

Service Description

aruba

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HPE ARUBA NETWORKING CX 10000 SWITCHING QUICKSTART SERVICE

PROFESSIONAL SERVICES

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SERVICE OVERVIEW

The CX 10000 Switching QuickStart Service is designed to accelerate implementation of baseline Distributed Services Switch (DSS) features into your environment so that your organization can more quickly achieve its business goals. HPE Aruba Networking engineers will consult with your IT staff to design and configure the initial next generation CX Series switch solution and the Aruba Fabric Composer and Pensando Policy and Services Manager (PSM) management platforms based on approved topologies and use cases. This Service is available for either small (2 spine, 2 leaf) or medium (4 spine, 10 leaf) deployments. Refer to the Service Features and Ordering Information for further details.

This service description provides a description of the components of the CX 10000 Switching QuickStart Service.

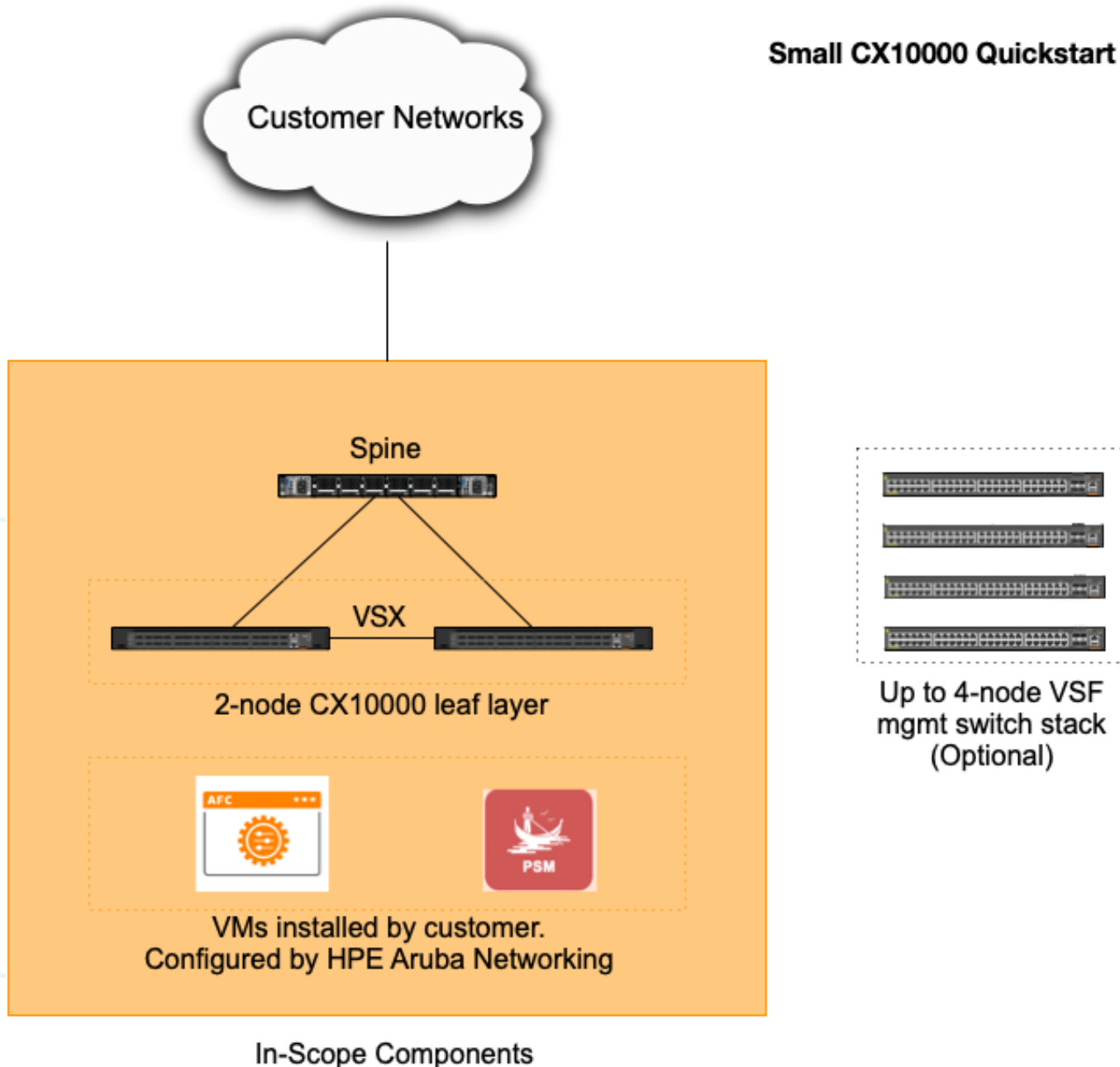


Figure 1 Small-scale CX10000 QuickStart deployment

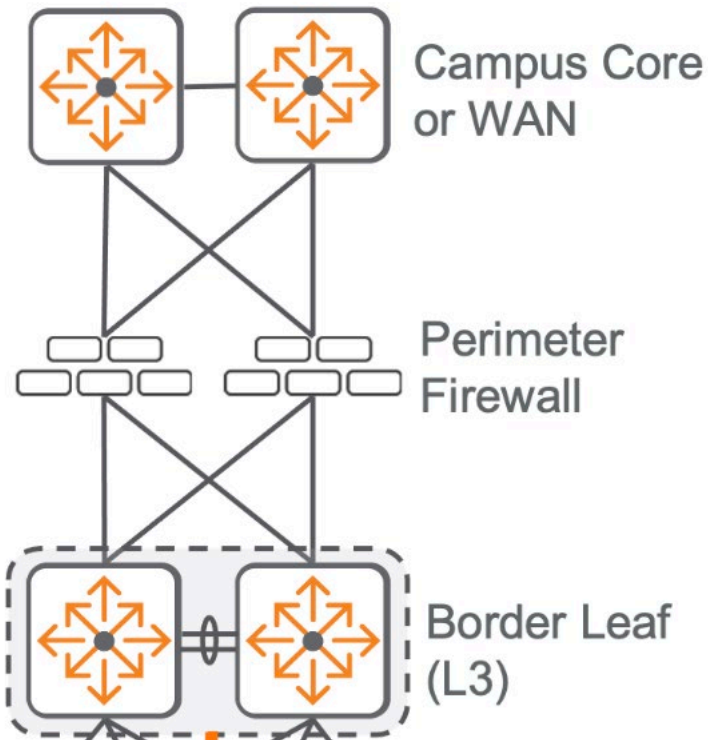


Figure 2 2 Typical border leaf deployment

SERVICE BENEFITS

The HPE Aruba Networking CX 10000 Switching QuickStart Service will:

- Accelerate deployment of a specific set of data center use cases.
- Allow you to access the full business value of your technology investments with intelligent and proven engineering services from HPE Aruba Networking experts.
- Help you successfully design and build a baseline HPE Aruba Networking solution as part of your business platform.

SERVICE FEATURE HIGHLIGHTS

- Service planning
- Architecture and design
- Startup support
- Design and configuration development
- Validation testing
- As-built documentation
- Project management oversight

SERVICE FEATURES

Feature	Delivery Specification
Service Planning Phase	<p>In this phase, an HPE Aruba Networking project manager will coordinate the activities and activity sequence with the customer project manager.</p> <p>In this service phase, an HPE Aruba Networking technology specialist will conduct service planning meetings with the customer and share service delivery requirements and prerequisites. HPE Aruba Networking will help collect and review information to confirm that all prerequisites have been met.</p> <p>Activities during these meetings:</p> <ul style="list-style-type: none"> • Provide and review prerequisite checklist for completion • Provide and review prerequisite instructions for completion • Review roles and responsibilities • Schedule High Level Design (HLD) collaboration meeting (customer must have appropriate and knowledgeable staff at the HLD collaboration meeting) • Discuss scheduling: <ul style="list-style-type: none"> ○ Prerequisite readiness check ○ Equipment availability/arrival ○ customer change management requirements <p>Documentation for this service includes:</p> <ul style="list-style-type: none"> • Documented project plan with milestones for customer dependencies
Architecture and Design Phase	<p>In this phase, HPE Aruba Networking will assist the customer with:</p> <ul style="list-style-type: none"> • Defining the wired architecture/HLD • Reviewing customer's requirements and included architecture with use cases • Reviewing the list of pre-installation requirements
Startup Support Phase	<p>In this phase, HPE Aruba Networking will:</p> <ul style="list-style-type: none"> • Provide provisioning instructions (including recommended code versions and upgrade procedures) for HPE Aruba Networking Fabric Composer (AFC), Pensando Policy and Services Manager (PSM) and physical switching nodes • Assist with provisioning and software upgrades for in scope devices if needed • Reviewing HPE Networking Support Portal features including documentation library, ticketing, and software upgrades

Design and Configuration Development Phase	In this phase, HPE Aruba Networking will, with customer assistance, design and configure the following:	
	Small	Medium
	Apply baseline configurations ¹ for up to two (2) spine switches, up to two (2) leaf switches, and up to one (1) management switch/stack (max of 4 nodes per stack)	Apply baseline configurations ¹ for up to four (4) spine switches, up to ten (10) leaf switches, and up to two (2) management switch/stack (max of 4 nodes per stack)
	Configure the CX spine layer for baseline IP routing Configure the CX leaf switches with two-node VSX aggregation Configure the CX management layer with <i>one</i> of the following: <ul style="list-style-type: none"> • One management switch • Up to a four-node VSF management switch stack Configure baseline AFC and PSM integration	Configure the CX spine layer for baseline IP routing Configure the CX leaf switches with two-node VSX aggregation Configure the CX management layer with <i>one</i> of the following: <ul style="list-style-type: none"> • One management switch • Up to a four-node VSF management switch stack Configure baseline AFC and PSM integration
	Create VXLAN spine-leaf fabric underlay and up to twenty (20) overlay networks in one (1) customer VRF	Create VXLAN spine-leaf fabric underlay and up to two hundred (200) overlay networks in up to ten (10) customer VRF
	Configure leaf with either OSPF or BGP relationship with up to two (2) external routers for connectivity to existing customer network (refer to typical deployment below)*	Configure leaf with either OSPF or BGP relationship with up to four (4) external routers for connectivity to existing customer network (refer to typical deployment below)*
	Configure DSS firewall services on up to five (5) network segments (up to 200 rules in total)	Configure DSS firewall services on up to twenty (20) network segments (up to 1000 rules in total)
	Configure up to eight (8) server edge ports with LACP or single attach according to HPE Aruba Networking best practices	Configure up to forty (40) server edge ports with LACP or single attach according to HPE Aruba Networking best practices
	As-built Documentation Phase	In this phase, HPE Aruba Networking will, with customer assistance, provide: <ul style="list-style-type: none"> • A topology diagram describing the logical interconnection of the in-scope HPE Aruba Networking devices • A list of configured IP addresses for in-scope HPE Aruba Networking devices used during the configuration phase
Project Management Oversight	HPE Aruba Networking will: <ul style="list-style-type: none"> • Schedule appropriate staff in a timely manner and coordinate HPE Aruba Networking technical resources • Participate in scheduled project review meetings or conference calls, if required • Provide a weekly activity report 	

¹ Two (2) NTP servers, (1) syslog server, two (2) DNS servers, one (1) local user account, five (5) VLANs with IP addresses (if applicable)

COVERAGE

Services are available on regular HPE Aruba Networking workdays (excluding weekend days and HPE Aruba Networking holidays) during country-specific HPE Aruba Networking standard business hours.

CUSTOMER RESPONSIBILITIES

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

- Provide remote connectivity to the HPE Aruba Networking technology specialist for in-scope equipment
- Complete all prerequisite actions defined during the Service Planning Phase. These activities must occur before HPE Aruba Networking-led configuration activities are initiated.
- Determine and implement IP addresses, routing, and firewall rules necessary to establish remote connectivity between the remote HPE Aruba Networking engineer and the target equipment
- Identify and leverage the overall IP address and HPE Aruba Networking-external network services strategy and implement the required configuration on non-HPE Aruba Networking devices to realize that strategy
- Assign a primary point of contact who will be responsible for the success of the project
- Make all required firewall and routing changes before the start of the Startup Support Phase (ports, protocols, and services, and L2/L3 routing requirements must be defined in the prerequisites document)
- Determine applicable firewall policy based on in-scope network segments
- Provide or make available subject matter expert(s) for all non-HPE Aruba Networking and compute components
- Physically install all switching hardware prior to the Startup Support Phase
- Provide and connect out-of-band management access for access to the switching hardware
- Provide and connect switching hardware to for testing
- Deploy PSM and AFC VMs into suitable virtual environment per software requirements
- Allow VPN or other Remote Access to switching solution, PSM, and AFC for configuration
- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE Aruba Networking performing configuration and integration tasks
- Be responsible for developing and applying any configurations to third-party network equipment during onsite delivery that are required to integrate with the solution
- Repair existing and/or install new cabling as required
- Notify network operations and create any change control documentation that must be completed by the customer
- Train and test with end-user and/or applications
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE Aruba Networking to deliver the service
- Conduct all data backup and restore operations
- Provide a network topology diagram describing how the HPE Aruba Networking components will interconnect into the existing customer network
- Assist HPE Aruba Networking with identification and resolution of problems as necessary
- Provide accurate and timely information to HPE Aruba Networking

SERVICE LIMITATIONS

The HPE Aruba Networking CX 10000 QuickStart Service will accelerate the initial implementation of your HPE Aruba Networking system and facilitate the most common architecture with use cases as described in this service description. However, your organization may have specific requirements which can be accommodated via a separate custom consulting engagement. Any use cases or configuration items that are not identified in this service description are out of scope. The following items are not in scope and must be separately addressed:

- Racking, cabling or physically connecting hardware
- Provision of virtual resources for virtual server
- Implementation of any FIPS (Federal Information Processing Standards) requirements and/or device hardening
- Support for external load balancing
- Implementation of custom certificates
- Provisioning or installing certificates to end user devices
- Integration with RADIUS and TACACS services
- Configuration of Application Programming Interface (API) integrations
- Integration with any devices which do not fully support 802.1X and COA (RFC 3576)
- Integration with Single Sign On (SSO) applications
- Integration with third-party integrations or extensions (PSM integration is included)
- Design or implementation of multi-area OSPF and BGP routing protocols
- Implementation of multicast routing protocols
- Implementation of QoS policies
- Application discovery or dependency mapping for firewall policy
- Migration from existing switching and routing infrastructure

GENERAL PROVISIONS AND OTHER EXCLUSIONS

To the extent HPE Aruba Networking 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.

- HPE Aruba Networking CX 10000 Switching QuickStart 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, HPE Aruba Networking will contact the customer within 7 business days to organize service delivery. HPE Aruba Networking may require up to 30 days to organize resources and begin work.
- The CX 10000 Switching QuickStart Services 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 HPE Aruba Networking.

- Net-new (aka “Greenfield”) network deployment is assumed. Network and workload migration is beyond the scope of the CX 10000 QuickStart service.
- Any after-hours work must be requested a minimum of 1 week in advance and must be approved by HPE Aruba Networking. After-hours work is subject to availability of resources and may require a longer lead time.
- Only features that are available in currently-shipping HPE Aruba Networking or 3rd party products will be available for implementation. HPE Aruba Networking will not develop against Requests for Enhancement (RFEs) within this packaged service.
- HPE Aruba Networking will collaborate with the customer to determine acceptable estimates for any information that is not available
- The CX 10000 Switching QuickStart Service does 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.
- The ability of HPE Aruba Networking to deliver this service is dependent upon the customer’s full and timely cooperation, as well as the accuracy and completeness of any information and data the customer provides to HPE Aruba Networking.

ORDERING INFORMATION

Availability of the service may vary according to local resources and may be restricted to certain geographic locations. To obtain further information or to order the HPE Aruba Networking CX 10000 Switching QuickStart Service, contact your HPE Aruba Networking account team or your authorized HPE Aruba Networking reseller and reference the following SKU:

SKU Short Description	SKU
HPE Aruba Networking CX 10000 Switching QuickStart Service - <i>Small</i>	H40LQA1
HPE Aruba Networking CX 10000 Switching QuickStart Service - <i>Medium</i>	H36WLA1

Learn more at: <https://www.arubanetworks.com/services/professional-services/>



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