

VERSION 1.1 – OCTOBER 2016

## SERVICE DESCRIPTION

## VELOCLOUD SD-WAN SERVICE MANAGEMENT

## TABLE OF CONTENTS

1	VeloCloud SD-WAN Management overview .....	3
2	Customer benefits .....	3
3	Service levels .....	3
4	Deliverables.....	4
4.1	Periodical reporting .....	4
4.2	Service Management meetings .....	4
4.3	Release management .....	5
4.4	Configuration management .....	5
4.5	Change management .....	5
5	Prerequisites .....	5
6	Additional services .....	6
6.1	On-demand consulting services.....	6
6.2	Major Changes.....	6
7	Customer responsibilities .....	6
8	Processes.....	6
8.1	Incidents and problems.....	6
8.2	Alerts and Events .....	6
8.3	Change Management.....	7
8.4	Release Management .....	7
8.5	Service Desk availability.....	7
8.6	Service Manager availability .....	7
8.7	Addressable action items .....	7
8.8	Invoicing.....	7

## 1 VeloCloud SD-WAN Service Management overview

*VeloCloud Software Defined WAN (SD-WAN) Service Management* is a Value Added Service of Videns IT Services for Customers who choose to outsource the operational management of their VeloCloud SD-WAN. *VeloCloud SD-WAN Service Management* comes on top of the regular *Videns Support and Maintenance Services*.

Incident management, Problem management and Service Desk (as defined by ITIL V2) are covered by the *regular Support and Maintenance Services* provided by Videns IT Services. *VeloCloud SD-WAN Service Management* includes Change management (Minor Changes), Release management and Configuration management for the VeloCloud SD-WAN 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 a *VeloCloud SD-WAN Service Management* contract. The Service Manager is the Customer's single point of contact (SPOC) for all operational aspects of the VeloCloud SD-WAN. The Service Manager is a Videns IT Services certified network engineer.

The Service Manager will:

- Manage the VeloCloud SD-WAN on the Customer's behalf. The Service Manager will pro-actively respond to network and application performance issues;
- Always keep the VeloCloud SD-WAN 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 Videns 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 VeloCloud SD-WAN free of charge.

## 2 Customer benefits

The Customer can rely on the Service Manager to pro-actively manage the VeloCloud SD-WAN 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

*VeloCloud SD-WAN 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.

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	✓	✓

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 VeloCloud SD-WAN, report on Quality of Experience and identify addressable action items. The periodical VeloCloud SD-WAN Performance Report includes:

- VeloCloud SD-WAN Edge monitoring analysis (QoE, Application usage, line performance metrics);
- Network performance, including bandwidth utilization, trending and possible bottlenecks;
- Recommendations on VeloCloud SD-WAN optimal configuration and tuning;
- Incidents and problems of the VeloCloud SD-WAN that occurred during the reporting period;
- Addressable action items resulting from each of the subjects above;
- Evaluation of customer IT projects and changes in relation to VeloCloud SD-WAN.

### 4.2 Service Management meetings

The Service Manager will present and discuss the VeloCloud SD-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 VeloCloud SD-WAN configuration on behalf of the Customer.

#### 4.3 Release management

The Service Manager will announce scheduled software updates on the VeloCloud SD-WAN service. The scheduled updates will be announced in advance. Software updates will be performed outside office hours. When the updates are Completed the availability of the VeloCloud SD-WAN will be tested by a Videns-IT Service Manager.

#### 4.4 Configuration management

The Service Manager will pro-actively manage the VeloCloud SD-WAN and keep the system configuration optimally tuned to the Customer's requirements. Application performance issues, addressed during service meetings or otherwise will be handled by the Service Manager.

#### 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:

- IP configuration change on VeloCloud Edge device
- Additional static route on VeloCloud Edge device

## 5 Prerequisites

The following prerequisites apply to the VeloCloud SD-WAN Service Management:

- The Customer must have a running VeloCloud SD-WAN service and all VeloCloud SD-WAN 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 *Support and Maintenance Service* subscription with Videns IT Services for the VeloCloud SD-WAN equipment and software.

## 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 *VeloCloud SD-WAN Service Management*, but can be provided by Videns IT Services at extra cost.

### 6.2 Major Changes

Major Changes of the VeloCloud SD-WAN configuration, due to significant changes in the Customer's organisation, network upgrades, roll-out of new sites 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*.

Examples of Major Changes are:

- New VeloCloud SD-WAN site deployment;
- Additional Non-VeloCloud VPN.

## 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 *VeloCloud SD-WAN Service Management*, e.g. the introduction of new applications, a new or a change of location, changes in bandwidth, etc.

If the VeloCloud SD-WAN 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 VeloCloud SD-WAN to the Videns Service Desk.

## 8 Processes

### 8.1 Incidents and problems

All incidents and problems occurring to the VeloCloud SD-WAN should be reported to the Service Desk (see the Service Description of the *Videns-IT Support and Maintenance Service*).

### 8.2 Alerts and Events

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

Hardware alerts eg. VeloCloud Edge hardware fault or VeloCloud Edge not reachable, will be acted on by the Support Desk.

### 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 announce scheduled software updates on the VeloCloud SD-WAN service in advance. Software updates will be performed outside office hours. When the updates are completed the availability of the VeloCloud SD-WAN will be tested by a Videns Service Manager.

### 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 *Videns 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;

### 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

Unless agreed otherwise, *VeloCloud SD-WAN Service Management* will be invoiced to the Customer in Euros, monthly in advance.