

Service Description

aruba

a Hewlett Packard
Enterprise company

CLEARPASS QUICKSTART SERVICE

ARUBA PROFESSIONAL SERVICES

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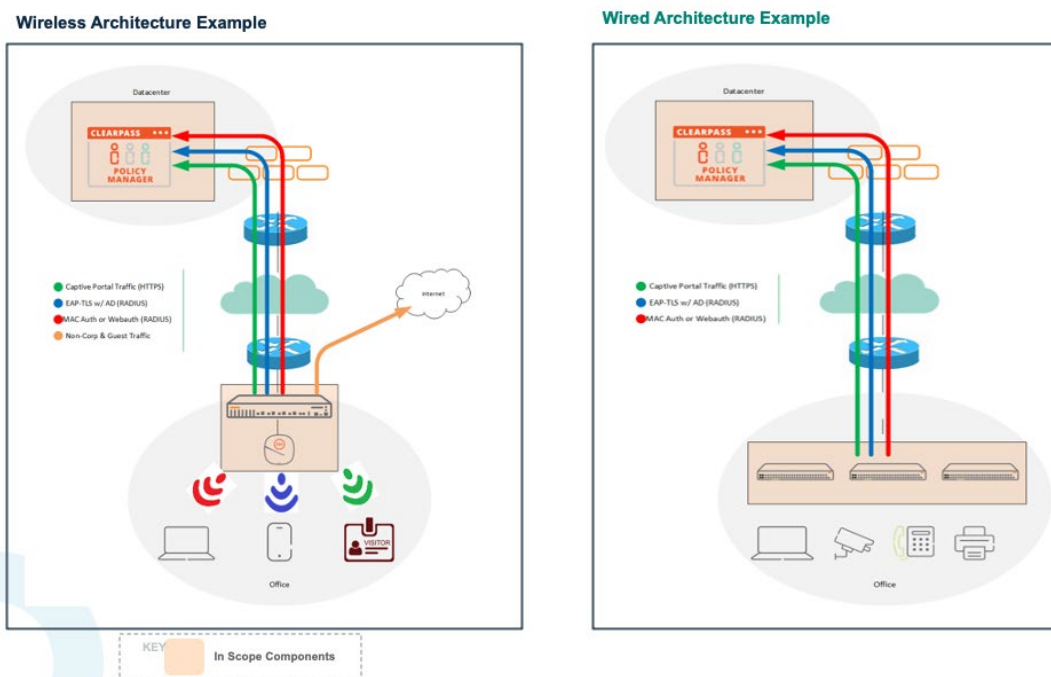
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SERVICE OVERVIEW

ClearPass 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 configure Aruba ClearPass Policy Manager to provide Authentication, Authorization, and Accounting (AAA) services for wired and wireless networks, access to network hardware and applications, and Guest access to your infrastructure. The ClearPass QuickStart Service includes the ability to enforce infrastructure access using 802.1X, MAC Authentication Bypass (MAB), and TACACS.

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

ClearPass Startup Services: In Scope Components



SERVICE BENEFITS

The Aruba ClearPass QuickStart Service will:

- Accelerate deployment of a specific set of ClearPass use cases which enable zero-trust security on many common WLAN and LAN platforms.
- Assist with rapid deployment and enforcement of access privileges to reduce network access uncertainty by deploying best practices.
- Help you successfully design, build, and operate your Aruba ClearPass 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 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 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>Deliverables for this Service include:</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 ClearPass use cases/HLD • Reviewing Customer's requirements and included use cases • Reviewing firewall requirements with Customer's network and security team • Reviewing 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 virtual or physical Aruba ClearPass nodes • Provide guidance to customer on how customer can provision physical or virtual appliances and perform software upgrades if needed • Assist with registration and application of Aruba licenses to in scope Aruba devices
Design and Configuration	<p>In this phase, Aruba will, with Customer assistance:</p> <ul style="list-style-type: none"> • Apply baseline configuration¹ to up to four (4) ClearPass nodes² at a single geographical location

Feature	Delivery Specification
Development Phase	<ul style="list-style-type: none"> • Configure up to four (4) nodes in a single cluster³ • Configure one (1) node as the Publisher and one (1) node as the Backup Publisher • Configure the cluster for RADIUS, TACACS and Guest authentications³ • Configure up to four (4) ClearPass-based Virtual IP addresses (VIPs) to support high availability • Configure the cluster with one (1) external location or server for automated configuration backup • Configure the cluster with up to one (1) Active Directory (AD) authentication source • Apply up to two (2) customer-provided server certificates: one (1) SSL for ClearPass guest⁴ and administration, and one (1) for RADIUS 802.1X use cases on up to four (4) ClearPass nodes • Configure up to three (3) wireless Network Access Devices (NADs)⁵ and three (3) wired NADs⁵ • Configure up to two (2) TACACS services³, with up to two (2) AD groups configured for read and read/write role derivation • Configure one (1) wired⁵ service for 802.1X, with or without MAC Authentication Bypass (MAB), to include one (1) authentication type and up to two (2) VLAN mappings • Configure one (1) wired⁵ service for MAC authentication⁶ to include one (1) authentication type and up to two (2) VLAN mappings • Configure one (1) wireless⁵ service for 802.1X (Secure SSID) to include one (1) authentication type and up to two (2) VLAN mappings • Configure one (1) wireless⁵ service for open or PSK MAC authentication to include one (1) authentication type and up to two (2) VLAN mappings • Configure one (1) wireless Guest self-registration workflow, utilizing ClearPass guest webpage templates⁴ for self-registration and a downloadable receipt • Configure the cluster data retention settings
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 the Design and Architecture 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 diagram showing the configured ClearPass services and their relationship to each other • A list of configured IP addresses for in scope Aruba devices and TACACS/RADIUS shared keys used during the configuration phase • Aruba ClearPass hardening guide
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 One (1) NTP server, one (1) syslog server, join nodes to one (1) Active Directory Domain

² Hardware appliance or Virtual Machine

³ The management interface will be used for all traffic

⁴ Requires a public server certificate which must be purchased and/or provided by the Customer

⁵ Aruba or Cisco equipment with necessary firmware

⁶ Static host list

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 actions defined in the prerequisite checklist. These activities must be completed before Aruba-led configuration activities are initiated.
- Provide Aruba with administrative login credentials to configure ClearPass and read-only credentials for any in scope NADs (switches, WLAN controllers, access points, etc.)
- Provide Aruba with information needed to determine Aruba ClearPass design and deployment readiness. This may include, but is not limited to:
 - Network topology diagrams
 - Hypervisor infrastructure solution, including version and system architecture design (if applicable)
 - List of in scope NADs, including device model and running code version
 - Integration specifications and documentation for any non-HPE equipment
 - VLAN mapping for wired and wireless
 - Authentication source
 - List of wireless SSIDs and their authentication types
 - Baseline network parameters such as: (device naming schema, administrative users, authentication methods, administrative IP addresses, management passwords, and SNMP, NTP, DNS, and syslog server addresses)
 - Any certificates required for in scope services
- Apply any configurations to third-party network equipment 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 virtual environments (if applicable) necessary for Aruba to deliver the service
- Assign a primary point of contact that will be responsible for the success of the project
- For virtual ClearPass, customer will ensure VM provisioning guide has been followed and resources are dedicated (if applicable)
- 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 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

SERVICE LIMITATIONS

The ClearPass QuickStart Service will accelerate initial implementation of your Aruba system and facilitate the most common 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 contracted for:

- Rack, power, cable hardware, initial server provisioning, establishment of remote connectivity
- Data port configuration and/or any required routing table modifications
- ClearPass appliance hardening
- Enabling FIPS (Federal Information Processing Standards)
- Integration with external load balancers
- Guest:
 - Sponsor Approval
 - Apple Passbook receipts
 - Email or SMS receipts
 - Social account integration
 - Advertising services
 - Custom web portal(s)
- Onboard
- OnGuard
- Custom certificate per service
- Provisioning or loading certificate to end user devices
- ClearPass RadSec
- ClearPass Device Insight
- AirGroup
- API integration
- mPSK configuration
- Multiple ClearPass clusters
- Integration with any devices which do not fully support 802.1X and COA (RFC 3576)
- SSO integration
- Third-party integrations or extensions (ex. Hospitality property management systems, MDM solutions)
- Integration with external SQL databases
- Integration with directory services other than Microsoft Active Directory

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 shall apply.

- Aruba ClearPass 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 ClearPass 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 ClearPass Startup 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 the service may vary according to local resources and may be restricted to certain geographic locations. To obtain further information or to order Aruba ClearPass 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 ClearPass Deploy QuickStart SVC	H30JWA1

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