

Service Description

**aruba**

a Hewlett Packard  
Enterprise company

# PROACTIVE NETWORK HEALTH CHECK

ARUBA PROFESSIONAL SERVICES

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## SERVICE OVERVIEW

Proactive Aruba Network Health Check Services (“Service” or “Services”) provide customers with a network health audit designed to help ensure that the Aruba network is optimized for peak performance. Proactive Network Health Check Services are available with the following options:

- Aruba Wireless Network Health Check
- Aruba Switching Network Health Check
- Aruba ClearPass Health Check

These services focus on a thorough review, analysis, and assessment of a representative sample of Aruba network devices on LAN and WLAN networks, or Aruba ClearPass environments. The results of the assessment are delivered in a findings report complete with audit results, insights gained, and Aruba best practice recommendations for configuration, remediation, and optimization where applicable.

In addition, Aruba presents and discusses findings with the customer and provides valuable knowledge transfer to the customer IT team to help them take ownership of Aruba-recommended network optimization best practices.

Each Health Check service option includes remote assessment and analysis of included network components, followed by a remotely delivered advisory workshop to review findings, configurations, and designs.

This Service Description provides a high-level description of the components of the available Aruba Proactive Network Health Check Services.

## SERVICE BENEFITS

- Allow Customer to proactively evaluate network health and manage potential issues before they impact business
- Provide access to Aruba networking technology expertise to help assess network health, validate designs, and provide remediation and optimization advice
- Gain insights aligned to customer quality of service (QoS) and quality of experience (QoE) objectives
- Help to identify network readiness to support business applications

## SERVICE FEATURE HIGHLIGHTS

- Service planning for ClearPass, wireless, and/or switching options
- Aruba Wireless Network Health Check
- Aruba Switching Network Health Check
- Aruba ClearPass Health Check
- Knowledge transfer

## SERVICE FEATURES

Feature	Delivery Specification
<p><b>Service Planning Phase</b></p>	<p>In this phase, an Aruba Technical Consultant will conduct service planning meetings with the Customer and share service delivery requirements and prerequisites.</p> <p>This Service is designed to collect and review Customer provided data and documentation. Upon completion of all prerequisites, Aruba will provide the Customer with a service plan and schedule for the delivery of the Aruba Proactive Network Health Check Service.</p> <p>The Customer must complete a network health check questionnaire prior to the commencement of the network audit.</p> <p>During service planning meetings, Aruba will collect information, review and confirm that all prerequisites have been met, document the initial consensus, and prepare a health check delivery schedule with the Customer.</p> <p>Specific activities during these meetings include:</p> <ul style="list-style-type: none"> <li>• Review the existing Customer policy and business operation documentation including, but not limited to, current network architecture, principles, security policies, and business objectives</li> <li>• Review current “in-flight” and future projects</li> <li>• Identify the Customer points of contact for enabling network access at the Customer location</li> <li>• Identify any additional information required to allow Aruba to deploy resources and begin service delivery</li> <li>• Develop a project plan</li> </ul> <p>Deliverables for this Service include:</p> <ul style="list-style-type: none"> <li>• Customer-completed network health check questionnaire</li> <li>• Documented project plan and schedule</li> </ul>
<p><b>Aruba AOS8 Campus Wireless Network Health Check</b></p>	<p>The scope of this Service includes Aruba wireless audit options with the following representative devices:</p> <ul style="list-style-type: none"> <li>• Small – one (1) active Aruba Mobility Conductor (MCR) with up to two (2) clusters and up to four (4) total Mobility Controllers (MC)</li> <li>• Medium – up to two (2) active MCRs with up to four (4) clusters and up to eight (8) total MCs</li> <li>• Large – up to three (3) active MCRs with up to six (6) clusters and up to twelve (12) total MCs</li> <li>• For each option above, one (1) distribution switch connected to one (1) controller for validation of WLAN access and QoS</li> </ul> <p>Under this service feature, Aruba provides the following:</p> <ul style="list-style-type: none"> <li>• Deployment of Aruba network health check discovery tools and initiation of remotely assessing the network data</li> <li>• Review of device logs, device configurations, counters, and statistics</li> <li>• Evaluation of Layer 2 and Layer 3 protocol configuration of the and design of Aruba wireless devices</li> <li>• Review of energy efficiency and PoE consumption on Aruba Access Points (APs)</li> <li>• Assessment of Aruba WLAN network topology and design</li> </ul> <p>The results of the health check include a wireless network health check assessment report that will detail:</p> <ul style="list-style-type: none"> <li>• Network device configuration analysis</li> <li>• Wireless controller and AP profile analysis</li> <li>• Aruba expert recommendations for remediation and/or optimization</li> </ul>

Feature	Delivery Specification			
<b>Aruba Switching Network Health Check</b>	The scope of this Service includes Aruba Switching Health Check audit options with the following representative devices:			
	<b>Aruba Switching Network Health Check</b>			
		<b>Small</b>	<b>Medium</b>	<b>Large</b>
	Core switches	Up to two (2) core switches optionally configured with VSX; <b>VXLAN and UBT Excluded</b>	Up to four (4) core switches optionally configured with VSX; <b>VXLAN Excluded; UBT Included</b>	Up to six (6) core switches optionally configured with VSX; <b>VXLAN and UBT Included</b>
	Access and Distribution Switches	Up to twenty (20) switches; <b>VXLAN and UBT Excluded</b>	Up to forty (40) switches; <b>VXLAN Excluded; UBT Included</b>	Up to sixty (60) switches; <b>VXLAN and UBT Included</b>
Use Case Evaluation	Analysis of up to three (3) total business use cases*; <b>VXLAN and UBT excluded</b>	Analysis of up to five (5) total business use cases*; <b>VXLAN excluded; UBT included</b>	Analysis of up to eight (8) total business use cases*; <b>VXLAN and UBT included</b>	
Includes analysis of these features:	<ul style="list-style-type: none"> <li>• Access Ports</li> <li>• Access VLANs</li> <li>• Layer 2</li> <li>• Voice VLAN</li> <li>• Loop Prevention</li> <li>• Uplinks (trunk/lag)</li> <li>• 802.1x and MACB Authentication</li> <li>• Best practice Security - TACACs</li> <li>• SNMP</li> <li>• Downlinks (MCLAG/chaining)</li> <li>• VSX</li> <li>• Default QoS</li> <li>• Colorless Ports (Downloadable User Roles, DUR/LUR)</li> </ul>	<ul style="list-style-type: none"> <li>• Access Ports</li> <li>• Access VLANs</li> <li>• Layer 2</li> <li>• Voice VLAN</li> <li>• Loop Prevention</li> <li>• Uplinks (trunk/lag)</li> <li>• 802.1x and MACB Authentication</li> <li>• Best practice Security - TACACs</li> <li>• SNMP</li> <li>• Downlinks (MCLAG/chaining)</li> <li>• VSX</li> <li>• VSF Stacking</li> <li>• Custom QoS</li> <li>• OSPF</li> <li>• Multicast</li> <li>• Spanning tree interop</li> <li>• ACLs</li> <li>• Syslog, SFLOW</li> <li>• UBT</li> <li>• Colorless Ports (Downloadable User Roles, DUR/LUR)</li> <li>• Advanced AAA (Switch Config)</li> </ul>	<ul style="list-style-type: none"> <li>• Access Ports</li> <li>• Access VLANs</li> <li>• Layer 2</li> <li>• Voice VLAN</li> <li>• Loop Prevention</li> <li>• Uplinks (trunk/lag)</li> <li>• 802.1x and MACB Authentication</li> <li>• Best practice Security - TACACs</li> <li>• SNMP</li> <li>• Downlinks (MCLAG/chaining)</li> <li>• VSX</li> <li>• VSF Stacking</li> <li>• Custom QoS</li> <li>• OSPF</li> <li>• BGP</li> <li>• COPP</li> <li>• Multicast</li> <li>• Spanning tree interop</li> <li>• ACLs</li> <li>• Syslog, SFLOW</li> <li>• Interoperability with Cisco sub-interfaces</li> <li>• UBT</li> <li>• VxLAN</li> <li>• Colorless Ports (Downloadable User Roles, DUR/LUR)</li> <li>• Advanced AAA (Switch Config)</li> </ul>	

Feature	Delivery Specification
	<p>Under this Service feature, Aruba provides the following:</p> <ul style="list-style-type: none"> <li>• Deploy Aruba network health check discovery tools and begins remotely assessing the network data</li> <li>• Collection and review of tech-support logs</li> <li>• Collection and review of documented network topology and design</li> <li>• Review of near future design requirements</li> <li>• Evaluation of High Availability requirements and design</li> <li>• Review of OS and patch level versions for known security vulnerabilities or known bugs</li> <li>• Analysis of device logs, device configurations, counters, and statistics</li> <li>• Review of Layer 2 and Layer 3 protocol configuration and design</li> <li>• Review of QOS configuration</li> <li>• Review of Multicast configuration</li> <li>• Evaluation of energy efficiency and PoE consumption</li> <li>• Analysis of network access security configuration against the Customer's desired network access business policies</li> <li>• Review configuration backup procedures</li> <li>• Review logging levels and monitoring</li> <li>• Review Aruba NetEdit if applicable</li> </ul> <p>The results of the health check include an Aruba switching network health check assessment report that will detail:</p> <ul style="list-style-type: none"> <li>• Network topology and design analysis</li> <li>• Network device configuration analysis</li> <li>• Aruba expert recommendations for remediation and/or optimization</li> </ul> <p>* Business use case – a unique combination of Tunneled/not-tunneled, Authentication Protocol, Multicast requirements, and Role Location (DUR/LUR), and QoS</p>
<p><b>Aruba ClearPass Policy Health Check</b></p>	<p>Within the options below, this Service includes an audit of up to seven (7) Aruba ClearPass policies with the following representative devices:</p> <ul style="list-style-type: none"> <li>• Small – one (1) ClearPass cluster with up to six (6) total nodes</li> <li>• Medium – up to two (2) ClearPass clusters with up to twelve (12) total nodes</li> <li>• Large – up to four (4) ClearPass clusters with up to sixteen (16) total nodes</li> </ul> <p>Under this Service feature, Aruba provides the following:</p> <ul style="list-style-type: none"> <li>• Review short-term design requirements and evaluate the current design to support</li> <li>• Review High Availability requirements</li> <li>• Review ClearPass Operating System code version</li> <li>• Review logs, counters, and statistics for authentication timeouts, failures, radius accounting, and Network Access Devices (NAD) authorization errors</li> <li>• Review cluster configuration and design: Publisher, Standby Publisher, Subscribers, and Insight</li> <li>• Review current implementation of ClearPass load balancing if applicable</li> <li>• Review AAA service policy and analyze network access security configuration against the Customer's desired network access business policies including: <ul style="list-style-type: none"> <li>○ RADIUS</li> <li>○ TACACS</li> <li>○ Two Factor Authentication (2FA)</li> </ul> </li> <li>• Review Guest services</li> <li>• Review Onboard services</li> <li>• Review endpoint profiling collectors used, profiling data points, endpoint attributes, and endpoint database</li> </ul>

Feature	Delivery Specification
	<ul style="list-style-type: none"> <li>• Review ClearPass integrations and integration discovery</li> <li>• Review configuration backup procedures</li> <li>• Review logging levels and monitoring</li> <li>• Review license consumption</li> </ul> <p>The results of the health check include a ClearPass health check assessment report that will detail:</p> <ul style="list-style-type: none"> <li>• Network topology and design analysis</li> <li>• ClearPass configuration analysis</li> <li>• Service policy recommendations</li> <li>• Endpoint profiling and database recommendations</li> <li>• Onboard recommendations</li> <li>• Aruba expert recommendations for remediation and/or optimization</li> </ul>
<p><b>Knowledge Transfer Phase</b></p>	<p>At the conclusion of each network health check event, Aruba will host an advisory workshop to deliver the network health check report for wireless, switching or ClearPass, depending on the option chosen.</p> <p>Deliverables:</p> <ul style="list-style-type: none"> <li>• Remotely hosted advisory workshop presentation</li> <li>• Presentation of Aruba Proactive Network Health Check findings</li> <li>• Discussion of best practice recommendations and potential next steps</li> </ul>

## COVERAGE

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

## CUSTOMER RESPONSIBILITIES

The Customer will:

- Complete a network health check questionnaire (with Aruba’s assistance) prior to the commencement of the network audit
- Ensure that all service prerequisites identified during the service planning activity have been met
- Provide remote access to the in-scope network infrastructure
- Be responsible for all current-state and future-state network architecture, designs, and integration projects within the network environment
- Assign stakeholders to participate in planning and knowledge transfer meetings
- Provide Aruba with the current network architecture, standards, and detailed design documentation that may include, but is not limited to:
  - Project plans and schedules
  - Network topology diagrams
  - Rack placement diagrams
  - Cable maps (device and end station cable numbers, patch panel designation and port numbers, device port numbers, and VLAN information)

- IP address maps
- Network environment administrative and management parameters, along with variables (hostname, administration, users, authorization, administrative IP address, management passwords, SNMP, NTP, DNS server addresses, DHCP, and logging)
- Current-state information for Spanning Tree, Layer 2 protection mechanism, link aggregation, and advanced VLAN configuration
- Migration documentation from the Customer's existing network infrastructure equipment
- Integration specifications and documentation for any non-Aruba and/or third-party equipment
- SSID-to-VLAN mapping
- Security for each SSID
- LDAP or RADIUS server to facilitate WLAN security where required
- Make any modifications to the existing network that are required and identified during the planning stages of this Service, prior to Aruba delivering remotely to perform health check tasks
- Be accountable for all existing and new cabling required
- Be responsible for any notifications to network operations and any change control documentation that must be completed
- Be responsible for end-user and/or application testing
- Be accountable for providing a final signoff and acceptance from a designated authority in writing within three business days after the submission of final reports
- Install customer-installable firmware updates and patches
- Be responsible for all data backup and restore operations
- Designate a person from the Customer's staff who will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Aruba service specialist will need to deliver this Service are available and that software products are properly licensed; and be 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
- Perform other reasonable activities to help Aruba identify or resolve problems, as requested by Aruba
- Allow Aruba all necessary remote network access to all locations where the Service is to be performed

## SERVICE LIMITATIONS

- Aruba will not audit, assess, report on, or modify any configurations of any equipment that is not specifically included in the Aruba Proactive Network Health Check Service.
- Health Check Services are designed for Aruba products only. All non-Aruba products are excluded from this Service.
- Services are delivered in English only.
- Aruba may use resources outside the country of purchase for delivery of these services.
- Aruba Switch Network Health check excludes data center devices and/or configurations associated with a spine and leaf architecture.



## Out of Scope

Network Health Check QuickStart Services do 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 and/or authorized partners processes personal data on the customer’s behalf 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](https://www.arubanetworks.com/assets/gdpr/Aruba_Products_GDPR_DataPrivacySecurityAgreement.pdf) shall apply.

- Aruba Proactive Network Health Check 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.
- There is no transfer of ownership of any intellectual property as part of this Proactive Network Health Check Service. Other than the service delivery plan and schedule, network health check audit and reporting, Aruba is not providing any other specific deliverables as part of the network health check service
- Services are accepted upon performance.
- Upon receipt of an acceptable order, Aruba will contact the Customer within seven (7) business days to organize service delivery. Aruba may require up to 30 days to organize resources and begin work.
- Services are restricted to a single IT environment location under the direct day-to-day management and cooperation of one Customer-designated primary contact in one country.
- Services must be utilized by the customer within 120 days from the date of purchase.
- 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 Proactive Network Health Check Services, contact a local Aruba sales representative and reference the following product numbers:

Aruba Wireless Network Health Check		SKU
<b>Small</b>	One (1) active Mobility Conductor (MCR) with up to two (2) clusters and up to four (4) MCs	H30JZA1
<b>Medium</b>	Up to two (2) active MCRs with up to four (4) clusters and up to eight (8) MCs	H30KBA1
<b>Large</b>	Up to three (3) active MCRs with up to six (6) clusters and up to twelve (12) MCs	H30KCA1
Aruba Switching Network Health Check		SKU
<b>Small</b>	Up to two (2) core switches configured with VSX, with up to twenty (20) total switches including core, distribution and access layers	H30KDA1
<b>Medium</b>	Up to four (4) core switches configured with VSX, with up to forty (40) total switches including core, distribution and access layers	H30KFA1
<b>Large</b>	Up to six (6) core switches configured with VSX, with up to sixty (60) total switches including core, distribution and access layers	H30KGA1

Aruba ClearPass Policy Health Check		SKU
<b>Small</b>	One (1) ClearPass cluster with up to six (6) total nodes	H30KHA1
<b>Medium</b>	Up to two (2) ClearPass clusters with up to twelve (12) total nodes	H30KJA1
<b>Large</b>	Up to four (4) ClearPass clusters with up to sixteen (16) total nodes	H30KKA1

The duration of your engagement will range from two (2) to eight (8) weeks depending on the technology and size of the health check purchased.

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