

Service Description



AIRWAVE TO CENTRAL MIGRATION SERVICE

PROFESSIONAL SERVICES

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SERVICE OVERVIEW

The Aruba AirWave to Central QuickStart Service is designed to accelerate migration of certain Aruba WLAN features from Aruba AirWave into Aruba Central, so that an organization can more quickly start using Aruba Central to achieve its business goals. Aruba engineers will consult with your IT staff to assist them in migration from existing Aruba AirWave servers to Aruba Central.

This Service Description provides a description of the components of the AirWave to Central Migration QuickStart Service.

SERVICE BENEFITS

The AirWave to Central Migration QuickStart Service will:

- Accelerate migration from existing AirWave servers to Aruba Central
- Immediately leverage new features in Aruba Central
- Allow your organization to begin Cloud-based monitoring and troubleshooting based on Aruba Central, focusing on User Experience and AI insights

SERVICE FEATURE HIGHLIGHTS

- Service Planning
- General Setup and Preparation
- Migration Execution
- Knowledge Transfer
- As-built Documentation
- Project Management Oversight

SERVICE FEATURES

Feature	Delivery Specification
<p>Service Planning Phase</p>	<p>In this phase, an Aruba Project Manager will coordinate the activities and activity sequence with the Customer project manager.</p> <p>In this phase, an Aruba technology specialist will conduct service planning meetings with the Customer and share service delivery requirements and prerequisites. Aruba will help collect and review information to confirm that all prerequisites have been met.</p> <p>Activities during these meetings include:</p> <ul style="list-style-type: none"> • Provide and review prerequisite instructions for completion • Review roles and responsibilities • Schedule High Level Migration Plan meeting - Customer must have appropriate and knowledgeable staff at the High Level Migration Plan meeting • Discuss scheduling: <ul style="list-style-type: none"> ○ Prerequisite readiness check ○ Customer change management requirements • Prepare customer requirement document (CRD) based on customer inputs

Feature	Delivery Specification
	<ul style="list-style-type: none"> Understanding customer priorities Validate customer inventory with supported device list and software versions in Central. The latest supported device list can be found at the following URL: https://help.central.arubanetworks.com/latest/documentation/online_help/content/nms/overview/supported_devices.htm <p>Documentation for this Service includes:</p> <ul style="list-style-type: none"> Documented project plan showing with milestones for customer dependencies
General Setup and Preparation Phase	<p>In this phase, Aruba will assist the Customer with:</p> <ul style="list-style-type: none"> Reviewing customer-provided as-is network documentation and documenting customer-provided migration requirements Validating remote access to individual devices/servers proposed for migration Planning for internet reachability for targeted network Performing a readiness review to check if the devices are ready for migration Reviewing Aruba Central configurations related customer account (subscriptions, licenses, users, roles, inventory, etc.) Discussing potential issues and challenges observed during readiness review and possible impact of these issues on migration Preparing post-migration validation test document Building the Aruba Central User Interface (UI) or Template Groups (TG) for network migration Reviewing and refining the proposed sequence of migration activities Refining the project plan and cutover dates/times based on customer requirements
Migration Execution Phase	<p>In this phase, Aruba will assist the Customer with:</p> <ul style="list-style-type: none"> Migrating / Converting the following existing AirWave configurations: <ul style="list-style-type: none"> Floorplans (maximum of three floorplans per site) WIDS rules¹ Triggers/Alerts¹ Migrating in-scope Aruba devices to Aruba Central account according to the proposed hierarchy Execute user acceptance test cases identified during Service Planning Phase Validate post migration network health status Assist customer with process of ensuring the pre-migration use cases still function Provide Post Migration Support for up to 24 hours after migration
Knowledge Transfer	<p>At the conclusion of the Migration Execution Phase, Aruba will:</p> <ul style="list-style-type: none"> Remotely host a two (2)-hour advisory workshop to describe the major as-deployed differences between the AirWave and the new Central deployment. The content will describe into which devices common configuration elements should be entered and provide a basic overview of Aruba Central.
As-built Documentation Phase	<p>In this phase, Aruba will, with Customer assistance, provide:</p> <ul style="list-style-type: none"> A list of in-scope Aruba devices and any passwords or shared secrets used during the configuration phase Detailed migration report and user acceptance test report
Project Management Oversight	<p>Aruba will:</p> <ul style="list-style-type: none"> Schedule appropriate staff in a timely manner and coordinate Aruba technical resources Participate in scheduled project review meetings or conference calls, if required Provide a weekly activity report

¹ Certain AirWave features can't be migrated, but only converted into the available features in Central.

COVERAGE

Services are available on regular Aruba workdays (excluding weekend days and Aruba holidays) during country-specific Aruba standard business hours. Service cutovers may be scheduled outside of business hours and must be scheduled no fewer than two calendar weeks in advance.

CUSTOMER RESPONSIBILITIES

To facilitate efficient delivery of this service, the Customer must:

- Provide remote connectivity to the Aruba technology specialist for in-scope equipment
- Provide internet connectivity to the network devices which will be migrated to Aruba Central
- Upgrade/downgrade of any network device to support Aruba Central
- Complete all actions defined in the prerequisite checklist. These activities must be completed before Aruba-led configuration activities are initiated.
- Make all required authentication server modifications
- Make all required DNS and DHCP changes
- Ensure the target network has internet access and is available or configuration by the Aruba team
- Provide or make available a subject matter expert for all non-Aruba networking components
- Conduct all data backup and restore operations
- Assist Aruba with identification and resolution of problems as necessary
- Provide accurate and timely information to Aruba
- Ensure all existing and new in-scope equipment has an active support contract
- Ensure all subscriptions needed for Aruba Central are ordered and available for use
- Provide any required configuration management or configuration control board procedures and required documentation

SERVICE LIMITATIONS

The Aruba AirWave to Central Migration Service will accelerate migration from Aruba AirWave to Aruba Central. After the migration is completed, Customer can begin leveraging new features in Aruba Central. Migration services in this packaged service are limited to migration of an existing AirWave setup. If desired, Aruba Professional Services can assist in design and implementation of new features via a separate engagement.

Out of Scope

This QuickStart Service does not include Foundation Care for Aruba nor related support services for the Aruba products currently deployed within the Customer's facilities. Customer is responsible for retaining the adequate level of support for the Aruba products, and HPE Aruba is not responsible in any way for potential or actual network issues resulting from the lack of support services.

Quantity Limitations

When ordering, please reference the following device quantity limitations per Service size:

AirWave to Central Migration QuickStart Service						
	Maximum Number of active AirWave servers	Maximum Number of Devices	Maximum number of AirWave Glass servers	Maximum number of AirWave/ Central Groups	Maximum number of AirWave Folder/ Central sites	Maximum number of change windows
Small	1	4,000	0	10	5	2
Medium	2	8,000	0	15	10	4
Large	4	15,000	1	25	20	8

The following use cases and scenarios are excluded from this packaged service, but can be addressed via a separate custom QuickStart engagement or an additional Time and Materials package:

- MSP Central environments
- Unsupported Aruba Central hardware/appliances (see https://help.central.arubanetworks.com/latest/documentation/online_help/content/nms/overview/supported_devices.htm for a list of supported devices)
- Non-Aruba devices which are managed by AirWave
- The Use of Rogue Rules in AirWave
- No configuration modification will be performed during the migration, except configuration needed to support the existing use cases
- Any network issues not related to migration during 48 hr. on call support
- Mitigation and troubleshooting of any existing issues in the network
- Third party deployment tools, integrations, or extensions
- AirWave historical data will not be migrated to Central as part of this activity

GENERAL PROVISIONS AND OTHER EXCLUSIONS

To the extent Aruba processes personal data in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at https://www.arubanetworks.com/assets/gdpr/Aruba_Products_GDPR_DataPrivacySecurityAgreement.pdf will apply.

- Aruba AirWave to Central Migration services are governed by HPE standard terms available at <https://www.hpe.com/us/en/about/end-user-agreement-terms.html> unless subject to a separate agreement between the Customer and HPE.
- Upon receipt and booking of an acceptable order, Aruba will contact the Customer within seven business days to organize service delivery. Aruba may require up to 30 days to organize resources and begin work.
- Aruba AirWave to Central Migration QuickStart Service will be delivered remotely during standard business hours (8:00 AM and 5:00 PM local time), excluding holidays (HPE or Customer). Delivery of services will take place in contiguous business days and will not exceed 40 hours per week. Any request for flexible work hours must be agreed to in advance by Aruba.



- Any after-hours work must be requested a minimum of one week in advance and must be approved by Aruba. After-hours work is subject to availability of resources and may require a longer lead time.
- Only features that are available in currently-shipping Aruba or 3rd party products will be available for implementation. Aruba will not develop against Requests for Enhancement (RFEs) within this packaged service.
- Aruba will collaborate with the Customer to determine acceptable estimates for any information that is not available.
- Aruba AirWave to Central Migration services do not include the provision of any deliverables that have not been defined within this service description.
- Service hours must be utilized and redeemed against the specific service activities identified in this service description within 120 days from the date of purchase. Such services are limited to a single IT environment location under the direct day-to-day management of one Customer IT manager in one country.
- Aruba's ability to deliver this Service is dependent upon the Customer's full and timely cooperation with Aruba, as well as the accuracy and completeness of any information and data the Customer provides to Aruba.

ORDERING INFORMATION

Availability of Service features and Service options may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Aruba AirWave to Central Migration QuickStart Service, contact a local Aruba sales representative and reference the following product numbers:

Aruba AirWave to Central Migration Service		SKU
Small	Aruba AirWave-Central Migration Sml SVC	H30KYA1
Medium	Aruba AirWave-Central Migration Med SVC	H30KZA1
Large	Aruba AirWave-Central Migration Lrg SVC	H30LBA1

The duration of your engagement will range from three to six weeks depending on the technology and size of the migration service purchased.

Learn more at:

arubanetworks.com/support-services/professional-services

aruba

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