

Managed Router 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 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)
Interface Status	Check interface's status		N/A	Engineering Teams will diagnose and try to resolve the issue, and escalate to the Client if needed	60
Interface Usage ¹	Check interface's bandwidth usage		Graphs for the parameter measured over time	N/A	120
VPN ²	VPN up or down		N/A	Engineering Teams will diagnose and try to resolve the issue, and escalate to the Client if needed	900

¹ Only monitoring, no alerting

² Only supported if both VPN endpoints are managed by NTT (additional charges will apply).

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

- Single router – a standalone router.
- Set of routers – routers configured for high availability. Two or more routers in a high availability topology using protocols such as HSRP/GLBP/VRRP or dynamic routing protocols such as BGP, OSPF, EIGRP etc.
- Routers deployed:
 - On Client premises
 - Colocation data center

Limitations

The following limitations apply:

- Two (2) VRF (Virtual Router Forwarding) policies are included in the standard set up and management fees.
- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual {Technology} 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.