

Smart Data Services QuickStart for Smart Data Feeds

Service Definition

This Data Sheet describes the Smart Data Feeds QuickStart service engagement (“Services”) which NETSCOUT® agrees to perform upon receipt of a Customer purchase order.

QuickStart is an advanced service intended to accelerate the value realization of an operator’s investment in NETSCOUT’s products. It is designed to improve user adoption of NETSCOUT’s products among operator teams across the world and empower Customer to perform superior data analytics in their Telecom Network by enabling a smart data feed towards external 3rd Party Applications such as: Fraud Management Systems, Billing Verification Systems, Security System, SMS Welcome, Location based Services Applications, Big Data Lakes and Data ware houses.

NETSCOUT probes are configured to send raw data records to NETSCOUT Mediation layer that will be configured to convert and enhance the data records into either:

- JSON or Avro serialized binary streams based on topics published by the Kafka producers. 3rd party application consumers can subscribe to these topics in order to consume the NETSCOUT data feed for further downstream processing; or
- CSV format files, with a preconfigured interval or record count, written on the landing zone inside mediation servers; or
- Probe independent HDRs binary format that can be streamed near real time to a 3rd party application.

Service Deliverables

The pre-engagement may encompass some or all of the following activities, as applicable:

- Analysis and verification of current provisioning data (Subscriber, Handset, Network, Link sets, PLMN, APN etc.); and
- Audit provisioning issues and dimension gaps

The engagement may encompass some or all of the following activities:

- Customized near real time Smart Data Feed enablement, integration, and validation towards 3rd party Applications or Data Lakes;
- Knowledge transfer and training;
- Solution Description describing the overall solution;
- Data dictionary describing the implemented data sets; and
- Basic validation and test plan

Some example of feed customization includes but not limited to the followings:

- Topic splitter configuration in order to create multiple feeds filtered as per customer business needs;
- Whitelist or blacklist filtering of data records based on a pre-configured topic;
- Individual parameter level filtering from a data record based on pre-configured topics;
- Anonymization of sensitive data inside the data records such as subscriber identities parameters (IMSI/MSISDN);
- Load balancing and integration of simultaneous multiple Kafka published streams, based on the incoming throughput traffic volumes and with respect to the available partition’s storage inside the Kafka cluster; and
- Export Kafka data to a specific partition inside 3rd party Kafka cluster, based on a subscriber identifier field such as IMSI;

The following documents will be produced:

- **Service Deliverables** – Provided at the start of the engagement describing the implementation and validation scope and timeline
- **Service Report** – Provided at the end of the engagement with the validation results specified in Service Deliverables

Service Assumptions

- Engagement will commence up to eight (8) weeks from the NETSCOUT's acceptance of the Customer's Purchase Order, or as otherwise agreed between the parties;
- Engagement can be up to six (6) business weeks from the commencement of services and depending on need may include up to one (1) onsite visit, with a maximum duration of one (1) week, as agreed upon in the Service Deliverables;
- All the applicable NETSCOUT products such as probes, nGeniusOne®, Mediation Servers and nGenius Business Analytics are fully installed, configured, and operational before the start of the engagement;
- For nBA, enablement of smart data feed from the mediation platform should be in either CSV format or widely accepted industry standard Kafka based Avro or JSON format;
- For nBA CSV export feature, application configuration determines the number of maximum records count possible inside a CSV file;
- In case of exported to OHDR binary files, Customer will be responsible periodically perform the file transfer from landing zone of mediation servers into the 3rd party application and cleanup of landing zone;
- The various parameters within the smart data feed are not guaranteed to be populated 100%. It depends on their availability in the monitored network signaling messages; and
- Successful completion of the Services is dependent upon cooperation of both parties, and Customer's fulfillment of its obligations set forth in this Data Sheet;

Customer Responsibilities

Customer shall ensure the followings:

- Provide adequate LAN bandwidth between Netscout probes and Mediation layer and between mediation layer and Customer 3rd party applications;
- For nBA feeds, deploy and implement a Kafka consumer or 3rd party Kafka broker in order to subscriber to the topics published by NETSCOUT nBA producers;
- In case of CSV format data feed, transfer the files from landing zone inside NETSCOUT mediation layer to the 3rd party remote application for further downstream processing, and before the files are deleted after a configured amount of time;
- Creation of any reports and/or implementation of logic to further process the exported data from NETSCOUT mediation layer; and
- Purchase, installation and commission of any new mediation servers required as part of the new smart data feed enablement from NETSCOUT mediation layer.

Out of Scope

- Design and/or development, or changes to the upstream data feed including any logic or algorithm;
- Any scalability or feature/functional changes to Probe, Mediation or Application architecture arising out of this engagement;
- Data validation and integrity verification against any external source;
- Any additional servers, licensing or provisioning is outside the scope of this engagement and will be addressed with a separate Purchase Order;
- Any integration activity outside the scope of Service Deliverables;
- Any development effort on the probe, mediation platform, or other NETSCOUT application for data not specified in the Service Deliverables;
- Any data which is not presently collected by the NETSCOUT probes;
- Any installation of patches or update;
- Any protocols, interfaces and parameters other than specified in the Service Deliverables;
- Design and implementation of Kafka broker inside Customer network is out of scope unless specifically agreed during quotation phase;
- Any format other than Kafka based Avro / JSON serialized published topics or OHDR binary or CSV file export unless specified in Service Deliverables; and
- Data feed enrichment and records correlation unless specified in the Service Deliverables.

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Smart Data Services (SDS-Delivery) are provided in accordance with the NETSCOUT's Smart Data Services Description and Terms available at:

<https://www.netscout.com/sites/default/files/2019-05/SDS-Service-Description.05.10.2019-f.pdf>



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