching of Carrier field services for incidents and changes (Carrier charges may apply).
- Co-ordination of remote Carrier support for change management (charges may apply). Carrier charges may apply

Client Responsibilities and Pre-requisites

In addition to the standard responsibilities and prerequisites documented in the MNS Statement of Work, the following technology specific pre-requisites are applicable.

- The Carrier NTU, and any in-path devices provided by the Carrier or Client, must be under active hardware service and maintenance contracts with their respective vendors.

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- The Client must delegate authority to NTT Data's engineers to contact the circuit-provider directly. Client must provide the Circuit provider with a Letter of Authorization, commonly referred to as an 'LoA', to accept inquiries and requests on behalf of NTT Data.
- Any carrier portal access credentials must be shared by the Client with NTT Data teams, so that any carrier faults can be reported and tracked through to resolution utilising the carrier's portal(s).
- All client's premises, including colocation data centers must have an onsite contact, responsible for visual inspection to confirm any power outages, reconnect any disconnected cables or to address other possible issues and/or requirements related to NTT Data's ability to perform remote incident management.
- The Client is responsible to provide the circuit Configuration Item details, associated attributes, and relationships that are required to provision the Service. As part of the on-boarding process, the Client is also responsible to provide the carrier link information, i.e., to which port/interface of the managed device the circuit specifically connects.
- The Client must provide the escalation procedures for the Client itself and for WAN Carrier(s)/provider(s).
- Client WAN Carrier circuits must terminate on hardware that is managed by NTT Data and to which NTT Data has administrative access.
- The WAN Carrier circuits to be monitored must be confirmed and validated as being operational and working correctly and satisfactory and be in operational condition.
- It is the Client's responsibility to arrange that the WAN Carrier Provider(s) register NTT Data support teams as authorized contacts to receive alerts/information and interact with the said Provider(s) on behalf of the Client.
- Client will be responsible to manage all internal cabling (including the device cabling and connection between the Carrier Network Termination Unit and the CPE) – i.e., for any cabling going through the client's internal infrastructure, NTT Data will not be accountable for any link failures due to cabling failures.
- Client will need to ensure that all CMDB information shared is accurate. Any incorrect information shared with NTT Data may lead to delays in troubleshooting and resolution of the service.
- Client should ensure that the support contract with the WAN Carrier has the required level of support to meet the agreed service levels. These documents must be shared with NTT Data to facilitate liaison with the Carrier for incidents.

Technology Specific Operations

Monitors

The following technology specific monitors can be configured by default

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval(sec)
WAN interface status	Up/down status of the endpoint WAN-facing interface of the WAN edge device	✓	Information on status of the interface.	Engineering Teams will diagnose and resolve the issue and escalate to the Client if required	300

In addition to the monitors listed above NTT Data uses other technology specific monitors from the device connected to the circuit, such as device, routing, topology and reachability notifications, to diagnose outages by clustering these events through platform automations.

Configuration Management

Configuration management is not applicable to Carrier Circuit Coordination.

Firmware Maintenance

Patching or upgrading of firmware is not applicable to Carrier Circuit Coordination.

Supported Configurations

Circuits connected to devices on premises, managed by NTT Data under the MNS service offering.

Circuits connected to devices in the Client's data center or 's colocation data center, managed by NTT Data under the MNS service offering.

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Limitations

- NTT Data cannot support any environment within the Carrier network.
- HA environments where one link connects to a device managed by NTT Data and the other link connects to a device not managed by NTT Data.
- e-Bonding services between NTT Data and the WAN carrier's ticketing systems is excluded from the service offering.
- Ethernet-based circuits are supported reactively.
- There are no SLAs between NTT Data and the Client for the WAN Carrier circuits.
- The standard incident SLAs, excluding incident restore SLA, will apply as is documented in the MNS Statement of Work for the in-scope service deliverables.
- The Client owns all the carrier SLAs and is accountable to monitor and manage the performance of the carrier directly with the carrier.
- The demarcation point of the circuit is the client-facing interface on the provider's NTE (network terminating equipment) at the relevant client site.
- Performance issues related to circuit degradation are supported reactively only.
- Incident restoration of circuits remains the Carrier's accountability.
- Incidents resulting from performance degradation are supported reactively only.
- Scheduled maintenance notifications
- Reporting or tracking of SLAs related to the WAN Carrier circuits is excluded
- Coordination of any Service Requests related to the WAN Carrier circuits.
- Any billing related enquiries and requests are excluded.
- Event Management reporting is excluded.
- Availability Management of circuits, other than via the device under management by NTT Data.
- Capacity and performance management of circuits.
- Identify, provide or report on the root cause of a circuit incident.
- Solution Implementation for circuits is excluded.
- Monitoring and management of the WAN Carrier network termination equipment.
- Configuration verification and audit of circuits is excluded.
- Direct support of end- users i.e., the request should always be directed from Client's IT team not individuals experiencing faults.
- Management and any contractual commitments related to the Carrier is excluded and a responsibility of the Client.
- NTT Data will escalate to the WAN Carrier on behalf of the Client according to escalation procedures provided by the Client. Communication with the circuit-provider is assumed to be in English. If additional language support is required, additional charges will apply.

Service Requests

No service requests have been defined for WAN Carrier Circuit Coordination.

Technology Transition Tasks

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

- Create an inventory of the carrier circuits as CIs.
- Populate the NTT Data CMDB with the circuit information based upon the information provided by the client and as requested by NTT Data including:
  - Circuit information - Entry to represent a circuit and its associated information such as
    - circuit-provider
    - associated circuits
    - onsite contact and so forth
  - WAN Carrier information for escalation and incident governance.
  - Office Configuration Item and its associated values (networking devices that compose an office, address)
- Creation of WAN Carrier contact and escalation information based on information provided by the Client.

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Note:

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

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