

Managed Common Network Management Technology Service Description

Overview

This document provides information relating to the management of common network elements to all technologies supported under the MCN offering. This document should be consulted in conjunction with each specific Technology Service Description.

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.

Common Service Operations

Monitors⁽¹⁾

Monitoring will be performed in accordance with the process described under Event Management of the *MCN Statement of Work*.

The following monitors can be configured by default for all Network devices:

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Availability	Time that the device has been up over the period.	✓	Graphs the availability of the device over the specified period.	Engineering Teams will diagnose and try to solve the issue, and escalate to the Client if needed	60
Ping / Network Device status	Time taken to respond to a ping packet from a poller and the packet loss	✓	Graphs round-trip time and packet loss	Engineering Teams will diagnose and try to solve the issue, and escalate to the Client if needed	60
Interface status	Status of device interfaces (virtual or physical)	✓	N/A	Engineering Teams will diagnose and try to solve the issue, and escalate to the Client if needed	300
Interface throughput	Number of packets and bytes sent and received.	✓	Details the volume of traffic passing in and out of the interface.	Engineering Teams will diagnose and try to solve the issue, and escalate to the Client if needed	300
Interface Errors	Number of errored packets in and out of the interface	✗	N/A	Engineering Teams will diagnose and try to solve the issue, and escalate to the Client if needed	300
CPU	CPU usage of the network device	✓	Graphs the average CPU utilization of the device over the period	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed.	60
Memory	Memory usage of the device	✓	Graphs the average RAM utilization over the period.	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed.	60

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Disk storage health	Disk status of the device	✓	Obtains information about the disk health of the device and alerts if any errors are detected.	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed.	600
Disk storage utilisation	Disk or storage utilisation for the device	✗	Provides the disk storage available over the period	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed	600
PSU	Existence of a problem of the power supplies (if redundant)	✓	N/A	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed	600
Fans	Alarm is triggered if any faults are detected with the operation of the device's fans.	✓	N/A	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed	300
Temperature	The alarm is triggered if the temperature exceeds the defined range	✓	N/A	Engineering Teams will diagnose and try to resolve the issue and escalate to the Client if needed	300

⁽¹⁾ Only if the element is present and monitoring thereof is supported and made available by the vendor

Configuration Management

An integral part of the MCN offering is the management of a configuration backup policy and the execution of configuration restoration requests.

When the Service is initially delivered, a configuration backup policy will be implemented. This policy copies all the configuration data of the managed device(s) to a specific repository so that should a full reinstall or replacement of the device be required, the most recent configuration can be restored if needed. For more details of configuration backup and restore offering, consult the MCN Managed Configuration Backup Technology Service Description.

Firmware Management

Keeping firmware updated allows administrators to take advantage of new and enhanced features for the device(s) and ensures that the latest security vulnerabilities and enhancements are operating on the hardware. Devices can be upgraded to the latest stable (general availability) or latest beta firmware recommended by the vendor (where available). NTT Data will communicate with the Client prior to proceeding with the firmware update for:

- all the networks in scope
- a series of networks of the total scope
- all the devices of a certain type
- all devices in a certain version, or
- an individual device

Firmware upgrades will not be executed unless:

- It has previously been agreed with the Client in specific upgrade planning sessions. For example, all the critical security patches must be applied within a specified period of such firmware being released.
- The upgrade has been specifically approved by the Client.

NTT Data will notify the Client of any outstanding critical firmware updates which address security vulnerabilities that may affect the Service. If the Client elects to proceed with the upgrade, NTT Data follow the process defined for firmware patching in the MCN Statement of Work. Upgrading of firmware is not considered the same as firmware patching, but as the installation of a new operating system version for the device. The firmware upgrade will be executed at an agreed time by NTT Data engineers and may be scheduled out of business hours where required.

Supported Configurations

Supported configurations of the offering are described in each specific Technology Service Descriptions.

Limitations

- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual appliances under management.

Standard Service Requests

A list of service requests available for this technology can be found in the MCN Request Catalogue.

Service 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.

Note:

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