

Managed SPEKTRA Edge Appliance Technology Service Description

Overview

This document provides information relating to the management and monitoring of the SPEKTRA Edge Appliance, at the Client premises, under specific MNS offering. This platform allows bespoke use case specific workloads and applications to run on top of the SPEKTRA Edge Appliance.

The monitoring, configuration, limitations, and available service requests are outlined hereunder.

Client Responsibilities and Prerequisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable.

- Provision of power, cabling to connect the appliance into the environment in which it will operate.
- Provisioning of infrastructure to which the appliance will connect. e.g. switch port, router interface, wireless SSID and keys etc.

Technology Specific Operations

Monitors

The following monitors can be configured by default.

Monitor	Description	Alert	Performance Info	Resolution	Poll interval (sec)
Port status	Check the port status	✓	N/A	Engineering Teams will investigate and resolve the issue	300
Appliance status	Check the device status	✓	N/A	Engineering Teams will investigate and resolve the issue	300

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

Firmware maintenance for the SPEKTRA Edge Appliance is an automated process and is included in the offering. Firmware schedules and frequencies are determined and managed by the SPEKTRA Edge Appliance vendor.

Supported Configurations

The SPEKTRA Edge Appliance is only supported for Client’s on-premises or co-located data center deployments.

Limitations

- The Managed SPEKTRA Edge Appliance offering does not cover the use case specific workloads or applications. Consult MNS PLM team for Use Case Specific offerings.
- Appliance configuration backup is dependent on the capabilities of the overlay services operating on the appliance.
- SIM cards and associated cellular services are excluded from the offering. The Client must provide such connectivity when deploying cellular-based appliances.

Service Requests

There are no standard service requests defined for this service offer; however, service requests may be defined for the overlay services hosted by the SPEKTRA Edge Appliance. Standard service requests are supported under the Fair Use Policy and 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.

- There may be specific transition tasks defined for the overlay services hosted by the SPEKTRA Edge Appliance. The relevant documentation associated with the overlay services must be additionally consulted.

Note:

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