Managed WAN Optimization Controller Technology Service Description

Overview

This document provides information relating to the management and monitoring of Wide Area Network Optimization 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.

Technology Specific Operations

Monitors

The following monitors can be configured by default:

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Port Status	Check port's status	✓	N/A	Engineering Teams will solve the issue	60
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

The Riverbed Central Management console will be configured to show mutually agreed upon relevant information.

By default, it is configured to provide a single view of the data reduction and health of the Steelhead device.

Configuration Management

Configuration backup of WAN Optimisation Controllers will be stored in NTT Managed cloud, unless the Configuration Item is not compatible with the Configuration Item file backup software or platform. If the Configuration Item is not compatible with file backup software or platform, configuration backup will be stored in client provided local storage.

For further details in this regard, consult 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:

- Physical Device In-Path: A physical Riverbed Steelhead installed between the CPE router and the switch.
- VPN configurations to

- Client premises
- Client Colocation Data Center

Limitations

The following limitations apply:

- Out of Path: Due to the negative impact on security policies, this configuration is not supported.
- The impact on security policies or other Riverbed functionality not explicitly described in this document, are excluded.

Below are additional supported configurations which are not included in this Service Description and will incur additional charges.

- Physical device "In-path". The Riverbed device is directly connected to the router. Setup does not imply a Service cut, but additional configuration is required in the router (WCCP or PBR) to redirect target protocols and s not included in Service setup.
- Cluster of WOCs in Active-Active configurations with datastore synchronization as serial clusters.
- Other functions, one or more Riverbed devices capable of other functions such as RSP or VSP, and so forth.

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:

- Configuration of LAN, WAN and in-path ports for management purposes.
- Configuration of auto discovery process when required.
- Configure Central Management Console (if applicable) for monitoring purposes.
- Confirmation of optimisation configuration, including in-path rules and peering rules.
- Confirmation of application streamlining configuration for certain application protocols such as CIFs, MAPI, NFS, TDS, HTTP
- Confirmation of datastore synchronization configuration (serial clusters).
- Confirmation of in-path rules configuration for HA (serial clusters).
- Confirmation of configuration for traffic flows by IP-header information or through the deep-packet-inspection engine (path-selection cluster).

The following tasks are optional and will incur additional costs:

- Policy definition. This is a consultancy task and must be contracted additionally with NTT.
- Path-Selection definition is a consultancy task which must include an audit of the different links between sites and must also consider the business importance of each application (or lack thereof), the associated typical volume of traffic, and any performance/latency requirements or expectations of the business.
- Additional Software included in Riverbed other than WAN optimisation is not included in the service by default but can be contracted on request.

Note:

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