

VERSION 2.1 – AUGUST 2014

SERVICE DESCRIPTION

IPANEMA ANS SERVICE MANAGEMENT

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1 Ipanema ANS Service Management overview

Ipanema ANS Service Management is a Value Added Service of Videns IT Services for Customers who choose to outsource the operational management of their Ipanema Autonomic Networking System (ANS). *Ipanema ANS Service Management* comes on top of the regular *Ipanema Support and Maintenance Service subscription*.

Incident management, Problem management and Service Desk as defined by (ITIL V2) are covered by the *Ipanema Support and Maintenance Service* subscription provided by Videns IT Services. *Ipanema ANS Service Management* includes Change management (Minor Changes), Release management and Configuration management for the Ipanema solution. Videns IT Services will perform these tasks for, and on behalf of the Customer.

A Service Manager will be assigned to each Customer who has an *Ipanema ANS Service Management* contract. The Service Manager is the Customer's single point of contact (SPOC) for all operational aspects of the Ipanema ANS. The Service Manager is an Ipanema certified operation & support engineer.

The Service Manager will:

- Manage the Ipanema ANS on the Customer's behalf. The Service Manager will pro-actively respond to network and application performance issues;
- Always keep the Ipanema ANS up to date and optimally tuned. The service manager is responsible for Configuration and Release Management;
- Liaise with the Service Desk for a quick resolution of possible incidents and problems. Incidents and problems will be handled by the Service Desk;
- Report periodically on the application and network performance, give recommendations to improve the performance and identify addressable action items;
- Perform Minor Changes to the Ipanema ANS free of charge.

2 Customer benefits

The Customer can rely on the Service Manager to pro-actively manage the Ipanema ANS on his behalf and for his organisation. The Service Manager of Videns IT Services will always strive for optimal application and network performance, thus maximizing the Customer's return on investment.

3 Service levels

Ipanema ANS Service Management is available in two service levels: Gold for entry level configurations and Platinum for the most demanding customers. The service levels are differentiated as indicated in Table 1.

Important note: Gold service level is only available for Ipanema configurations running on a shared (multi-tenant) Salsa platform managed by Videns IT Services and only if the Ipanema feature Dynamic WAN Selection is not used.

Service Level	Gold	Platinum
Release management	✓	✓
Configuration management	✓	✓
Change management (free minor changes)	✓	✓
Reporting frequency	Quarterly	Monthly
Service Management meetings	Quarterly	Monthly
Reports	Standardised	Customised
Hardware alerts	✓	✓
Performance alerts	Not included	✓

Table 1: Service level differentiation

4 Deliverables

4.1 Periodical reporting

The Service Manager will present a monthly or quarterly (depending on service level) WAN performance report in which Videns IT Services will review the performance of the applications and the network, check if the required Quality of Service is achieved, Service Levels are met and identify addressable action items. The periodical WAN Performance Report includes:

- Critical applications usage and performance analysis (current and trends);
- Critical sites usage and performance analysis (current and trends);
- Application Service Level analysis based on AQS and MOS;
- Technical issues identified during last reporting period (bandwidth, jitter, loss, round trip delay, server response times, etc.);
- Network performance, including bandwidth utilization and possible bottlenecks;
- Recommendations on Ipanema ANS optimal configuration and tuning;
- Incidents and problems of the Ipanema system that occurred during the reporting period;
- Addressable action items resulting from each of the subjects above.

4.2 Service Management meetings

The Service Manager will present and discuss the WAN performance reports during the monthly or quarterly (depending on service level) Service Management Meetings and will take minutes of the agreed actions.

Any planned changes or developments in the customer's network or application landscape will also be discussed during the Service Management meetings. This will allow the Service Manager to pro-actively manage the Ipanema ANS configuration on behalf of the Customer.

4.3 Release management

The Service Manager will take care of the implementation of Ipanema software updates at the Customer's Ipanema configuration. These updates will be scheduled in close co-operation with the Customer and will take place during agreed service windows.

4.4 Configuration management

The Service Manager will pro-actively manage the Ipanema system and keep the system configuration optimally tuned to the Customer's requirements. The Service Manager will respond to application performance degradations and address these issues with the customer.

4.5 Change management

Minor changes of the system configuration, due to changes in the Customer's organisation or IT landscape, will be performed by the Service Manager free of charge.

Minor Changes are activities which are relatively small and which have limited impact. All other changes will be categorized as Major Changes. The following criteria will apply to activities to qualify as Minor Changes:

- They are limited in scope and potential impact;
- They can be executed remotely;
- They do not require a change of hardware or software licences.

Examples of Minor Changes are:

- Change of IP address;
- Bandwidth change that does not require a hardware upgrade;
- Move of a site, provided that the Customer takes care of the Ipanema IP|engine hardware removal from the old to the new site.

5 Prerequisites

The following prerequisites apply to the *Ipanema ANS Service Management*:

- The Customer must have a running Ipanema ANS and all Ipanema appliances should be upgraded to the latest software version before Videns IT Services can assume responsibility for the operational Service Management.

- The Customer has a valid Ipanema Support and Maintenance Service subscription with Videns IT Services for the Ipanema ANS equipment and software.
- The subjects in the periodical reports will be covered to the extent of the respective functionalities that have been ordered by the Customer and are enabled in the Customer configuration.
- Videns IT Services must have a secure remote access connection to the Customer network, in particular to the network domain where the Ipanema Salsa management server is hosted, as well as an administrator account for these management server(s).

6 Additional services

6.1 On-demand consulting services

Addressable action items will generally require further actions (by the Customer or by Videns IT Services) which are outside the scope of regular *Ipanema ANS Service Management*, but can be provided by Videns IT Services at extra cost. Examples of these additional services are:

- Complete review of application classification versus business objectives and setting of application performance objectives (APOs);
- Application SLA definition and recommendations on enforcement and control;
- Develop / recommend optimal network architecture to guarantee best application performance;
- Full IT / network performance breakdown analysis, incl. server response times, etc...;
- Network rightsizing: how to size the network for matching Application SLAs without over-provisioning;

6.2 Major Changes

Major Changes of the Ipanema system configuration, due to significant changes in the Customer's organisation, network upgrades, roll-out of new applications, etc. can be provided by Videns IT Services at extra cost. The Customer can make use of Videns IT Services' *Design Service*, *On-site Installation Service* or use the *On Demand Consultancy Service*.

7 Customer responsibilities

The Customer will keep the Service Manager informed of all material developments or proposals in relation to Customer's business or operations that may have an effect on the *Ipanema ANS Service Management*, e.g. the introduction of new applications, a new or a change of location, changes in bandwidth, etc.

If the Ipanema ANS was not designed and deployed by Videns IT Services, the Customer will provide Videns IT Services with accurate and up to date information about network design and topology.

The Customer will promptly report all incidents and problems occurring to the Ipanema ANS to the Videns Service Desk.

The Customer will provide Videns IT Services service windows for regular software updates.

8 Processes

8.1 Incidents and problems

All incidents and problems occurring to the Ipanema ANS should be reported to the Service Desk (see the Service Description of the *Ipanema Support and Maintenance Service*).

8.2 Alerts

The Salsa management platform generates alerts which can be set in accordance with the Customer's requirements. Alerts will generate automated email messages to the Support Desk, to the Service Manager and/or to the Customer.

Hardware alerts (Ipanema hardware fault or engine not reachable) will be acted on by the Support Desk.

The Service Manager will respond to application performance alerts (Platinum service level only) and address these issues with the customer.

8.3 Change Management

Requests for Minor changes should be addressed to the Service Desk. The Service Manager will then perform or co-ordinate the execution of Minor Changes for the Customer.

Requests for Major changes can be addressed to Videns Sales department, or to the Service Manager, who will then relay the change request to Sales.

8.4 Release Management

The Service Manager will notify the Customer when software updates are available and will indicate the potential impact of the upgrade and how much time will be required for the update. The Customer will provide Videns IT Services a service window to perform the update within one month following the notification.

8.5 Service Desk availability

Availability of the Videns Service Desk, as well as instructions on how to contact the Service Desk can be found in the Service Description of the *Ipanema Support and Maintenance Service*.

8.6 Service Manager availability

Incidents, Problems and Minor Changes should be registered at the Service Desk, as indicated above. For all other operational and support questions, the Customer can contact the Service Manager directly.

The Service Manager (or his replacement):

- Can be contacted by telephone or email;
- Is available during business days on business hours, except on Dutch public holidays;
- Speaks Dutch and English;
- Will respond to emails, phone calls and messages within 2 business hours.

8.7 Addressable action items

During the monthly service meetings, addressable actions will be assigned to either the Customer and/or to Videns IT Services. The Service Manager will take minutes of the agreed actions. The Service Manager will carry out or co-ordinate the actions assigned to Videns IT Services, after the Customer has approved the minutes.

8.8 Invoicing

Ipanema ANS Service Management will be invoiced to the Customer in Euros, monthly in advance.