



Managed LAN Support Service

Overview of Service

Whether we have undertaken the design & build of your network, or you wish to transition an existing environment into a supported state, Ideal can ensure your platform is operating effectively, to enable the required uptime and performance your business dictates.

Ideal provide management services to maintain, manage and optimise wired and wireless network performance, across multiple sites, vendors, device types and products to ensure user experience is maximised by an optimised network.

All services are ITIL aligned to offer an increased level of interactive and pro-active support, including Incident Management, Problem Management, Change Management, Event Management, Request fulfilment, Asset Management, Release/Patch Management, Vulnerability Management, and Service Availability commitments.

Devices covered include switches, routers, Wireless Lan Controllers and Access Points. Products include, but are not limited to, Cisco ISE, Prime, DNA-C.

Our service offerings are defined as Standard, Enhanced and Premium. At the standard service, we provide 24x7x365 Support and Monitoring, supplementing the customers own IT capability. Moving up to Enhanced where we start to take more responsibility of the supported infrastructure.

Premium level fully integrates the use of advanced management products (e.g. DNA-C, ISE) to help a customer leverage the benefits of Software Defined Access (SDA).



Benefits & Deployment Scenarios

This means more than just “lights-on”, it’s a proactive service which looks to root-cause analysis, capacity planning and forecasting to constantly update and refine the design and operation to ensure the best possible service level for your business. We own the service; you own the system. With our 24x7x365 support you’ll be able to rest-easy knowing you’re in good hands. Typical scenarios are:

- Service take-on of Local Area Networks – such as Campus LAN or multi-access networks, platforms for BMS, or Voice/Video transport networks
- Provision and management of software defined, policy driven “fabric” networks
- Business users and applications require an assured level of availability or performance
- Customer IT department requires additional support across broad range of sites or technologies to supplement in-house team
- Customer IT department requires additional support meeting the increased complexity and management demands of SDA.
- Additional insight into network behaviour is required, through tools or expertise.
- Additional resource is required to increase hours or depth of cover

Service Summary Comparison by Category

Category	Service Component	Standard	Enhanced	Premium
Service Operations	<i>Incident Management</i>	X	X	X
	<i>Incident Investigation</i>	X	X	X
	<i>Service Request Management</i>	X	X	X
	<i>Change Management Support</i>	X	X	X
	<i>Pre-agreed maintenance window support</i>		X	X
	<i>Problem Management</i>	X	X	X
	<i>Pro-active Problem Management</i>			X
Monitoring	<i>Real-time Device Monitoring</i>			
	<i>Reachability</i>	X	X	X
	<i>Normal operations exceptions</i>		X	X
	<i>Threshold Monitoring</i>			X
	<i>Capacity / Performance Monitoring</i>			X
	<i>Pre-Flight Checks</i>			X
	<i>Operations Dashboard*</i>			X
	<i>Device & Application Performance Investigation</i>		X	X
Configuration Management	<i>Device Backup & Recovery</i>		X	X
	<i>Configuration Housekeeping</i>			X
Security Management	<i>Device Access Management</i>			X
	<i>Device Access Review (scheduled)</i>			X
	<i>Vulnerability Management (advise)</i>	X	X	X
	<i>Vulnerability Management (remediation assistance)</i>		X	X
	<i>Quarterly patch notification & recommendations</i>		X	X
	<i>Apply software updates, patches & licenses</i>			X
	<i>Remote O/S Upgrade (impaired devices)</i>		X	X
Reporting	<i>Event and Service Reporting (Quarterly)</i>	X		
	<i>Event defined activity and Service Reporting (Monthly)</i>		X	X
	<i>Performance and Capacity Management Reporting</i>			X
	<i>EoS/EoL Notification & Recommendation (Quarterly)</i>		X	X

*Currently under development & testing, available Q3-4 2023.

Service Summary by Service with Component Descriptions:

Service Component	Standard	Enhanced	Premium	Component Description
<i>SERVICE OPERATIONS</i>				
<i>Incident Management</i>	X	X	X	Ideal will log and categorise Incidents, ensuring all investigative information is recorded. By default, Incidents are logged as a P3, then reviewed against a customer's Support Design to correctly categorise the Priority. This will set and monitor the contracted service level and operating hours upon which the Incident will be progressed against. Initial triage by our Service Centre ensures the device or product is within contract and the Incident is assigned to the most appropriate Network Engineer. Incidents will remain In Progress whilst Ideal troubleshoot, moving to a Pending status when actions are with the customer or their 3 rd Party Resolver Groups.
<i>Incident Investigation</i>	X	X	X	Ideal will investigate availability and performance issues for contracted devices and products, up to and including externally facing device interfaces. Where any customer or 3rd party managed devices or products sit within the customer infrastructure (e.g. virtualised infrastructure, firewalls), Ideal will provide investigations up to and including supported device externally facing interfaces. Should interaction be required with the customer and/or their 3 rd Party Resolver Groups, Ideal will support investigations and provide information as required. It is the responsibility of the customer to ensure that local environmental and cabling infrastructure investigations are undertaken.
<i>Service Request Management</i>	X	X	X	Ideal will respond to requests from the customer for information, advice and Changes against the infrastructure covered by the contract. Requests for Changes will be fulfilled within Ideal's Change Management processes. By default, Service Requests (SRs) are logged as a P3, then reviewed against a customer's Support Design to correctly categorise the Priority. This will set and monitor the contracted service level and operating hours upon which the SR will be progressed against. Initial triage by our Service Centre ensures the device or product is within contract and the SR is assigned to the most appropriate Network Engineer. SRs will remain In Progress whilst Ideal troubleshoot, moving to a Pending status when

				actions are with the customer, with their 3 rd Party Resolver Groups or waiting for an agreed Change maintenance window. Ideal will undertake Service Requests for the customer against a pre-agreed monthly volume in hours.
<i>Change Management Support</i>	X	X	X	All Changes to live infrastructure covered by the contract are subject to Ideal's Change Management Procedures. A Request For Change (RFC) will be raised for Engineer peer review and Ideal CAB approval prior to submission to the customer for approval. The Service Design will define customer specific considerations, such as approval representatives.
<i>Problem Management</i>	X	X	X	Ideal will identify, log and investigate problems on supported devices and products. Problems may be raised where Incidents have no clear root cause, to investigate a repetitive issue, or erroneous behaviour identified through monitoring and reporting services. Upon successful resolution, a Problem Report will be provided to summarise the actions taken, root causes, lessons learnt and follow-up actions.
<i>Pro-Active Problem Management</i>			X	Ideal will use problem management best practices to attempt to find and resolve problems before an Incident is encountered.
<i>Pre-agreed maintenance window support</i>		X	X	Ideal will undertake Change Requests within Ideal's standard maintenance window (07:00-22:00, Monday-Friday, excluding Bank Holidays).
MONITORING				Alerts & exceptions will be logged for investigation and communication with the customer by Ideal's Service Centre.
<i>Reachability</i>	X	X	X	Ideal will proactively monitor devices under contract for their reachability from defined sources. Reachability of fixed or reserved addresses is determined from Ideal's Monitoring Hubs using ICMP protocol.
<i>Normal Operations Exceptions</i>		X	X	Ideal will proactively monitor devices under contract for faulty components (e.g. Fan or SFP faults) that would see an exception to normal healthy operations.
<i>Threshold Monitoring</i>			X	Capacity thresholds (e.g. Memory, CPU) will be monitored in real-time against devices under contract. Thresholds are continually tuned to consider vendor and Ideal guidance, whilst accounting for the behavioural characteristics of the customer's estate. Incidents will be raised and investigated for alarms triggered by threshold breaches, informing the customer where appropriate.

<i>Capacity / Performance Monitoring</i>			X	Historical usage statistics are gathered to permit Performance and Capacity Management Reporting and assist with performance investigations.
<i>Pre-Flight Checks</i>			X	Ideal will perform daily checks to confirm that the supported infrastructure is healthy and operating as expected, focussing on areas most important to the customer. For example double checking uptime, system log errors, HA status/changes, backups have run and ensuring licensing is valid.
<i>Operations Dashboard</i>			X	Ideal will provide the customer with read-only access to our Network Management System's Operational Dashboard. This will give the customer visibility of their network assets in scope, their health and a real-time map of device inter-dependencies.
<i>Device & Application Performance Investigation</i>		X	X	Ideal will use the available tools and management interfaces to troubleshoot supported device performance issues, assisting the customer and their 3 rd Party Resolver groups troubleshooting LAN performance issues.
CONFIGURATION MANAGEMENT				
<i>Device Backup & Recovery</i>		X	X	Ideal will deploy a backup solution most suitable to the customer's environment and risk appetite. Ideal will follow industry guidelines for frequency, retention, local and remote, off-site storage to ensure config on devices and products under contract are backed up. Additionally Ideal will backup device config after a change is made by Ideal. For the avoidance of doubt, this service does not include the backup and storage of customer data.
<i>Configuration Housekeeping</i>			X	Ideal will review devices under contract for unused or superfluous config on a quarterly basis. Such config will be removed safely with customer agreement under Ideal's Change Management process.
SECURITY MANAGEMENT				
<i>Device Access Management</i>			X	Ideal aims to grant access only to authorised users, with appropriate privileges, to devices under contract upon commission or replacement. Additionally to ensure that

				only secure protocols (e.g. ssh, https) and industry guided password practices (e.g. complexity, rotation cadence) are used. A customer's own security requirements (e.g. internal policies to meet regulatory compliance) are confirmed as part of the Service Design and built into this service component. Where under contract, Ideal will support AAA via Radius, TACACS+ or LDAP service integration with products such as ISE, NPS and AD.
<i>Device Access Review</i>			X	Ideal will review devices under contract annually for compliance against Device Access Management configuration. Deviations will be addressed safely with customer agreement under Ideal's Change Management process.
<i>Vulnerability Management (advise)</i>	X	X	X	Ideal will review vendor vulnerability notifications for new Critical vulnerabilities on a daily basis. Customers will be advised of any Critical vulnerabilities pertinent to their contracted, non EoL/EoS devices. Normal working hours only – however this can be extended to 24x7x365 should a customer be able to support this.
<i>Vulnerability Management (remediation assistance)</i>		X	X	Customers found to be subject to new Critical vulnerabilities, will be advised of the risk with guidance on how to remediate. Alongside the customer, Ideal will help plan and perform the remediation actions against devices under contract. Patching of critical vulnerabilities is included in the service and will not be deducted from monthly Service Request hours. Normal working hours only – however this can be extended to 24x7x365 should a customer be able to support this.
<i>Quarterly patch notification & recommendations</i>		X	X	Ideal will provide a report against an inventory of contracted devices recommending software and patch updates to ensure they run to the most appropriate entitled software version.
<i>Apply software updates, patches & licenses</i>			X	Ideal will proactively work with the customer to agree a schedule for applying recommended software updates, patches and licenses to devices under contract. Ideal will undertake the work within Ideal's Change Management process. Outside of Critical vulnerability and resolution of operational issues (impaired devices), Ideal will commit to one software upgrade per year
<i>Remote O/S Upgrade (impaired devices)</i>		X	X	Ideal will remotely apply software upgrades, patches and licenses to resolve issues with devices under contract that are actively operationally impaired.
REPORTING				

<i>Event and Service Reporting (Quarterly)</i>	X	X	X	Ideal will provide a quarterly service review report that includes a Red-Amber-Green Executive Summary and narrative of agreed services. Incident, Service Request, Problem & Change ticket details with service level performance stats.
<i>Event, defined activity and Service Reporting (Monthly)</i>		X	X	In addition to Event and Service Reporting (as above), Ideal will report on activities performed by us in the previous month as well as planned future activities.
<i>Performance and Capacity Management Reporting (Monthly)</i>			X	Ideal will illustrate historic capacity and performance metrics, indicating trends alongside any inherent risks. Ideal will provide recommendations and work with the customer to proactively plan to accommodate future demands or address current issues as part of our Continual Service Improvement Plans. Ideal will work with the customer to align reporting against metrics most important to them and their business operations.
<i>EoS/EoL Notification & Recommendation (Quarterly)</i>	X	X	X	Ideal will provide quarterly reports noting current and scheduled (where released) End of Life / End of Support status as indicated by the device vendor and make recommendations where appropriate.

Optional Services

Break-Fix Maintenance:

All devices in scope can be supported for hardware failure utilising Ideal's Break-fix service with aligned SLAs.

Per-incident enhanced service

Where required, customers may request that an incident is dealt with that is not within scope of the services delivered under the customer's contracted services. At Ideal's discretion, requests will be dealt with on a reasonable endeavour's basis, and subject to charges. Charges will be subject to Ideal's rate card, or as agreed with the customer's Ideal Sales Representative.

Strategic Solution Review:

For reviewing additional new technology opportunities relating to LAN infrastructure, Ideal have a dedicated Solutions team, including multidisciplinary and specialist Solution Architects. Their role is to constantly evaluate new technologies against customer requirements and ensure appropriate solutions are developed.

Regular customer roadmap sessions can be arranged through your Ideal Account Manager. These take various forms:

- Strategic, broader business engagements, following a Digital RoadMap process aligned to TOGAF,
- Technology aligned solutions development to create a specific technical roadmap based on customer business requirements, technical design parameters and constraints, to create a Target Operating Model
- "Art of the possible" whiteboard sessions
- Technical update and demo sessions.

Service Transition

Where Ideal take on a customer's LAN estate, Ideal Managed Services are subject to service transition activities, including an infrastructure audit, the provision of design documentation and the confirming the desired operation of the environment through a Service Design.

Audit activities and the review of any existing documentation will be captured within a risk log and list of remediation activities. Service Levels are dependent on the completion of any remedial activities recommended during Service Transition, or alternatively subject to any agreed infrastructure limitations identified. These activities may be chargeable and will need to be agreed with the customer.

Where the customer's LAN estate has been provisioned and commissioned by Ideal Project Services, the Managed Service will be transitioned with Project assistance alongside the customer to implement the desired operation of the environment.

Service Delivery

Service levels

The following Service Levels apply:

Response Time: The time for Ideal to make contact with the ticket logger, acknowledge the fault report and provide next steps for investigation.

Target Resolution Time: The time taken for Ideal to resolve the Incident or fulfil the Service Request. Where actions are with the customer or their 3rd Party Resolver groups, the ticket will be placed into a Pending state. Where actions have been escalated to vendor support, where no SLA is provided, the ticket will be placed into a Pending state. A ticket Pending status pauses the SLA clock, starting it again when the status changes.

‘Normal Working Hours’ means 08:30 – 17:30, Monday to Friday not including UK bank holidays.

P1 Incidents and Service Requests must be reported by an approved customer contact by phone to Ideal’s Service Centre in addition to an email.

Incidents

Priority	Description	Target Response time	Target Resolution Time
P1	Total loss of LAN services at one or more client sites, or a critical service failure. Example Level 1 cases: loss of connectivity for a site or sites, or severe packet loss across the LAN resulting in total loss of connectivity to business systems	15 minutes	4 hours
P2	Severe degradation of service at one or more client premises. Example Level 2 case: Packet loss causing severe issues for business-critical services, although services remain essentially available	30 minutes	10 hours
P3	Operational performance of the network is impaired while most business operations remain fully functional. Example Level 3 cases: Intermittent anomalies that do not affect service functionality	1 hour	48 hours

P4	Minor issue with no performance or operational impact	4 hours	5 days
----	---	---------	--------

Only P1 and P2 Incidents are worked on outside of 'Normal Working Hours'.

Service Requests & Changes

Ideal will respond to requests for information, advice and changes against devices covered by the contract. If the requested change has the potential to introduce risk to the service, the work will be performed within Ideal's Change Management processes. A Request For Change contains information required to ensure the work is performed successfully, mitigating any Issues or Risks. Change priority (Emergency or Standard) and schedule is agreed with the customer and the RFC submitted for their approval. The originating SR is placed in Pending should the agreed schedule take it outside of SLA.

Service Requests are delivered against pre-bought Managed Service SR hours, or where agreed on a retrospective Time and Materials basis.

Changes outside of Ideal's standard maintenance window (07:00-22:00, Monday-Friday, excluding Bank Holidays) will be subject to a charge.

Changes that introduce additional devices or products, or that alter the service function and/or the Service Design may require the Managed Service to be reviewed. Changes outside of the scope of the Managed Service can be performed using banked engineering time (separate to Managed Service SR hours) or Ideal Project services.

Priority	Definition	Target Response	Target Completion
P1	Emergency Service Requests	15 minutes	1 Business day
P2	Significant Service Requests	2 hours	2 Business days
P3	Standard Service Request	2 hours	3 Business days
P4	Remediation Service Request	2 hours	3 months

Only P1 Service Requests are worked on outside of 'Normal Working Hours'.

Ideal will not always restrict access to customer devices in scope of the Managed Service. Where joint access is agreed between Ideal and the customer, any service issues resulting from incorrect customer changes may be chargeable.

Customer Engagement

Ideal will provide a Service Guide which reflects the Support Design agreed to with the customer. The Service Guide will confirm how we both interact (eg. contacts, escalations), note the ticket types and their SLAs. It will also aim for greater alignment with the customer through tailored ticket handling, monitoring, reporting, access management processes whilst identifying key sites or infrastructure most critical to the customer.

Incidents and service request can be logged via phone, email or via our ITSM portal. Ideal's ITSM portal provides a customer specific dashboard with information on current and historical tickets.

Hours of operation

This service operates 24x7x365 days a year.

Service Reporting & Management

Service Reports will be made available to a schedule and content aligned to the level of service the customer has purchased.

Ideal will chair Service Reviews aligned to the schedule of Service Reporting, maintain a Continuous Service Improvement Plan (CSIP) and Risk log to ensure the service is meeting customer expectations.

Service Outages and Exceptions

The service itself is not subject to any planned outages. Where activities such as system upgrades require downtime, Ideal will work within our Change Management process to ensure minimal impact to business operations.

Where services are subject to shared access between the customer and Ideal, outages relating to customer changes may be subject to additional charges.

How this service will be contracted?

The minimum contract period for this service is 12 months. Standard contract terms are for 36 months which provides a reduction in total cost and increased benefits.

Applicable T&Cs can be found here:

<https://www.ideal.co.uk/terms-and-conditions>

Customer responsibilities

- The customer is encouraged to participate in service transition activities to ensure the beneficial values of the service design and delivery mechanisms are realised.
- To aid troubleshooting and communication, contact details for any other relevant support stakeholders, in addition to the customer's escalation contacts can be provided.
- The customer is responsible for local environmental (such as power) and cabling infrastructure investigations are undertaken.
- The customer is responsible for environmental monitoring (temperature, humidity, security etc).
- Where needed, internal or external support stakeholders can be made available by the customer to support troubleshooting or assist with Changes.

Remote Support Capability

Ideal's innovative Ideal Gateway provides an all-in-one solution for permanent, secure access to the customer's CNS enabling remote support and monitoring. The Ideal Gateway is provided to the customer as a preconfigured Linux virtual appliance to be deployed within their network. Ideal will remotely maintain the appliance to address patching needs.

The appliance requires 4 vCPU, 8 Gb RAM and 40Gb HDD, where the customer is responsible for the hosting platform. We can provide more information regarding our Ideal Gateway upon request.

A site to site VPN between the customer's network and our support network will be maintained for a resilient secondary support connection.

If the customer wishes, alternatives, such as customer managed Windows servers or Cloud based options, they can be discussed and costed.

Best practice dictates the existence of a segregated management network covering all network devices. If not in scope of the build project and configured by Ideal Project Services, Ideal reserve the right to charge for the creation of a management subnet as part of Service Transition.

Assumptions & Exclusions

- Any ongoing incidents or problems will be reviewed prior to service acceptance
- Should the quantity of network devices within scope of the service increase, Ideal will provide a quote to expand the service and onboard the additional devices.
- Ideal's service includes both internally Cloud hosted and external SaaS toolsets, located within the EU region. A summary of security compliance accreditation can be provided.
- Should software and hardware component versions fall outside of the vendor's currently supported versions, Service Levels will be reviewed in accordance to the associated risks. Ideal will provide a quote to bring the effected infrastructure up to a vender supported version.
- Devices connected to the LAN remain the responsibility of the customer.

Order Management

An order for this Service should be submitted via an Ideal Account Manager. Prior to order the Account Manager will provide a quote for the requested services, against which the order should be raised. Upon receipt of an Order, Ideal will provide an Order Acceptance, at which point the Order is considered binding. For further details on service ordering the Ideal Terms and Conditions should be consulted.

Target delivery times for from the point of Order Acceptance are as follows.

Service	Target delivery time
Standard-Enhanced-Premium	Audit commencement and onboarding activities to be agreed with Customer during Project start-up.