



MANAGED ROUTERS AND SWITCHES - SERVICE GUIDE 2022

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Managed Switch & Router Responsibility Matrix	Customer	InterVision Essential Service	InterVision Premium Service
General			
Router/Switch information (account, password, location, MAC address,...)	X		
Router/Switch SNMP string	X		
Client escalation information	X		
Vendor support contracts	X		
**Audit the Network environment for configuration issues, vulnerabilities, and risks.		X	X
Installation and Configuration			
Initial design and configuration of router and WAN/LAN	X		
Physical or virtual router/switch install	X		
Implement Quality of Service (QOS) policies	X		
Switch Port Configuration			X
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
Setup dashboard in Managed Network Services portal			X
Setup monitoring platform reports			X



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HSRP State Change	Syslog	10 events in 5 minutes (indicating fluctuation)	10
Network Device Not Responding	5 pings every 2 minutes	100% packet loss for 5 minutes	10
Critical Network Device Interface Staying Down	SNMP polled every minute and/or Syslog	Down for 5 minutes	9
Network Memory Critical	SNMP polled every 3 minutes	90%+ for 10 minutes	9
Network Switch Detached From Stack	Syslog	1 event	9
Primary Internet Route Failed	Syslog	1 event	9
Network Device Critical Interface High Utilization	SNMP polled every 1 minute	95% for 5 minutes	8
BGP Neighbor Bouncing Repeatedly	SNMP polled every minutes and/or Syslog	Neighbor goes down and up 5 times within 4 hours	7
BGP Neighbor Staying Down	SNMP polled every minute and/or Syslog	Neighbor goes down and does not come back up for 10 minutes	7
Duplicate IP Address Detected	Syslog	1 event	7
EIGRP Neighbor Staying Down	Syslog	EIGRP Neighbor goes down and does not come back up for 15 minutes	7
Network CPU Critical	SNMP polled every 3 minutes	90%+ for 10 minutes	7
Network Device Critical Interface Flapping	Syslog	Critical Interface Goes Down and Up 3 times in 15 minutes	7



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Meraki Switch Not Responding	API	Alarm condition exists for 10 minutes	10
Meraki MX Appliance Not Responding	API	Alarm condition exists for 10 minutes	10
Meraki Bad Internet Connection Detected	API	Alarm condition exists for 10 minutes	8
Meraki Cellular Failover Detected	API	Alarm condition exists for 10 minutes	8
Meraki Switch Disconnected From Stack	API	Alarm condition exists for 10 minutes	8
Meraki WAN Uplink Down	API	Alarm condition exists for 10 minutes	8
Meraki Access Point Not Responding	API	Alarm condition exists for 10 minutes	6
Meraki DNS Misconfigured	API	Alarm condition exists for 10 minutes	6
Meraki Device Outdated Configuration	API	Alarm condition exists for 10 minutes	6
Meraki Poor Connectivity To Meraki Cloud	API	Alarm condition exists for 10 minutes	6
Meraki Port Cable Error Detected	API	Alarm condition exists for 10 minutes	6
Meraki Port VLAN Mismatch	API	Alarm condition exists for 10 minutes	6
Meraki Site to Site VPN Down	API	Alarm condition exists for 10 minutes	6

Refer to the service delivery section for description of severity levels and mapping to operations center priority levels. (ex. Severity 10 is our highest severity and maps to our Priority 1 service level.)

- Monitoring routing protocol peers is optional and not configured by default.
- Monitor the routing protocol is only over a reliable network.



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Managed Cellular WAN Extender Responsibility Matrix	Client	InterVision Managed Service	InterVision Professional Services
Initial device install and setup	X		
Provide access and monitoring information	X		
Provide vendor and carrier contract and contact information	X		
Setup availability monitoring		X	
Incident management		X	
Root cause analysis		X	
Vendor management (Escalations, RMA,...)		X	
Device break/fix troubleshooting		X	
Carrier contact and escalation		X	
Ownership and provisioning of carrier SIM cards	X		X
Dispatch to install RMAed device or replacement SIM card (only available if the covered next hop LAN device has dispatch support)		X	
Software updates to resolve break/fix incidents		X	
Non-break/fix related software updates	X		X
Extender device configuration	X		X



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Configure new cameras directly	X		
Configure new cameras via controller (remote)			X
Manage notification profiles		X	X
Monitoring			
Setup monitoring and logging of cameras		X	X
Update monitoring thresholds per client requirements		X	X
Camera standard reports setup			X
Incident and Problem Management			
Incident management		X	X
Vendor management (Escalations, RMA,...)		X	X
Troubleshoot down camera connectivity		X	X
Troubleshoot configuration issues		X	X
Assist with camera connection issues (does not cover quality of video feed or positioning)		X	X
Root cause analysis of supported incidents			X
Patch Management			
Software updates (bi-annual)			X
Critical Security patching (as required)			X



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