

Inventory Discovery Technology Service Description

Overview

This document provides information relating to the Inventory Discovery feature under the standard MCN offering.

Inventory discovery is an initial step during Consulting Engagements and Managed Service Offerings, which will help to baseline and document the Client network inventory. The discovered inventory will be an important input for designing any new proposals and services to the Client.

The service is designed to connect to the Client estate remotely and to perform an auto-discovery of multi-vendor network equipment within the Client's estate, replacing the slow and error-prone manual process of gathering the inventory details from the Client. Getting an up-to-date inventory of the Client's estate has historically been a challenge and this service can provide an accurate and current inventory report within a short time.

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.

- Active service contract with NTT for the Campus Network environment.
- Remote Access - OpenVPN connectivity to Client estate to execute the discovery job from the MCN portal. This is a pre-requisite for non-controller and on-premises controller-managed devices.
- Simple Network Management Protocol (SNMP) must be enabled and configured on each device that is to be discovered.
- Any additional Information required for the technology used in the Client's environment and required for the discovery thereof. The additional information required includes, but is not limited to:
 - IP address(es)
 - SNMP credentials (for non-controller-based devices) and
 - controller access credentials (for on-premises and SaaS controllers)
- These additional requirements are documented in the Statement of Work.

Service Details

The following detailed out information provides the Scope of Service, customer benefits and supported technical types.

Service Description

The Inventory Discovery Service scans the Client's network remotely, to create a detailed report of the inventory in the Client network. The below figure shows the inventory discovery workflow.

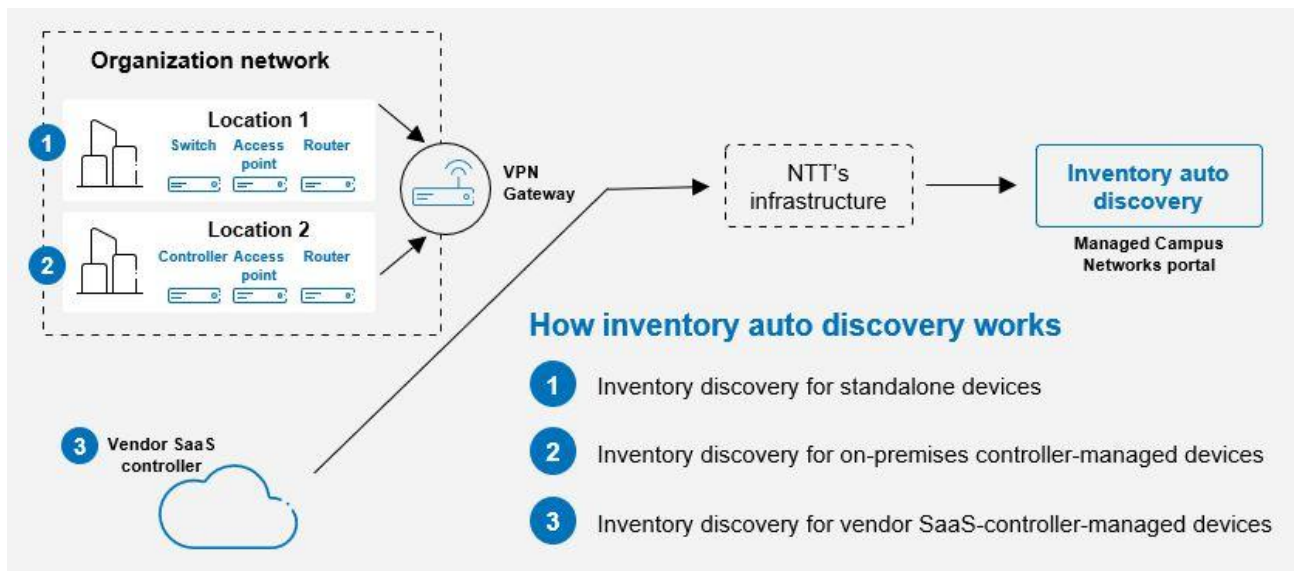


Figure 1: Inventory Discovery benefits

Service supported environments

- Cloud-based discovery portal controlled by role-based access to remotely initiate Inventory Discovery
- Supports multi-vendor inventory discovery and discovers devices managed by the following technology types:
 - Non-controller Devices
 - On-premises Controller
 - SaaS Controller
- The following are detailed out information per supported technology types.
 - Non-Controller Technology
 - Standalone devices not managed by a controller.
 - Discovery mechanism: ICMP and SNMP walk
 - Supported devices: Routers, Switches, Wireless Access Points, Wireless LAN Controllers, Firewalls
 - On-Premises Controller
 - Devices managed by a controller deployed on the Client's premises.
 - Discovery Mechanism: API call
 - Supported Controllers: Cisco DNAC
 - SaaS Controller
 - Devices managed by cloud-based controllers.
 - Discovery Mechanism: API call
 - Supported SaaS controllers: Juniper Mist

Service outcome

Detailed report of the current inventory list in the Client's estate for the following technology types:

- Non-controller Devices
- On-premises Controller
- SaaS Controller

Benefits (to Client)

- Automated process to discover devices on the organization's network.
- Improve the time taken to collect inventory details during pre-sales and transition phases.
- Faster onboarding of devices to the Managed Campus Platform.

Limitations

For the following tasks and deliverables are excluded from the MCN Inventory Discovery services.

- Any advanced reporting services are excluded.
- Patch and vulnerability assessments are excluded.
- Configuration compliance is excluded.
- The service fee for the offering does not include:
 - local installation of the inventory discovery tool
 - any associated hardware or software licensing
 - any activity on the device, outside of tasks defined in the runbook.

Service Requests

No specific service requests have been defined for the Inventory Discovery offering.

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:

- Readiness assessment, gathering of Client environment information.
- Verify the remote connectivity to Client's network environment using the VPN profile file provided by the Client.
- Initiate remote discovery of devices in the Client's estate.

Note:

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