Managed Application Delivery Controller Technology Service Description

Overview

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

Client Responsibilities and Pre-requisites

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 technology specific monitors can be configured by default.

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Interface Status	Check interface status	✓	N/A	Engineering Teams will resolve the issue	120
Interface Usage	Check interfaces' bandwidth utilisation	✗	Graphs for the parameter measured over time	N/A	120
Interface Errors	Existence of a problem or error on an interface	✗	Graphs for the parameter measured over time	N/A	180
Virtual IP Checking (1)	Existence of a problem in an application delivery controller policy	✓	N/A	Engineering Teams will try to resolve the issue and escalate to the Client if required	180

Notes:

(1) Virtual IP (VIP) checking applies if the application delivery controllers are under NTT management.

Configuration Management

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

The following configurations are supported:

- Single device: A standalone application delivery controller
- High Availability / Cluster configuration: Two or more devices of compatible models in an HA active/passive configuration

- Global Server Load Balancing/Global Traffic Manager/Local Traffic Manager configuration: Two or more devices of compatible models in a GSLB/GTM active /passive setup
- Layer 4-7: Activation and management of layer 4-7 features (content switching, web application firewall, health pages monitoring based...). Note: Layer 4-7 features may result in additional management and manufacturer costs.
- The following environments are supported:
  - Client premises
  - Colocation data center

Limitations

The following limitations are apply:

- NetScaler VPX running on NTT's ECL 2.0 only supported if a standard NetScaler image is used as a dedicated virtual appliance.
- NTT ECL 2.0 integrated images for NetScaler are not supported.
- Out-of-path configurations not supported without SSL offloading, or
- NetScaler VPX only supported on small deployments with low SSL traffic
- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual Application Delivery Controller 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.