

Service Description

aruba

a Hewlett Packard
Enterprise company

WLAN QUICKSTART SERVICE

ARUBA PROFESSIONAL SERVICES

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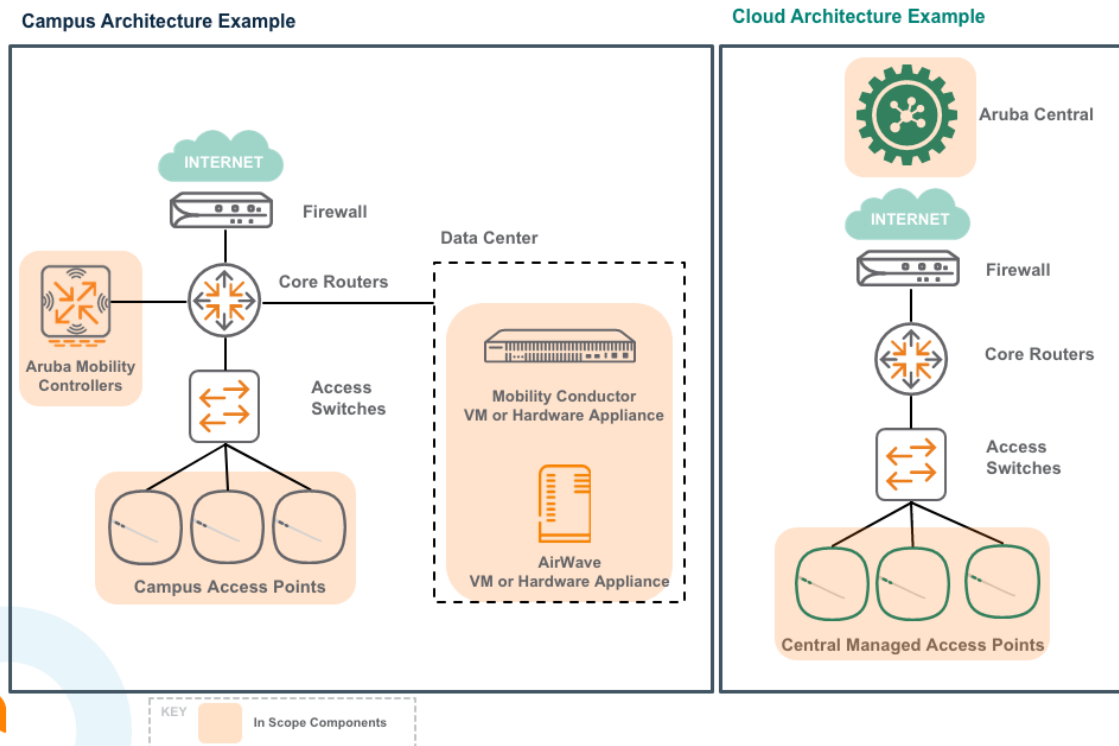
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SERVICE OVERVIEW

WLAN QuickStart Service is designed to accelerate implementation of baseline Aruba WLAN 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 deploy an initial Aruba WLAN solution which is then easily expanded upon to achieve more complex use cases. WLAN QuickStart Service can assist with deployment of a campus solution or a cloud driven architecture.

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

WLAN Startup Services: In Scope Components



SERVICE BENEFITS

The Aruba WLAN QuickStart Service will:

- Accelerate deployment of a specific set of WLAN uses cases.
- Access the full business value of your technology investments with Intelligent and proven engineering services from Aruba experts.
- Help you successfully design, build, and operate your Aruba WLAN solution as part of your business platform.

SERVICE FEATURE HIGHLIGHTS

- Service Planning
- Architecture and Design
- Startup Support
- Design and Configuration Development
- Validation Testing
- Post-Installation RF Review and Tuning
- 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>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 wireless architecture/HLD • Reviewing Customer's requirements and included 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 Mobility Conductor and Mobility Controllers • Assist with provisioning and software upgrades for in scope devices if needed • Assist with registration and application of Aruba licenses to in scope Aruba devices

Feature	Delivery Specification
<p>Design and Configuration Development Phase for Option 1: Campus Architecture</p>	<p>In this phase, where Campus Architecture is selected by Customer, Aruba will, with Customer assistance:</p> <p>Aruba Mobility Conductor & Aruba Mobility Controllers:</p> <ul style="list-style-type: none"> • Apply baseline configurations¹ to one (1) Mobility Conductor² and two (2) Mobility Controllers • Apply up to three (3) customer-provided certificates to in scope Aruba devices • Configure three (3) SSIDs, one each with the following options: <ul style="list-style-type: none"> ○ Guest (open) SSID with or without a Captive Portal redirect³ ○ PSK or MPSK (Aruba ClearPass required) SSID ○ 802.1X SSID • Configure up to six (6) roles that can be applied to any of the of the three (3) SSIDs. These can be a combination of pre/post-auth roles. • Configure up to two (2) AP groups • Configure up to two (2) RF radio profiles • Configure up to one (1) RADIUS server, in one server group, for 802.1X authentication • Configure up to one (1) TACACS server, in one server group, to control administrative login to the Mobility Conductor and Mobility Controllers • Configure one (1) customized bandwidth contract • Configure one (1) Aruba AirWave server • Configure up to twenty (20) Aruba APs <p>Aruba AirWave:</p> <ul style="list-style-type: none"> • Apply baseline¹ configuration to one (1) AirWave server² • Configure up to one (1) TACACS server to control administrative login • Add one (1) Aruba Mobility Conductor and two (2) Mobility Controllers, as monitored devices • Configure up to five (5) triggers and five (5) alerts • Import one (1) floor plan and place up to twenty (20) APs, on the floor plan within VisualRF
<p>Design and Configuration Development Phase for Option 2: Cloud Architecture</p>	<p>In this phase, where Cloud Architecture is selected by Customer, Aruba will, with Customer assistance:</p> <ul style="list-style-type: none"> • Apply a baseline¹ configuration within Aruba Central • Configure one (1) group, up to two (2) sites and up to four (4) labels • Configure three (3) SSIDs, one each with the following options: <ul style="list-style-type: none"> ○ Guest (open) SSID with or without a Captive Portal redirect³ ○ PSK or MPSK (ClearPass required) SSID ○ 802.1X SSID • Configure up to six (6) roles that can be applied to any of the of the three (3) SSIDs. These can be a combination of pre/post-auth roles. • Configure up to two (2) RF radio profiles • Configure up to one (1) RADIUS server for 802.1X authentication • Configure up to one (1) TACACS server to control administrative login to the IAPs • Configure one (1) customized bandwidth contract • Configure up to ten (10) triggers and ten (10) alerts • Configure up to sixty-five (65) Aruba Central managed APs • Import up to four (4) floor plans and place up to sixty-five (65) APs, on the floor plans within VisualRF

Feature	Delivery Specification
Validation Testing Phase	In this phase, Aruba will: <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
Post-Installation RF Review and Tuning Phase	In this phase, Aruba will, with Customer assistance: <ul style="list-style-type: none"> • Perform an RF review of customer-provided Ekahau site survey data, for up to four (4) floors • Conduct one (1) two-hour post-install health check/tuning session with appropriate and knowledgeable Customer employees
As-built Documentation Phase	In this phase, Aruba will, with Customer assistance, provide: <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 and TACACS/RADIUS shared keys used during the configuration phase
Project Management Oversight	Aruba will: <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, one (1) SNMP trap receiver, up to five (5) VLANs with IP addresses (if applicable)

² Hardware appliance or Virtual Machine

³ This does not include building the captive portal which must be hosted on a ClearPass server

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.
- 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)
- Complete modifications to the existing network during the Design and Configuration Phase, make any modifications to the existing network that are required before the Validation Testing Phase
- Develop and apply any configurations to third-party network equipment as required
- 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 Mobility Conductor or AirWave, the Customer will follow VM provisioning guide and dedicate resources (if applicable)
- Provide or make available a subject matter expert for all non-Aruba networking components
- Provide floor plans for use in AirWave VisualRF or Central VisualRF
- 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 WLAN 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 datasheet 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
- AirGroup, mDNS, multicast, or RTLS configurations
- API or webhook integrations
- Wireless mesh configurations
- SSO integration
- No SNMP MIB mapping
- QoS
- Integration with any devices which do not fully support 802.1X and COA (RFC 3576)
- Custom VPN tunnels (GRE, IPsec) between Aruba infrastructure
- Client or administrative routing other than static or single OSPF area routing
- RAPIDS configuration
- RF zones in Aruba Central
- RF design (predictive RF modeling and AP placement)
- Third-party integrations or extensions

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 WLAN QuickStart Service is 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 WLAN QuickStart Service 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 WLAN 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 WLAN QuickStart Service, contact a local Aruba sales representative or your authorized Aruba reseller and reference the following product number:

SKU Short Description	SKU
Aruba WLAN Deployment QuickStart SVC	H30JXA1

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