

Service Description

aruba

a Hewlett Packard
Enterprise company

CAMPUS SWITCHING QUICKSTART SERVICE

ARUBA PROFESSIONAL SERVICES

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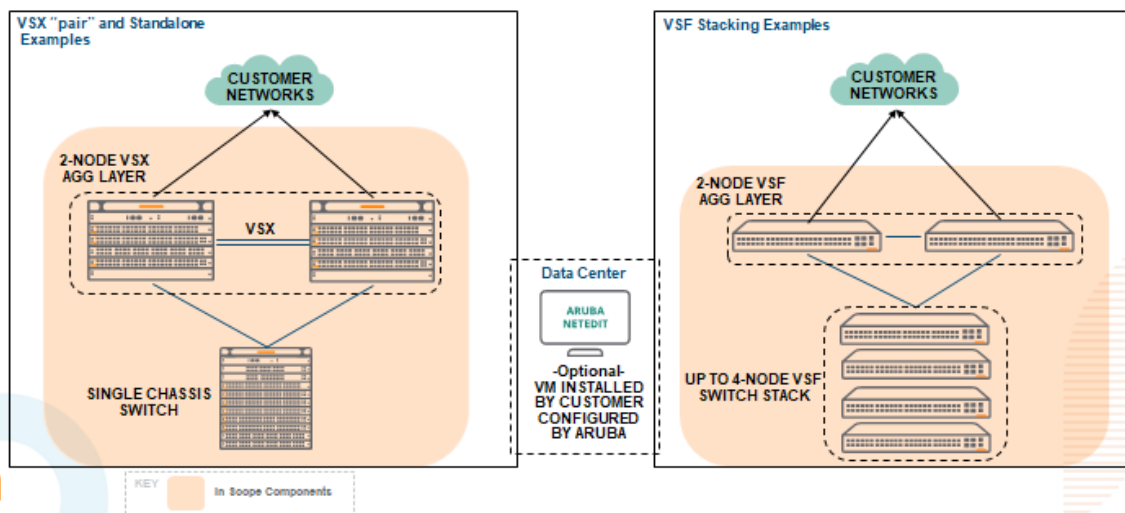
SERVICE OVERVIEW

Aruba Campus Switching QuickStart Service is designed to accelerate implementation of baseline Aruba features into your environment so that your organization can more quickly achieve its business goals. Aruba engineers will consult with your IT staff to design and configure the initial next generation CX Series switching capabilities which are then capable of expansion to achieve more complex use cases.

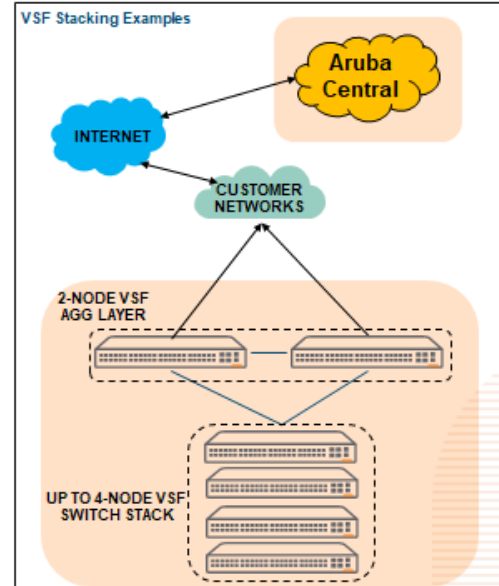
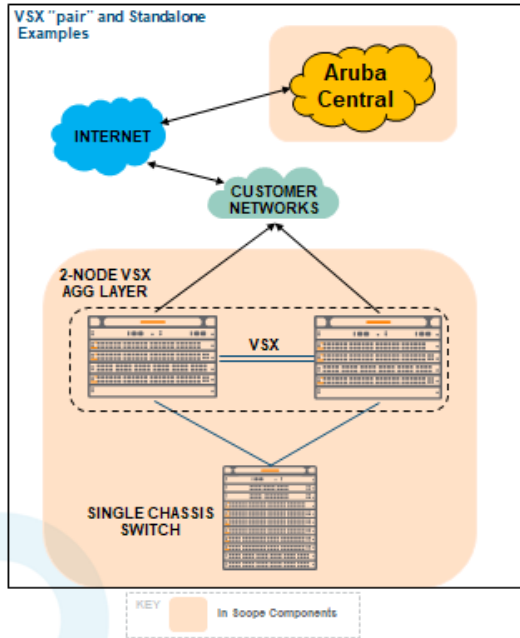
This Service Description provides a description of the components of the Aruba Campus Switching QuickStart Service.

Examples - In Scope Components

CAMPUS Architecture



CLOUD Architecture



SERVICE BENEFITS

The Aruba Campus Switching QuickStart Service will:

- Accelerate deployment of a specific set of LAN use cases.
- Access the full business value of your technology investments with intelligent and proven engineering services from Aruba experts.
- Help you successfully design and build a baseline Aruba Edge solution as part of your business platform.

SERVICE FEATURE HIGHLIGHTS

- Service Planning
- Architecture and Design Phase
- 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 Aruba Project Manager will coordinate the activities and activity sequence with the Customer project manager.</p> <p>In this service 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 checklist for completion • Provide and review prerequisite instructions for completion • Review roles and responsibilities • Schedule High Level (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, Aruba 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, Aruba will:</p> <ul style="list-style-type: none"> • Provide provisioning instructions (including recommended code versions and upgrade procedures) for Aruba NetEdit (if needed) and physical switching nodes • Assist with provisioning and software upgrades for in scope devices if needed • Reviewing Aruba Support Portal features including documentation library, ticketing, and software upgrades
Design and Configuration Development Phase OPTION 1 Campus Architecture	<p>In this phase, CAMPUS Architecture is selected, Aruba will, with Customer assistance:</p> <ul style="list-style-type: none"> • Apply baseline configurations¹ for up to two (2) aggregation switches and up to one (1) edge switch/stack (max of 4 nodes) • Configure the CX aggregation layer with one of the following: <ul style="list-style-type: none"> ○ Two-node VSX aggregation ○ Two-node VSF aggregation

Feature	Delivery Specification
	<ul style="list-style-type: none"> • Configure the CX edge layer with one of the following: <ul style="list-style-type: none"> ○ One edge chassis ○ Up to a four-node VSF edge switch stack • Configure Trust QoS on access ports with voice priority queued and best effort for data • Create either basic OSFP Stub routing on aggregation layer, or up to ten (10) static routes • Create up to three (3) health checks on the switch Network Analytics Engine • Import up to three (3) switch configurations into Aruba NetEdit Management Platform • Create one (1) NetEdit script for VLAN creation and port mapping • Review the NetEdit audit process with the Customer
OPTION 2 CLOUD Architecture	<ul style="list-style-type: none"> • In this phase, where CLOUD Architecture is selected, Aruba will, with Customer assistance: Apply baseline configurations¹ for up to two (2) aggregation switches and up to one (1) edge switch/stack (max of 4 nodes) • Configure the CX aggregation layer with one of the following: <ul style="list-style-type: none"> ○ Two-node VSX aggregation ○ Two-node VSF aggregation • Configure the CX edge layer with one of the following: <ul style="list-style-type: none"> ○ One edge chassis ○ Up to a four-node VSF edge switch stack • Configure Trust QoS on access ports with voice priority queued and best effort for data • Create either basic OSFP Stub routing on aggregation layer, or up to ten (10) static routes • Create up to 2 groups within central (UI or Template based); Review Central UI and Template configuration methodology; Review Central notification and Alerting settings • Review the Central audit process with the Customer
Validation Testing Phase	<p>In this phase, Aruba will:</p> <ul style="list-style-type: none"> • Provide a standard Aruba validation checklist • Assist with the execution of each test in the checklist to validate the use cases defined in Architecture and Design Phase, are being met
As-built Documentation Phase	<p>In this phase, Aruba will, with Customer assistance, provide:</p> <ul style="list-style-type: none"> • A topology diagram describing the logical interconnection of the in-scope Aruba devices • A list of configured IP addresses for in-scope Aruba devices used during the configuration phase
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 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 Aruba workdays (excluding weekend days and Aruba holidays) during country-specific Aruba standard business hours.

CUSTOMER RESPONSIBILITIES

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

- Provide remote connectivity to the Aruba technology specialist for in-scope equipment
- Complete all prerequisite actions defined during the Service Planning Phase. These activities must occur before Aruba-led configuration activities are initiated.
- Determine and implement IP addresses, routing, and firewall rules necessary to establish remote connectivity between the remote Aruba engineer and the target equipment
- Identify and leverage the overall IP address and Aruba-external network services strategy and implement the required configuration on non-Aruba 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)
- Provide or make available subject matter expert(s) for all non-Aruba networking 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 NetEdit VM into suitable virtual environment per software requirements
- Allow VPN or other Remote Access to switching solution and NetEdit for configuration
- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to Aruba performing configuration and integration tasks
- Be responsible for developing and applying any configurations to third-party network equipment during onsite delivery that are required in order to integrate with Aruba ClearPass
- 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 Aruba to deliver the service
- Conduct all data backup and restore operations
- Provide a network topology diagram describing how the Aruba components will interconnect into the existing customer network
- Assist Aruba with identification and resolution of problems as necessary
- Provide accurate and timely information to Aruba

SERVICE LIMITATIONS

The Campus Switching QuickStart Service will accelerate initial implementation of your Aruba 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
- Design or implementation of multi-area OSPF and BGP routing protocols
- Implementation of multicast routing protocols
- Migration from existing switching and routing infrastructure

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.

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 Edge Switching Startup 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 7 business days to organize service delivery. Aruba may require up to 30 days to organize resources and begin work.
- Aruba Edge Switching Startup 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 Aruba.

- Any after-hours work must be requested a minimum of 1 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 Campus 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.
- 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 the service may vary according to local resources and may be restricted to certain geographic locations. To obtain further information or to order Aruba Campus Switching QuickStart Service, contact a local Aruba sales representative or your authorized Aruba reseller and reference the following SKU and quantity:

SKU Short Description	SKU
Aruba Switching Deploy QuickStart SVC	H30JYA1

The duration of your engagement will range from two to eight weeks depending on your prerequisite requirements completion and Aruba employee availability.

Learn more at:

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