

Managed Wireless Access Point Technology Service Description

Overview

This document provides information relating to the management and monitoring of Wireless Access points 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)
Availability	Device is available	✔	N/A	Engineering Teams will diagnose and try to solve the issue and escalate to the Client if needed.	180

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:

- Client premises
- Access points configurations can be managed when NTT also manages the Wireless controllers.

Limitations

The following limitations apply:

- The wireless access point(s) will be managed using centralized management tools.
- The wireless access point(s) will only be managed if the associated wireless controller is also under management with NTT.
- Meraki access points will only be managed if a Meraki Cloud Enterprise License has been purchased.
- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual Wireless Access Points

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.