



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 Provisioning Guide and Low-Level Design (LLD) documents. The LLD is a living document that reflects the customer configuration of their NETSCOUT devices.

The customer will need to provide all deployment specific data required in these documents, the NETSCOUT PSE access to the NETSCOUT systems, the required site access approvals for remote, physical and logical access to the devices, and internet connectivity needed to complete the implementation.

Implementation Services for Arbor Edge Defense (AED)

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 AED 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 HLD may include:

- Arbor device deployment modes
- Customer resources to be protected
- Protection of encrypted services, if applicable
- Cloud signalling design overview, if applicable
- Licensing limits, scalability, system capabilities
- HA and redundancy design, if applicable.

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. In the meeting(s) the following key actions are agreed to:

- 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.

Provisioning Documentation

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

Low-Level Design Document – LLD

Upon receipt of the completed provisioning document from customer, the NETSCOUT PSE will create and deliver a LLD document that will cover all necessary configuration elements on the AED side, and also details required for the customer network to proceed with the final installation activities.

The low-level overview of the AED solution which may include:

- Interfaces interconnectivity
- Physical layout and connectivity matrix
- Appliance routing requirements
- Traffic flow
- Device hardening such as appliance access list, user groups, AAA etc.
- Device management such as SNMP, syslog, and SMTP etc
- Logical design and positioning of the AED system
- Protection group and server type details
- Cloud signalling design and integration details, if applicable
- Cryptographic Acceleration Module (CAM) Proxy integration and provisioning details
- Network services integration details
- AAA integration details

- Device protection information – AIF, filters, traffic profile, baselines
- System alerts – thresholds and triggers
- External notification – methods and provisioning information
- General system settings – backups, system maintenance, etc.
- High availability and redundancy information

System Operational Confirmation

After completing the implementation and integration of NETSCOUT AED systems into the customer's 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 AED implementation and the confirmation that system is operational and prior to handover to production or Managed Services, the NETSCOUT PSE will conduct a knowledge transfer. This includes topics related to the functioning of the NETSCOUT deployment including setup, design, operational workflows, usage, administration etc. related to the customers environment. Also covered during the knowledge transfer session will be the details related to 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 connectivity confirmed, with access through firewalls and other network devices. The Quick Start Guide

for the relevant appliance(s) should be followed by installation personnel to complete initial tasks.

- Provisioning documentation prior to commencement of the device configuration.
- Documentation of customer network and topology prior to commencement of the services.
- A single 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 the 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.

Implementation services are limited to configuration of NETSCOUT devices.

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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