



MANAGED NETWORK SERVICES: MONITOR AND PING ONLY - SERVICE GUIDE

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1 MANAGED SERVICES OVERVIEW

The Managed Network Services: Monitor and Ping only service levels provide organizations with monitoring of their network infrastructure, whether the infrastructure is on premises, a third-party datacenter or the cloud. This Service Guide describes Managed Network Services in general (part one) and then describes the specific details of the managed network devices for which this service guide is intended (part two). This document clarifies the scope of the service, service level, roles and responsibilities, and other specifications of the service for customers of this service. This document may get updated from time to time to add additional clarification and details related to this service.

1.1 MANAGED SERVICES - GENERAL SERVICE DETAILS

In Scope

- This Managed Service offers monitoring of devices and software according to this Service Guide and the InterVision Work Order to aid in detection of performance affecting incidents. Additional requests above and beyond will be based upon time and material expense to the Customer.
- Automated alerting via the InterVision trouble ticket system.
- Summary reports delivered via our monitoring portal to help the Customer understand traffic, clients, and application usage.
- Safeguard customer's proprietary information using commercially reasonable efforts to securely access client network through an encrypted tunnel.

Out of Scope

- Device configuration, incident troubleshooting and remediation, and lifecycle management are not included.
- Software license and subscriptions are not included. Management devices and software provided as part of the Managed Service will be licensed.
- Netflow reporting is available as an additional optional paid service. The device to be covered by Netflow must support the application and have the necessary capabilities to provide reporting appropriate to need.
- Coverage for devices not under agreement are ineligible for support of any type.

Customer Requirements

To allow for successful monitoring of devices and execution of SLAs, Customer responsibilities include:

- Providing all network and device information for the InterVision Managed Services team and tools to discover the contracted devices and enable monitoring.
- Providing computing resources to run InterVision's monitoring and collection tools, and the means for the Collector to contact the InterVision Data Center.
- Performing configuration of devices and network, as necessary, to facilitate monitoring and management of the contracted devices. In the event the customer is unable or does not have the personnel to enable monitoring and management of devices, InterVision's Professional Services can be engaged for assistance at an incremental cost.
- Provide devices access - Remote access to devices must be available for configuration backup of supported devices.
- Provide a distribution list of Customer contacts to receive alarm triggered notifications and reports
- Supply InterVision team with all the necessary security information including dial-in numbers, access ID's, passwords, SNMP community names necessary for InterVision to perform the Services
- All devices and applications must have vendor support contracts and operate at currently supported vendor versions.
- All devices must be in a supportable state, including current versions of software supported by vendor, with all critical patches applied, in a production capable state with no known failures or functions in order to be covered. Remediation efforts to bring software to current version including patches to make a device production capable will be billable to the customer.



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- ***Devices that fall outside of these requirements may not be compatible with all monitoring functions. Non-functional or malfunctioning alerts based on a gap in these requirements may be suppressed.

1.2 SERVICE LEVELS

- Monitor Only Service provides 24/7/365 monitoring and automated customer notification of supported device makes/models as well as limited creation of custom rules and alerts. Troubleshooting and device configuration are not included in this service level.
- Ping Only Service provides 24/7/365 up/down monitoring of devices on a device type agnostic basis. Troubleshooting and device configuration are not included in this service level.

1.3 SUPPORT

Service	Monitor Only	Ping Only
Event notification	Included	Included
Phone & Ticket Support 24 hours, 7 days a week	Included for monitoring issues	Included for monitoring issues
Onsite Support	Not Included	Not Included
Phone or Onsite Support – Devices Not Covered by InterVision Managed Services	Not Included	Not Included

1.4 SERVICE ACTIVATION

InterVision employs a structured process to help ensure a smooth transition to Managed Infrastructure and Monitoring services. Our Project Management Office (PMO) owns the process with the Onboarding Engineer (OE), holding the ultimate responsibility and serving as the single point of contact (SPOC).

Steps to activate service

1. Data gathering
 1. Customer service manual
 2. Order form
- Monitoring collector/ Support workstation Deployment and Configuration
 - Onboard customer devices
 - Add data from step one into systems
 - Finalize customer onboarding
 - Send any found issues with onboarding for client to review
 - Go Live/ Customer training
 - Perform true up / Project Closeout

Network Infrastructure Evaluation



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For new client environment onboarding not recently set up by InterVision Services, an evaluation is required that will review the environment to ensure it is in a supportable state. Software and Firmware will be reviewed to be current or within one major software version behind current. This evaluation will also review configuration, access control policies for critical risks. Software/Firmware, configuration and access control issues and risks must address to be in a supportable state. Environment updates may be identified as requiring additional project time to address and InterVision reserves the right to modify SLAs or refuse service if Environments are not current and critical risks addressed.

1.5 SERVICE DELIVERY - DEVICE IMPACT CLASSIFICATION AND INCIDENT NOTIFICATION

The Managed Infrastructure and Monitoring service employs a sophisticated algorithm called the Ticket Enrichment Engine that utilizes the severity of the incident, and the business criticality of the device to determine the appropriate priority levels. Devices such as SD-WAN, routers and firewalls are defaulted to classification as critical devices and are automatically prioritized higher than other devices. Customers can designate other devices as critical, to decrease/increase their prioritization based upon their business impact. All Monitor Only and Ping Only incidents are categorized in a separate grouping within the InterVision ticketing system that the InterVision Operations Center does not interact with during normal day-to-day operations. The customer can utilize this space to work incidents for Monitor Only and Ping Only devices at their own pace. All notifications for Monitor Only and Ping Only incidents is delivered via automated email.

Severity 1	No Ticket	
Severity 2	No Ticket	
Severity 3	No Ticket	
Severity 4	Notification Ticket Closed State	
Severity 5	Notification Ticket Closed State	Upgrade Eligible
Severity 6	P3 Ticket	
Severity 7	P3 Ticket	Upgrade Eligible
Severity 8	P2 Ticket	
Severity 9	P2 Ticket	Upgrade Eligible
Severity 10	P1 Ticket	



2 SERVICE SPECIFICATIONS - MANAGED NETWORK SERVICES: MONITOR AND PING ONLY

Managed Network Services for network devices covers the availability and performance monitoring and automated incident notification of the covered network infrastructure or datacenter devices. This managed service is based upon each instance of covered device.

- This service is for client-owned equipment.
- Charges are based on device type and device count. Circuit monitoring may increase the cost of service.
- This Managed Service includes the following service level tiers:
 - Monitor Only Service provides 24/7/365 monitoring and automated customer notification of supported device makes/models as well as limited creation of custom rules and alerts. Troubleshooting and device configuration are not included in this service level.
 - Ping Only Service provides 24/7/365 up/down monitoring of devices on a device type agnostic basis. Troubleshooting and device configuration are not included in this service level.
 - Other service tiers, including Essential, Essential With Dispatch, and Premium are defined in other service guides specific to the associated technology segments

For a list of supported devices, please contact your account representative.

2.1 ROLES AND RESPONSIBILITIES MATRIX

“X” indicates the responsible party. “*” indicated optional services.

Managed Switch & Router Responsibility Matrix	Custo mer	InterVision Monitor Only Service	InterVision Ping Only Service
General			
Provide device information (account, password, location, MAC address,...)	X		
Provide device SNMP string	X		
Provide client escalation information	X		
Maintain vendor support contracts	X		
Installation and Configuration			
Initial design and configuration of devices	X		
Provide monitoring collector (virtual or physical)		X	X
Physical or virtual collector installation	X		



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Monitoring			
Provide Circuit bandwidth information	X		
Setup monitoring and logging		X	X
Update monitoring thresholds per client requirements		X	X
Manage notification profiles		X	X
Provide standard alerting based on supported device type*		X	
Provide ping based up/down alerting on IPs/URLs			X
Standard Reporting		X	
Create new rules/reports (1 per month included, more at T&M)		X	
Incident and Problem Management			
Incident management, Triage, Troubleshooting, Root Cause Analysis, Reason For Outage	X		
Vendor management (Escalations, RMA,...)	X		
Alert on down collector, troubleshoot device with client		X	X
Change Management			
Device ownership and configuration management	X		

*For a list of supported devices, please contact your account representative.

Reliability and Monitoring Disclaimer

If a monitored customer network becomes unreliable and falls in the category of fixed wireless or Internet VPN, InterVision has the right to discontinue monitoring of the routing protocol peers until such time the network is deemed reliable again.

- If a backup link is present on a router and is considered an “unreliable network” and routing protocol monitoring of the primary circuit is required and uses BGP then;
 - 1) the BGP peer must be the interface IP of the primary circuit, and 2) the backup circuit cannot use BGP and must use EIGRP or OSPF.



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Reliable Definition – A reliable network is one that is backed by carrier SLA's that include at least five 9's of uptime and less than .5% of packet loss, and less than 70ms of latency across the network. These are typically private networks that consist of MPLS, Ethernet, or Private Lines. Any type of cable modem, DSL, cellular wireless and some fixed wireless networks or Internet VPN networks would not be considered reliable.

2.2 MANAGEMENT TOOLS

InterVision utilizes a variety of 3rd party software products to provide services. These tools include IT Service Managed (ITSM), monitoring, log collection, remote access, and other support and diagnostic tools. InterVision is responsible for selection and maintenance of software and tools used to provide service. InterVision uses prevailing industry practices to select, deploy, and operate these tools making all reasonable efforts to do in a secure manner and to not introduce any undue risks.

InterVision constantly evaluates the market for best-in-breed services to provide our customers, and may, at any time, change the software in use. InterVision will be responsible for the installation and maintenance of any InterVision-provided solution. The use of any other non-InterVision provided solutions will be the customer responsibility to manage and monitor.

Requests for a list of InterVision software tools may be obtain via a request through your Client Service Delivery Manager (for clients subscribing to Service management) or via a ticket.

2.3 DEFINITIONS

Dispatch - This refers to the scheduling of remote hands service at your site to assist with device replacements and other issues requiring skilled remote hands to resolve issues.

EOL - End of Life

EOS - End of Support

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