



### Advanced Device Configuration and Solution Integration Activities

The configuration and integration activities performed either remotely or onsite by the NETSCOUT® Professional Services Engineer (PSE) on the NETSCOUT devices are outlined in the approved Low-Level Design (LLD), which also serves to document these tasks. The customer will need to provide all deployment specific data outlined in the LLD, access for the NETSCOUT PSE to the NETSCOUT systems, the required site access approvals for remote, physical and logical access to the devices, in addition to remote connectivity to complete the implementation.

A brief overview of all the tasks and configurations performed on the NETSCOUT appliances by the PSE during this stage include but are not limited to:

- Advanced configuration of the monitored network entities
- Monitored Network, IP and boundary definitions
- Integration and verification of Sightline TMS functions and workflows
- Configuration of initial example managed objects per the LLD
- Integration and verification of the Sightline traffic reporting workflows
- Verification of data collection, reporting, and anomaly detection accuracy
- Completion and verification of all other tasks outlined in the LLD

## Implementation Services for Sightline / Threat Mitigation System (TMS)

NETSCOUT is committed to providing its customers with quality implementation services delivered by a team of skilled industry professionals. NETSCOUT's implementation services provide some or all of the services outlined in this data sheet. NETSCOUT's Implementation services professionals can assist customers with ensuring their NETSCOUT solution deployment begins with NETSCOUT best practice processes and procedures.

### Service Delivery

#### High Level Design Document – HLD

Created by the responsible NETSCOUT Sales Engineer (SE) and will cover the design and architecture that defines the NETSCOUT solution end to end, technical functionalities of the Sightline/TMS deployment and how it is incorporated into the customer network, the requirements leading to the final solution, the actual design decisions, resulting in the solution, and details of all the network elements that will be incorporated into the overall solution.

The high level overview of the traffic reporting and DDoS mitigation strategy relevant to the Sightline/TMS solution may include:

- Device deployment modes
- On-ramp and off-ramp operations
- Border Gateway Protocol (BGP) information and BGP integration with existing network
- Flow / SNMP information
- Licensing
- Limits and scalability
- Mitigation bandwidth
- Devices High Availability
- NETSCOUT Insight architecture and integration details
- Bill of Material

Any other customer specific technical requirement details related to the NETSCOUT deployment.

### Project Kick-Off and Update Meeting(s), Project Planning

Attended by all the identified personnel from the customer, partner and NETSCOUT organization who need to be involved in planning and finalizing the deployment. Discussions during such meetings may include:

- Roles and responsibility allocation
- Timelines definition
- Project review timelines
- Reporting and status updates
- Any other project related activities, scheduling, scoping, etc.

The customer project manager will take the responsibility of coordinating, project planning, and documenting the various discussions and meetings that may be required during the implementation.

### Pre-Implementation Data Gathering Documentation

After customer acceptance of the HLD the responsible NETSCOUT PSE will provide a data gathering document. This document includes requirements for inputs from the customer team(s) related to IP addressing, routing, host names, routers details, storage, network services, etc. – all details are required for the integration of the Sightline/TMS solution into the customer environment. The customer team(s) are required to fill out and complete all the details requested in the data gathering document.

### Low Level Design Document – LLD

On receipt of the completed Pre-Implementation Data Gathering document from customer, the NETSCOUT PSE will create and deliver a LLD document that will cover all necessary configuration elements on the Sightline/TMS side, including details required to proceed with the final installation activities.

The low-level overview of the Sightline/TMS solution which may include:

- Interfaces ports interconnectivity details
- Physical layout and connectivity matrix IP addressing, routing, and connectivity details of all devices
- Deployment design details
- TMS solution architecture design
- Device software and licenses
- Router definitions and capabilities
- Network definitions, monitored router and interface details
- Managed object details
- Anomaly detection, mitigation design and architecture details
- Device hardening details
- User access and management, AAA etc.
- Devices Management such as SNMP, syslog and SMTP etc.

Implementation Services are limited to configuration of NETSCOUT devices.

### System Operational Confirmation

After completing the implementation and integration of NETSCOUT Arbor Sightline/TMS systems into the customer's monitored network, the NETSCOUT PSE will confirm with the customer that the systems are operational.

### Onsite Knowledge Transfers and Support Handover

Post successful completion of the Sightline/TMS implementation and the confirmation that the system is operational, and prior to handover to production or Managed Service, the NETSCOUT PSE will conduct a knowledge transfer. This will include topics related to the functioning of the NETSCOUT deployment including setup, design, operational workflows, usage, administration etc. related to the customers. Also, covered during the knowledge transfer session will be the NETSCOUT support process, support engagement, escalation matrix and workflow, and ticketing system guidelines if applicable.

### Customer Requirements

The performance and successful completion of these implementation services is based upon the assumptions set forth below. Customer's inability to provide any of the following may affect deliverables, completion dates, and prices, and NETSCOUT will not be liable for claims resulting therefrom. Customer will provide:

- All hardware racked and connected to network, IP addresses assigned, all inter-device connections confirmed, with access through firewalls. The Quick Start Guide for the relevant product(s) should be followed by installation personnel to complete these initial tasks.
- Pre-engagement assessment documentation prior to commencement of the services.
- Documentation of customer network and topology prior to commencement of the services.
- One customer point of contact for questions and issues relating to the engagement.
- Sufficient qualified customer personnel capable of performing customer's obligations in connection with this these implementation services.
- Reasonable access to customer's facilities, including hardware, software, networks, and systems, during customer's normal business hours and otherwise as reasonably requested.
- Sufficient working space and office support, including network and internet connectivity and access to telephones, photocopying equipment, printers, and the like, as NETSCOUT may reasonably request – where required.

### Scope of Service and Timeline

Upon purchase by customer NETSCOUT's services team will perform the applicable implementation services either remotely or onsite, depending on activity, Monday through Friday between the hours of approximately 9:00 am and 5:00 pm, customer local time, excluding NETSCOUT holidays.



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