

# 1 Enabled Networking Management and Support

Network monitoring is about creating a standard baseline of acceptable performance and when this baseline is exceeded, the automated system alerts the eGroup Enabling Technologies so that the eGroup Enabling Technologies can take action to help minimize the potential for Client downtime. When this occurs, the eGroup Enabling Technologies remotely logs into your network to determine why this is happening and what corrective action could be taken to correct the problem. Since the eGroup Enabling Technologies is to maintain a level of performance, the eGroup Enabling Technologies will make the necessary changes to help prevent downtime or an interruption of service. The Managed Services team delivers Level 1-3 and proactive problem resolution.

Infrastructure technology included in the agreement can include:

- Routers
- Switches
- Firewalls
- WiFi Controllers
- Load Balancers

## 1.1 Client Prerequisites

The following section describes prerequisites required for successful technical support.

- Administrative\root access to all network hardware
- VM or Desktop for remote administration
  - Agents and Collectors to be deployed
  - Dedicated machine is preferred but existing servers can be used for this purpose
- Vendor and 3rd party information required
  - Current vendor support is in place
  - Support agreement details or contract
  - Vendor support contact information
  - Add eGroup Enabling Technologies in vendor approved contact list
  - Administration software or web portal access
  - Client is responsible for all vendor licensing

## 1.2 Areas in Scope

- Proactive monitoring of switches, routers, firewalls, wireless access controllers, wireless access points
- Network device configuration backup and restore
  - Maintain revision history for configurations and changes
- Configuration of devices
  - Firewall
    - NAT Rules
    - Port Forwarding
    - IP Changes
    - Site to Site VPNs
    - Content Filtering
      - URL Moves, Adds and Changes
  - Switches
    - Port Settings
    - VLANs
      - Creation and Modification

- Port Tagging
- Routers
  - Routing Changes
- Wireless Controllers
  - SSID Changes
  - Access Point configuration
  - Passwords and key changes
- User management
- SNMP, Login audit
- Preventative maintenance
- Firmware / software upgrades
- Remediation of network issues
- IP address utilization
- Internet bandwidth utilization
- Network device utilization
- Device inventory
- Network map
- Monthly Services
  - Review firmware patches with client
  - Perform firmware patches as approved by client
- Quarterly Services
  - Network security analysis
  - Network health review
  - Hardware lifecycle review
  - Documentation updates

### 1.3 Areas out of Scope

Areas that are out of scope for this support agreement include, but are not limited to, the following:

- A change estimated to be more than 2 hours is out of scope and will be considered a project to be scoped and will be invoiced as per agreed upon Terms & Conditions
- Viruses that impact the workstations and / or network
- Web application firewalls