



Cisco Foundation Technology Remote Management Service

1.0 Foundation Technology Remote Management Service

This document describes the Cisco Foundation Technology Remote Management Service. This Service is just one of the Service modules (WAN/LAN, IP Telephony Management and Security-specialized Services) that you can purchase. Please read this document carefully as it contains important information regarding the Services that you have purchased from us.

Capitalized terms are defined in the [Glossary of Terms](#).

NOTE: When purchasing this Service, please ensure that you have also read the [Cisco Remote IT-Infrastructure Management Services](#) and the [Cisco Change Management Services](#). The Cisco Remote IT-Infrastructure Management Services are a prerequisite for Cisco Foundation Technology Remote Management Service, and the Change Management Services document outlines how we process MACDU.

Unless otherwise specified in this Service Description, the NOC will also follow the processes outlined in the [Cisco Remote IT-Infrastructure Management Services](#).

The objective of Cisco Foundation Technology Remote Management Service is to manage the WAN as a complete system and to maximize the availability of the WAN system. In addition, Cisco WAN- Management Services include reports and optional Services.

Cisco Foundation Technology Remote Management Services are applicable to router technologies that terminate WAN Circuits and are designed to provide the highest levels of availability for WAN connectivity, including:

- Routers
- VPN Termination Devices

1.1 WAN-Availability Management

The objective of WAN availability management is to maximize the availability of the WAN as a system. Using the processes outlined in this Service Description, and in the [Cisco Remote IT- Infrastructure Management Services](#), the NOC staff will measure and manage the WAN.

Activities:

- Provide ongoing monitoring and management of Incidents on WAN Circuits and the LAN-facing ports of WAN-Managed Components.

- Manage problems of WAN Circuits and the LAN-facing ports of WAN-Managed Components.

Deliverable(s):

- WAN/LAN availability greater than or equal to the SLA for any complete month of Service.

1.1.1 WAN Incident Monitoring

The objective of WAN Incident monitoring is to monitor the Customer's WAN as a system for Incidents instead of as a series of individual Managed Components. WAN Incident monitoring will follow the Incident Monitoring process described in the [Cisco Remote IT-Infrastructure Management Services \(See Section 3.1, "Incident Monitoring"\)](#), and add the Incident monitoring of WAN Circuits on Managed Components.

Activities:

- Monitor Incidents of WAN Circuits on management components.

Deliverable(s):

- Confirmed Incidents on WAN Circuits.

1.1.2 WAN Incident Management

The objective of WAN Incident Management is to react to Incidents on the Customer's WAN and, as a result, increase the WAN Availability. WAN Incident Management follows the Incident Management process described in the [Cisco Remote IT-Infrastructure Management Services \(See Section 3.2, "Incident Management"\)](#) for WAN Circuits.

1.1.2.1 Resolution

The NOC will work with the Customer's Carrier(s) to resolve WAN Circuit Incidents and Managed Component failures. The NOC will refer Incidents to the Carrier as needed and escalate the Incident with the Carrier within the Carrier's escalation guidelines, as long as the Incident remains open.

Activities

- Escalate with the Customer's Carrier(s), as needed.

Deliverable(s):

- Ticket updated with escalation and resolution notes on the Portal for the Customer to view.
- WAN Circuit Incidents resolved.

1.2 WAN Reporting

Cisco will deliver WAN-specific reporting to the Customer online via the Portal.

Deliverable(s):

- WAN Availability Report - The WAN Availability report shows the SLA availability for the last six months rolling. WAN SLA availability is calculated by subtracting Non-Managed Incidents from Downtime (any time that the circuit was down minus Access Downtime and non-managed Incidents) minus the total available network hours.
- WAN Logical Circuits Availability Report - The WAN Logical Circuits Availability report shows all logical circuits that had available hours during the selected timeframe. It contains the circuit identifier, the connected site(s), monitoring start and stop dates, Access Downtime, and total available circuit hours.
- Tickets Affecting WAN Availability Report - The Tickets Affecting WAN Availability report shows all the Tickets used in the WAN Availability report calculation. The report shows the Ticket ID, down hours associated to the Ticket, resolution, Access Downtime in hours, managed status, date opened and closed, and the associated circuit id(s).
- WAN Interface Performance Reports - The WAN Interface Performance Reports provide graphs of key WAN statistics including:
 - Utilization.
 - Errors.
 - Discards.
 - Non-Unicast traffic.
 - Packets.
 - Octets.
 - Port Speed.
 - FECN/BECN (Frame Relay only).
- WAN Interface Exceptions – The WAN Interface Exceptions report provides high and low exceptions on the range of WAN devices or a specific device.
 - High Utilization Exceptions.
 - Low Utilization Exceptions.
 - Error Exceptions.
- Active Network Map - The Active Map provides a geographic site-level view of the WAN Infrastructure,

and color-codes sites and circuits based on if the site or Circuit has an open Ticket.

2.0 LAN Management Services

The objective of Cisco LAN-Management Services is to manage the LAN as a complete system and to maximize the availability of the LAN system. In addition, Cisco LAN-Management Services include reports.

LAN management Services are applicable to switching technologies.

2.1 LAN-Availability Management

The objective of LAN-Availability Management is to maximize the availability of the LAN as a system. Using the processes outlined in this Service Description, and in the [Remote IT-Infrastructure Management Services](#), the NOC staff will measure and manage the LAN.

Activities:

- Perform ongoing Incident monitoring and Incident management on LAN-Managed Components and the LAN connections between Managed Components.
- Manage problems of LAN-Managed Components and the LAN connections between Managed Components.

2.2 LAN Reporting

Cisco will deliver LAN specific reporting to the Customer online via the Portal.

Deliverable(s):

- Utilization.
- Errors.
- Discards.
- Non-Unicast traffic.
- Packets.
- Octets.
- Port Speed.
- High Utilization Exceptions.
- Low Utilization Exceptions.
- Error Exceptions.

3.0 Optional Foundation Technology Remote Management Services

Optional Foundation Technology Remote Management Services may be purchased separately.

3.1 Backup ISDN Circuit Testing

The Backup ISDN Circuit Testing Service provides weekly non-intrusive testing for ISDN backup circuits.

Deliverable(s):

- Report of backup circuit test results online on the Portal.

3.2 Backup ISDN Circuit Management

The Backup ISDN Circuit Management Service provides weekly non-intrusive testing for backup circuits. If an Incident is detected, the NOC will provide Incident management for the backup circuit and work the Incident until resolved.

Deliverable(s):

- Report of backup circuit test results online on the Portal.
- Ticket on the Portal for the Customer to view with information about the Incident and updates from the NOC as the Ticket is managed.

4.0 WAN Supported-Transport Technologies

| WAN Technologies | Supported - SLA Available | Supported - without SLA | Not Supported |
|-----------------------------------|---------------------------|-------------------------|---------------|
| Private Line | X | | |
| Frame Relay | X | | |
| ATM | X | | |
| SMDS | X | | |
| ISDN (Nailed Up) | X | | |
| MPLS | X | | |
| Site-to-Site VPN | | X | |
| Business-Class DSL | | X | |
| <i>End-User Remote Access VPN</i> | | | X |
| Other Technologies | SOW Required | | |

Please refer to the Cisco Remote Operations Service Agreement-U.S. Version for more details about the WAN Availability Warranty and ISDN Warranty, referenced in Appendix 2, Sections 2.0 and 3.0.

For more information on Change Management, please refer to the [Cisco Change Management Services](#).

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