

VERSION 2.1 – MARCH 2018

SERVICE DESCRIPTION

VIDENS SD-WAN SERVICE MANAGEMENT

TABLE OF CONTENTS

1	Videns SD-WAN Service Management overview	3
2	Customer benefits	3
3	Service levels	3
4	Deliverables.....	4
4.1	Periodical reporting	4
4.2	Service Management meetings	5
4.3	Release management	5
4.4	Configuration management	5
4.5	Change management	5
5	Prerequisites	5
6	Additional services	6
6.1	ISP vendor management services	6
6.2	On-demand consulting services.....	6
6.3	Major Changes.....	6
7	Customer responsibilities	6
8	Processes.....	7
8.1	Incidents and problems.....	7
8.2	Events and Alerts	7
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	8
8.8	Invoicing.....	8

1 Videns SD-WAN Service Management overview

Videns 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 SD-WAN service. Videns IT Services supports SD-WAN services from different technology vendors. *Videns SD-WAN Service Management* is an additional service to the regular *Videns Support and Maintenance Services*.

Incident management, Problem management and Service Desk (as defined by ITIL V3) are covered by the *regular Support and Maintenance Services* provided by Videns IT Services (separate service description can be downloaded from: www.videns-it.com/support-downloads). *Videns SD-WAN Service Management* includes Change management (Minor Changes), Release management and Configuration management for the Videns 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 *Videns SD-WAN Service Management* contract. The Service Manager is the Customer's single point of contact (SPOC) for all operational aspects of the SD-WAN service. The Service Manager is a Videns IT Services certified network engineer.

The Service Manager will:

- Manage the SD-WAN service on the Customer's behalf. The Service Manager will pro-actively respond to network and application performance issues;
- Always keep the SD-WAN service up to date and optimally tuned. The service manager is responsible for Configuration management and will coordinate Release Management;
- Liaise with the Videns 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 SD-WAN free of charge.

2 Customer benefits

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

Videns 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	✓	✓
Performance alerts	✗	If supported by the chosen SD-WAN technology.

Table 1: Service level differentiation

4 Deliverables

4.1 Periodical reporting

The Service Manager will present a monthly or quarterly (depending on service level) SD-WAN performance report in which Videns IT Services will review the performance of the Customer's SD-WAN, report on application performance (if supported by the chosen SD-WAN technology) ensure that Service Levels are met and identify addressable action items. The Videns SD-WAN periodical report includes:

- SD-WAN appliance monitoring analysis (quality of experience, application usage, line performance metrics, to the extent supported by the chosen SD-WAN technology);
- SD-WAN Network performance, including bandwidth utilization, trending and possible bottlenecks;
- Recommendations on optimal configuration and tuning of the SD-WAN service;
- Incidents and problems of the SD-WAN that occurred during the reporting period;
- Service Level violations, if any, and its remedies;
- Addressable action items resulting from each of the subjects above;
- Evaluation of customer IT projects and changes in relation to the SD-WAN service.

4.2 Service Management meetings

The Service Manager will present and discuss the Videns SD-WAN periodical 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 be discussed during the Service Management meetings as well. This will allow the Service Manager to pro-actively manage the SD-WAN configuration on the Customer's behalf.

4.3 Release management

Videns or the SD-WAN technology provider will perform regular software updates of the SD-WAN service platform. The scheduled updates will be announced in advance by the Service Manager. If controlled by Videns, software updates will be scheduled to the extent practicable during the weekend hours. When the updates are completed the availability of the SD-WAN service will be tested by a Videns support engineer.

4.4 Configuration management

The Service Manager will pro-actively manage the SD-WAN service and keep the system configuration optimally tuned to the Customer's requirements. Network or 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 Videns and coordinated 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 SD-WAN appliance;
- Additional static route on SD-WAN appliance.

5 Prerequisites

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

- The Customer must have a running SD-WAN service and all 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 must have a valid subscription for the SD-WAN service, as well as *Support and Maintenance Service* subscription with Videns IT Services for the SD-WAN equipment and software.
- Videns must be able to directly access the SD-WAN orchestrator or management system and the SD-WAN appliances.

6 Additional services

6.1 ISP vendor management services

Recognising that the transport layer is an integral part of SD-WAN solutions, Videns has developed ISP Vendor Management Services to enable its customers to obtain Internet Service Provider life cycle management services over a range of geographies.

Videns ISP Vendor Management Services include:

- Vendor Research Services;
- Implementation Support Services;
- Operational Vendor Management Services (incident and problem management).

A full Service Description of the *Videns ISP Vendor Management Services* can be downloaded from: www.videns-it.com/support-downloads.

6.2 On-demand consulting services

Action items addressed during the service meetings will generally require further actions (by the Customer or by Videns IT Services) which may be outside the scope of regular *Videns SD-WAN Service Management*, but can be provided by Videns IT Services at extra cost.

6.3 Major Changes

Major Changes of the 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 SD-WAN site deployment;
- Making an external connection to a new cloud 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 *Videns SD-WAN Service Management*, e.g. the introduction of new applications, a new or a change of location, changes in internet connectivity or bandwidth, etc.

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

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

8 Processes

8.1 Incidents and problems

All incidents and problems occurring to the SD-WAN should be reported to the Service Desk (see the Service Description of the *Videns Support and Maintenance Services* which can be downloaded from: www.videns-it.com/support-downloads).

8.2 Events and Alerts

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

Network or application performance alerts (if available) and hardware alerts, e.g. SD-WAN appliance hardware fault or SD-WAN appliance not reachable, will be acted on by the Videns Support Desk.

8.3 Change Management

Requests for Minor changes should be addressed to the Videns Service Desk by opening a support case. 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

Videns or the SD-WAN technology provider will perform regular software updates of the SD-WAN service platform. The scheduled updates will be announced in advance by the Service Manager. If controlled by Videns, software updates will be scheduled to the extent practicable during the weekend hours. When the updates are completed the availability of the SD-WAN service will be tested by a Videns support engineer.

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* which can be downloaded from: www.videns-it.com/support-downloads.

8.6 Service Manager availability

Incidents, Problems and Minor Changes should be registered at the Videns 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 normal business hours (Videns Service Desk is available 24 x 7);
- Will usually 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

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