

Service Description



a Hewlett Packard
Enterprise company

CLEARPASS SYNCHRONIZATION SERVICE

ARUBA PROFESSIONAL SERVICES

APRIL 2023

Contents

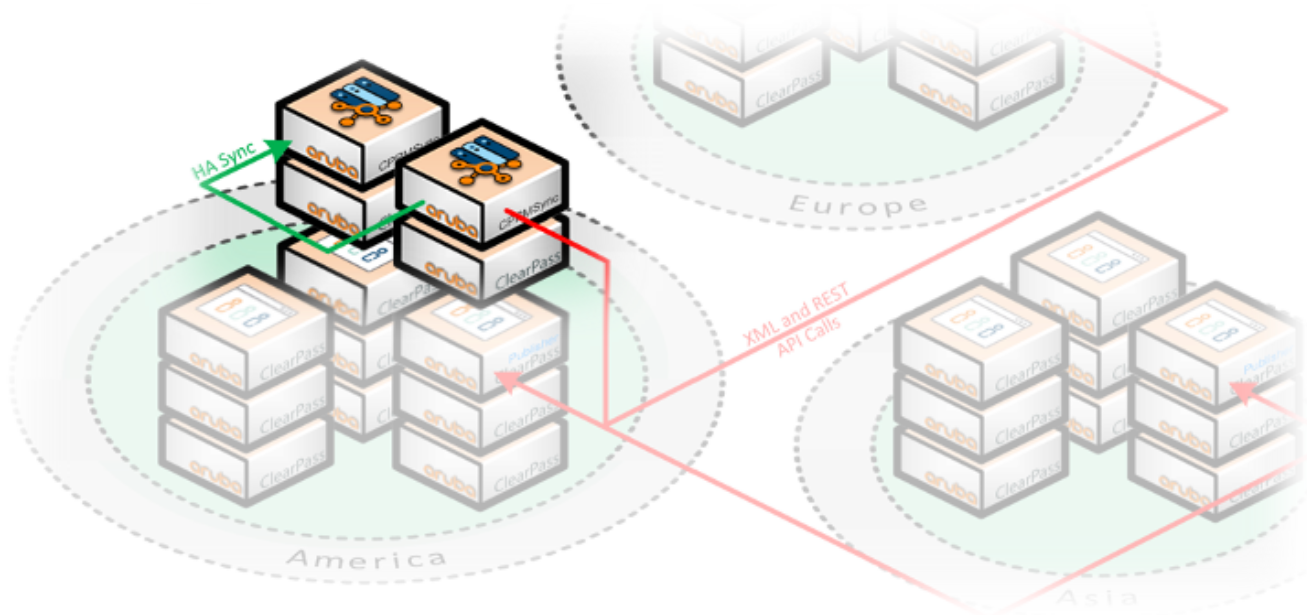
SERVICE OVERVIEW.....	3
SERVICE BENEFITS.....	3
INSTALLATION SERVICES	4
SUBSCRIPTION SERVICE FEATURE HIGHLIGHTS	5
CUSTOMER RESPONSIBILITIES.....	6
SERVICE LIMITATIONS.....	6
GENERAL PROVISIONS AND OTHER EXCLUSIONS	7
ORDERING INFORMATION.....	8

SERVICE OVERVIEW

ClearPass Synchronization Service ("Service/s") provides you with access to Aruba network technology and expertise that enables you to manage the configurations of multiple Aruba ClearPass clusters within your infrastructure. This service includes a one-year subscription that includes an annual renewable term software license, and ongoing support of the Aruba ClearPass Policy Manager Synchronization (CPPMSync) tool throughout your subscription term.

Services begin with the remote initial installation and setup of the CPPMSync tool in your environment which helps prepare it for operation on your network. Once deployed and operational, Aruba continues to provide remote support services to your team focused on software bug fixes and CPPMSync tool issue resolution. Remote software upgrade assistance and configuration review for the CPPMSync tool software is also included in your subscription

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



SERVICE BENEFITS

- Strengthens your IT team with recurring assistance from Aruba Global Services
- Provides access to Aruba ClearPass technology expertise that enables you to continually manage and optimize network access policy management synchronization
- Leverages Aruba ClearPass policy management and synchronization best practice approaches
- Simplifies Aruba ClearPass multi-cluster policy management operational procedures

INSTALLATION SERVICES

Our Installation Services provide a seamless deployment of the Aruba CPPMSync tool by utilizing the optimal architecture and configuration. This approach minimizes disruptions and performance impacts on any managed ClearPass installations, ensuring a smooth and efficient process.

Please note that Installation Services are mandatory and require a separate one-time purchase. Installation is purchased via a distinct ordering SKU at the same time as the initial subscription year for the ClearPass Subscription Service.

Aruba ClearPass Sync Installation Service	SKU
Aruba ClearPass Synchronization Set Up SVC (one time, required)	H30KPA1

Table 1. Installation Service Features

Feature	Delivery specifications
Service planning	<p>Prior to the commencement of ClearPass Synchronization Service, an Aruba Project Manager will conduct a remote service planning meeting with your designated primary contact to review their Aruba ClearPass policy management environment and specific ClearPass policy synchronization requirements. Aruba will also work with your team to identify remote network connectivity requirements for service delivery and any additional information required to allow Aruba to deploy resources and begin service delivery.</p> <p>Once network connectivity prerequisites have been met and the state of readiness has been established, Aruba will work with your primary contact to develop a mutually agreeable schedule for the remote deployment of the Aruba CPPMSync tool.</p>
Aruba CPPMSync tool installation	<p>The assigned Aruba ClearPass product specialist will work with you to gain remote access to the network and relevant domains and perform the initial Aruba CPPMSync tool installation.</p> <p>Once the Aruba CPPMSync tool is installed and operational, Aruba will work with your team to enable access to all monitored or managed ClearPass publishers and subscribers.</p> <p>Aruba will then assist in setting up base CPPMSync configuration and synchronization and comparison jobs and reports.</p>
Knowledge transfer	<p>Knowledge transfer is a key element throughout the delivery of the ClearPass Synchronization Service. This includes a general review of the installation, best practice approaches, and the review of the functionality of the CPPMSync tool capabilities. This knowledge transfer is designed to transfer Aruba CPPMSync tool operational control to your team.</p>

SUBSCRIPTION SERVICE FEATURE HIGHLIGHTS

The ClearPass Synchronization Service Subscription entitles you to a single instance of the CPPMSync tool (as well as a backup instance for High Availability linked to the primary). Once installed, an unlimited number of ClearPass clusters may be added to the tool for service configuration and user account comparison, reporting, and synchronization.

The Service is sold as a yearly subscription and has tiers that correspond to the average number of endpoints and/or network devices across all ClearPass servers managed by the CPPMSync tool. Please see the “Ordering Information” section later in this document for more details, including

Table 2. Subscription Service Features

Feature	Delivery specifications
Quarterly Review	<p>Your ClearPass Synchronization Service includes a quarterly review by a CPPMSync project manager to help ensure that your business needs are met throughout the subscription term.</p> <p>Acting as your advocate and focal point for ongoing support of your Aruba service experience, the project manager will schedule and lead service planning and recurring account and service performance reviews, as well as help to maintain ongoing operational support and annual renewal of your service subscription.</p>
Proactive Services	<p>Your ClearPass Synchronization Service incorporates proactive services. This includes engineering reviews by CPPMSync engineers to work with you throughout the service term to help ensure that your service needs are met. Upon request, Aruba will provide architecture, design, and configuration feedback and assistance, as well as CPPMSync tool software update, reinstall, and migration assistance.</p> <p>Up to 40 hours of proactive service assistance are included in an annual subscription.</p> <p>Proactive Services are available to be scheduled at a mutually agreeable time and contingent upon engineer availability on standard Aruba workdays (excluding weekend days and Aruba holidays) during Aruba standard business hours (8:00 am to 5:00 pm Central Standard Time) unless determined otherwise in the SOW. In order to provide coverage during maintenance windows outside of Aruba standard business hours, proactive services may be provided at Aruba’s discretion and contingent upon engineer availability if scheduled at least 5 business days in advance.</p>
Aruba CPPMSync tool support	<p>After the initial installation and setup of CPPMSync tool in your environment, Aruba will be available to provide remote assistance for CPPMSync tool issue resolution with 24x7 coverage. When experiencing a problem, you must first place a call to a designated support telephone number. Prior to any remote assistance, Aruba may ask for relevant information to start diagnostics and perform other supporting activities. Aruba will then work with your team remotely to isolate the problem.</p> <p>If a support request requires escalation, an Aruba High Touch Services CPPMSync product specialist will be assigned and may schedule additional remote support sessions to identify a root cause and provide issue resolution. For CPPMSync tool support escalation requests received before 2:00 p.m. CST on Aruba standard workdays (excluding weekend days and Aruba holidays), Aruba will respond on the same business day the service escalation request has been received and acknowledged by Aruba. Service escalation requests received after 2:00 p.m. CST will be logged and serviced the following business day.</p>

CUSTOMER RESPONSIBILITIES

To facilitate efficient delivery of this service, you must:

- Ensure that all Service prerequisites identified during service planning have been met prior to delivery of installation services.
- Provide remote network access to systems necessary for Aruba to perform these services.
- Make any modifications to the existing network required and identified during service planning, prior to Aruba performing installation and setup tasks.
- Be responsible for any notifications to network operations and any change control documentation that must be completed.
- Take ownership for end-user and application testing.
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for Aruba to deliver the service.
- Be responsible for all data backup and restore operations.
- Designate a person from your staff who will grant all approvals, provide information, and ensure that all hardware, firmware, and software that the Aruba service specialist will need to deliver this service are available. That contact must also ensure that software products are properly licensed and otherwise available to assist Aruba in facilitating the delivery of this service.
- Adhere to licensing terms and conditions regarding the use of any Aruba service tools used to facilitate the delivery of this service, if applicable.
- Be responsible for designing, configuring, deploying, and synchronizing all ClearPass configurations (including Services, Enforcement Profiles & Policies, Roles & Role Mappings, Auth Sources, etc.), as well as consolidation of configuration into a baseline or “golden” configuration from existing disparate ClearPass clusters.
- Perform other reasonable activities to help Aruba identify or resolve problems, as requested by Aruba.

SERVICE LIMITATIONS

- Services require the prerequisite purchase of Foundation Care for Aruba Support on CPPMSync appliances and all software licenses.
- Services are limited to the installation, setup, and ongoing support of the Aruba CPPMSync tool.
- Aruba will not modify any configurations of any equipment that is not part of the Aruba ClearPass Synchronization Service, including the design and/or architecture of any ClearPass configuration that is being synchronized (apart from the configuration utilized by CPPMSync itself for tool installation and authentication). Aruba will not assist in merging disparate pre-existing ClearPass configurations, such as consolidation of configuration from multiple clusters into a single baseline “golden” configuration.
- Services are delivered in English only.
- Aruba may use resources outside the country of purchase for delivery of these services.

GENERAL PROVISIONS AND OTHER EXCLUSIONS

- To the extent Aruba processes personal data on the customer's behalf while providing services, the HPE Data Privacy and Security Agreement Schedule found at https://www.arubanetworks.com/assets/gdpr/Aruba_Products_GDPR_DataPrivacySecurityAgreement.pdf shall apply.
- ClearPass Synchronization Services are governed by Aruba standard terms available at <https://www.hpe.com/us/en/about/end-user-agreement-terms.html> unless subject to a separate agreement between you and Aruba.
- There is no transfer of ownership of any intellectual property as part of this ClearPass Synchronization Service. Aruba does not provide any specific deliverables as part of the ClearPass Synchronization Service.
- Upon receipt and booking of an acceptable order, Aruba will contact you within 7 business days to organize service delivery. Aruba may require up to 30 days to organize resources and begin work.
- 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.
- Services are accepted upon performance. The CPPMSync Tool is accepted upon installation.
- Subscription length and subsequent renewals are defined by the initial CPPMSync tool license key issuance date.
- Aruba ClearPass Synchronization 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 of your IT managers in one country.
- Aruba's ability to deliver this Service is dependent upon your 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 Synchronization Service, contact a local Aruba sales representative or your authorized Aruba reseller and reference the following product numbers.

Installation Services

Aruba ClearPass Synchronization Installation Services are required for the initial subscription year and are sold separately from the CPPMSync tool subscription.

Aruba ClearPass Sync Installation Service	SKU
Aruba ClearPass Synchronization Set Up SVC (one time, required)	H30KPA1

ClearPass Synchronization Service Subscription

Aruba ClearPass Sync Annual Subscription Service	Unique Endpoint Device Count*	SKU
Aruba ClearPass Synchronization <10K SVC	Up to 10,000	H30KQA1
Aruba ClearPass Synchronization 25K SVC	Up to 25,000	H30KRA1
Aruba ClearPass Synchronization 50K SVC	Up to 50,000	H30KSA1
Aruba ClearPass Synchronization 100K SVC	Up to 100,000	H30KTA1
Aruba ClearPass Synchronization 200K SVC	Up to 200,000	H30KVA1
Aruba ClearPass Synchronization 300K SVC	Up to 300,000	H30KWA1
Aruba ClearPass Synchronization >300K SVC	Above 300,000	H30KXA1

* The Unique Endpoint Device Count is the expected average during the service subscription period, measured as the greater of either:

- 1) the unique count of all ClearPass Endpoint records (client MAC addresses) across all ClearPass clusters managed by the CPPMSync tool, or
- 2) the unique count of all ClearPass Network Device records (such as network switches and wireless controllers).

The later ClearPass Network Devices Count option addresses deployment scenarios where Endpoints are not created/utilized during authentication, such as ClearPass deployments dedicated to performing TACACS authentication for network devices.



a Hewlett Packard
Enterprise company

© Copyright 2023 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.
SD_ClearPass_Synchronization_041823

Contact us at: www.arubanetworks.com/contact