## Service Objective Brief – Gigamon

# Service Description

## SKU's:

> ADS-SST-GIGAMON-4HRS

> ADS-SST-GIGAMON-8HRS-REMOTE

> ADS-SST-GIGAMON-8HRS-ONSITE

The Gigamon SKU's will include the plan, design, installation & configuration, and verification necessary to install a new Gigamon product.

**PRE-REQUISITES**

- Sufficient rack space and power in the datacenter to install and power the Gigamon system. Please reference the System Configuration Workbook for Power and Rack requirements for your environment

- Gigamon Questionnaire Configuration Worksheet to be completed by Customer on Design Call

- All Customers must register an account on the Gigamon website so they have access to download their software

- Outbound/Upstream network connectivity is in place and configured prior to the engineer being onsite

  - Arrow provides Services solely at the Customer's direction

- Arrow is only responsible to provide skilled resource(s) available for Customer's use on Customer's projects; and there will be no contractually defined and identified Materials

- Arrow will provide Services during normal business hours, 8:00am to 5:00pm Monday through Friday in the local time zone, except statutory holidays, unless otherwise specified

- A minimum of eight hours of work are expected per workday onsite work and four hours for remote work

- A minimum of 3 consecutive days are required for onsite work

## Project Overview

A Project Coordinator is assigned and provides the following:

- Coordinates and facilitates kickoff, status (at agreed upon intervals) and close out calls

- Creates and distributes escalation and contact lists

- Facilitates any necessary change orders and administrative tasks as necessary

**For more information about this service, contact us at:**
877 558 6677 or email
arrow_services@arrow.com

## Gigamon Configuration Support

Arrow ECS will provide resource(s) to perform various mutually agreeable services for their customers in support of that company's goals. Resource(s) will operate under the customers daily direction and are provided on a time and materials basis. Arrow ECS resource(s) typically provide these types of services to their customers:

**1. Plan**

   a. Identify business requirements

   b. Identify technical requirements

   c. Review Gigamon questionnaire with customer

   d. Identify failover and other infrastructure needs and characteristics

**2. Design**

   a. Review Gigamon architectural design and confirm it meets the client's traffic

distribution objectives

b. Site assessment and solution Design: Review of existing environment's design, implementation, and dependencies

c. Facilitate technical design session(s) to discover mission critical tools & applications that will depend on Gigamon product offerings based upon options purchased

- Clustering

- Flow Mappings

- Slicing

- Masking

- Tunneling / De-encapsulation

- De-Duplication

- Header Stripping

- Adv. Tunneling

- Adaptive Packet Filtering

- Application Session Filtering

- NetFlow

- FlowVUE

- Load Balancing

- Time Stamping

- GigaVUE-VM / GigaVUE-FM

d. Review design against best practices and get sign off

### 3. Implementation

a. Install and/or configure Products according to the agreed upon design

- Arrow ECS will rack and stack all Gigamon equipment, power up the Gigamon equipment, run the "Jumpstart" script to initialize the Gigamon equipment, verify all physical connections are in place and operating properly, and upgrade the Gigamon OS to the latest software release

- Arrow ECS will build a custom configuration to support the mutually agreed upon best practices design

- Arrow ECS will deploy the custom configuration and be present to oversee taking the Gigamon equipment live in the customer's environment during a pre-scheduled maintenance window

- Once the custom configuration is deployed and equipment is live and operational, Arrow ECS will validate proper traffic distribution and flow by verifying affected ports are incrementing properly and no log error messages are present that indicate compromised performance

- Customer will validate tool performance once step above is complete

- Arrow ECS will be present during validation to provide assistance if any traffic distribution problems are noted

- Arrow ECS's PS Engineer will remain onsite during the first day of production use of the Gigamon solution ("day 1") to provide assistance should any issues come up (if on-site work is purchased)

b. Provide project status updates and resolution recommendations

c. Execute test plans and validate product operation against plans

d. Assist in the migration to production

e. Customer to Provide Network Diagrams for each component for configuration and network requirements

### 4. Optimize

a. Monitor and resolve issues

### 5. Knowledge Transfer & Documentation

a. The extent of the knowledge transfer is dependent upon the availability of this resource. Please note that the time

designated for knowledge transfer is throughout the project

b. As built documentation

| Project Discovery Kickoff/ Review | Rack & Stack Initial Install | Install Gigasmart or Gigavue | Test Configuration & Optimization | Product Documentation Knowledge Transfer |
|---|---|---|---|---|
| Site Assessment

Solution Design

Review of Existing Environment

Review of Existing Documentation

Make Recommendations on Configuration of Best Practices | Install & Initialize Cards

First Time Setup

Initial Config of Inline Tool

Initial Config of Out of Band Tool

Config of GigaSMART Tools

Config Internal Tap

Config External Tap

Config Network Ports

Header Stripping

Deduplication

Load Balancing

Other Features as Required | Flow MAP 1/2hr Per Rule

GigaSMART Rule 1hr Per Rule

FM Installation

VM Installation

Basic VM Rules 1hr Per Rule

Cluster

Configuration 3hr Per Cluster | Testing Cluster Configuration

Testing VM Platform

Tuning of Platform | Provide Extended Knowledge Transfer

Product Documentation based upon customers' needs |
| **Est. 1 Day** | **Est. 1 Day** | **Est. 1 Day** | **Est. 1 Day** | **Est. 1 Day** |

This task list is representative. Arrow ECS does not warrant that all activities can or will be performed. Company is purchasing a block of time to be used by Company at its discretion. Arrow ECS will propose resource(s) that meet Company's prioritized requirements, scheduling needs, and Arrow ECS's resource availability. No one resource can perform all activities described above, and the specific resource assigned to support Company will be determined as part of the scheduling processes.

## Assumptions/Exclusions

- Arrow engineers will have the appropriate level of physical as well as remote access to customer staff and hardware as required to complete the project

- All equipment and licenses will be onsite prior to implementation

- All network connections will be in place

- All work will be completed in one physical location

- Configuration, installation, or testing of any portion of the data network is considered out of scope

- Implementing software to provide backup and recovery functions

- Product acceptance is not contingent upon delivery and completion of these services

- No hardware or software is provided as part of this Statement of Work

- In the event that the scope of this project changes significantly, Customer and Arrow SI Provider will develop a Change Order describing any change in scope or fees

- Work content does not include any data cabling or electrical work

- Work content is based upon normal work hours of Monday – Friday 8AM – 5PM and prior scheduled outage periods. A man-day is defined as up to 8 hours

ADDITIONAL TERMS AND CONDITIONS

Any sale of services will be subject to Arrow's standard Terms and Conditions of Sale or a Services Agreement as negotiated between the parties. The  Professional Services consulting hours/days must be utilized within three (3) months from the purchase date.  Any hours/days remaining after the three-month period will expire, along with the obligation to deliver any further services.

## In Person
**Arrow ECS Services**
877 558 6677

## Via Email
arrow_services@arrow.com

## Online
http://bit.ly/Arrow_Svc_Request

**ARROW**
**Five Years** Out