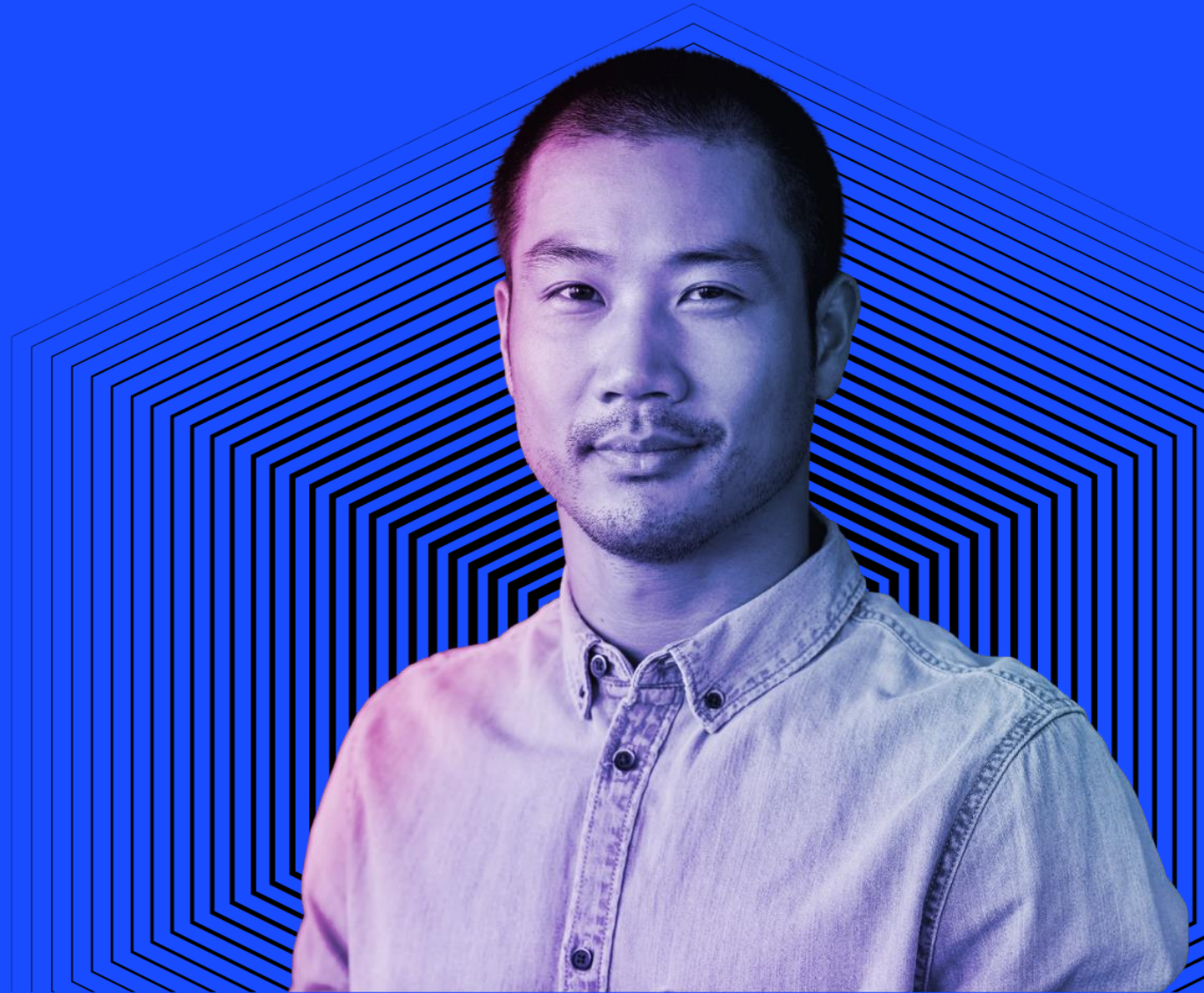# LOGICALIS
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Customer "Onboarding Kit"

For Digital Workplace (DWP) Logicalis Managed Services

Logicalis Transition Methodology Phases

Although projects by definition are unique, having a consistent approach to delivering them is the entry point to an efficiently planned Transition and a successful outcome.

The Logicalis Transition Methodology is thoughtfully constructed based on decades of implementations, experience gained from lessons learned, and a focus on continual service improvement.

Transitions are expected to be completed in 60 calendar days unless stated otherwise in the SOW.

Initiation

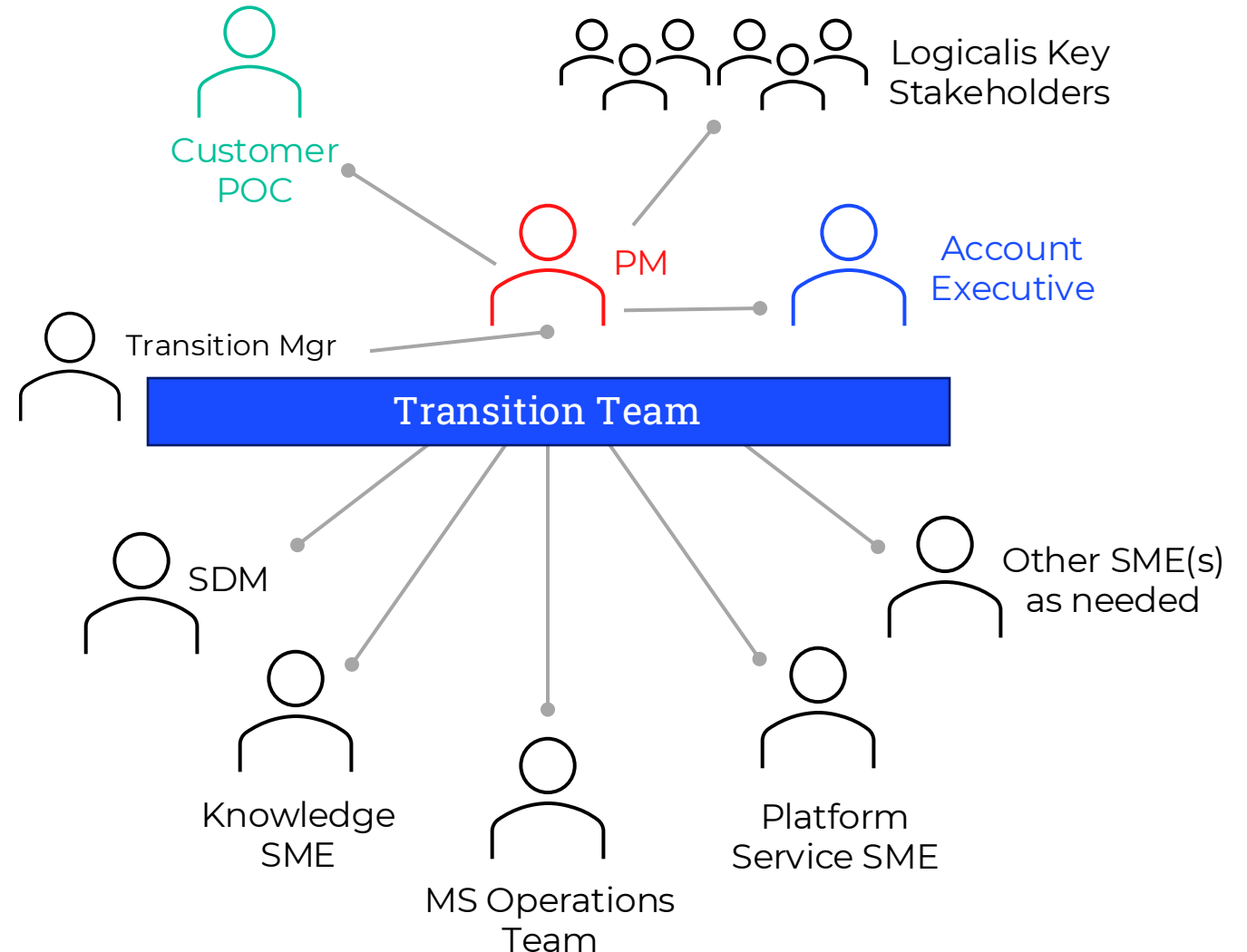Plan

Onboard

Test & Validate

Cutover & Hypercare

Transition Close

Transition Project Governance

The Logicalis Project Manager will be at the center of the Governance Model and *accountable to the Customer Point of Contact* and Logicalis Key Stakeholder(s).

The Transition Team Subject Matter Experts (SMEs) represent and are accountable to the Transition Manager and PM for the onboarding requirements and tasks for their respective organization.

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Customer POC

Logicalis Key Stakeholders

PM

Account Executive

Transition Mgr

Transition Team

SDM

Other SME(s) as needed

Knowledge SME

MS Operations Team

Platform Service SME

Customer Role in Transition

Our most successful and timely Transitions are those in which the Customer has been highly collaborative and engaged at the necessary points in the project. Logicalis will provide the guidance and do the heavy lifting but there are some dependencies on the Customer to provide the necessary information, access, and actions to fuel the project engine.

**Here are few ways our Customers can facilitate a timely Transition:**

- ✓ Designate a Customer Project Manager or primary Point of Contact (POC) to act as the counterpart to the Logicalis PM
- ✓ Make available Customer Subject Matter Experts (SMEs) for knowledge transfer, planning, workshops, and assigned Customer tasks in support of the Transition
- ✓ Prioritize coordination of Logicalis access and credentials

- ✓ If not already readily available, complete assessment to gather workload Configuration Items (CI).
- ✓ Be prepared to share and contribute to Knowledge Base development
- ✓ Consistent participation and engagement in status meetings, risk management, and Project Plan execution

Onboarding Overview

High level Overview

Typically, DWP Services onboarding involves parallel planning and execution of multiple workstreams. Integrations may vary slightly depending on the services contracted but Logicalis Transition services will confirm the following are addressed:
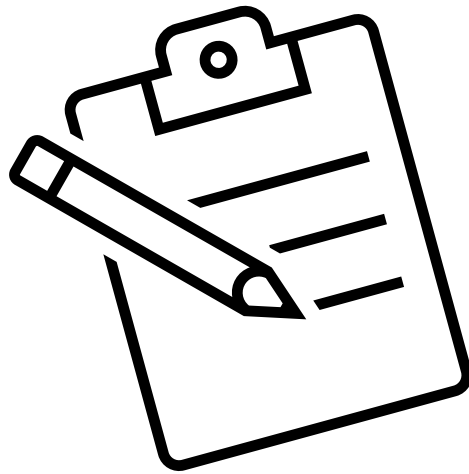
✓ Service Desk Requirements

✓ Discovery – Getting to know your environment!

✓ Connectivity - VPN or Azure deployed tools

✓ Access -Microsoft Azure, Control Hub Access for both Service Desk and Managed Services, etc.

✓ Monitoring Deployment

✓ Knowledge Base and design documentation

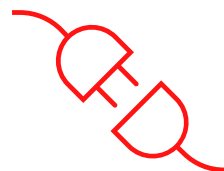| Discovery | Access | Build | Knowledge Base | Onboarding |

Step 1

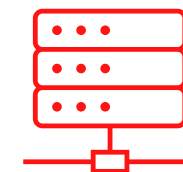# Service Desk Requirements *(as applicable)*

Logicalis/Customer - Establish Access

Logicalis and customer to work together to confirm access to the appropriate administration portals to aid support (i.e. Azure, Microsoft Administration portal)

Logicalis - Support Communication

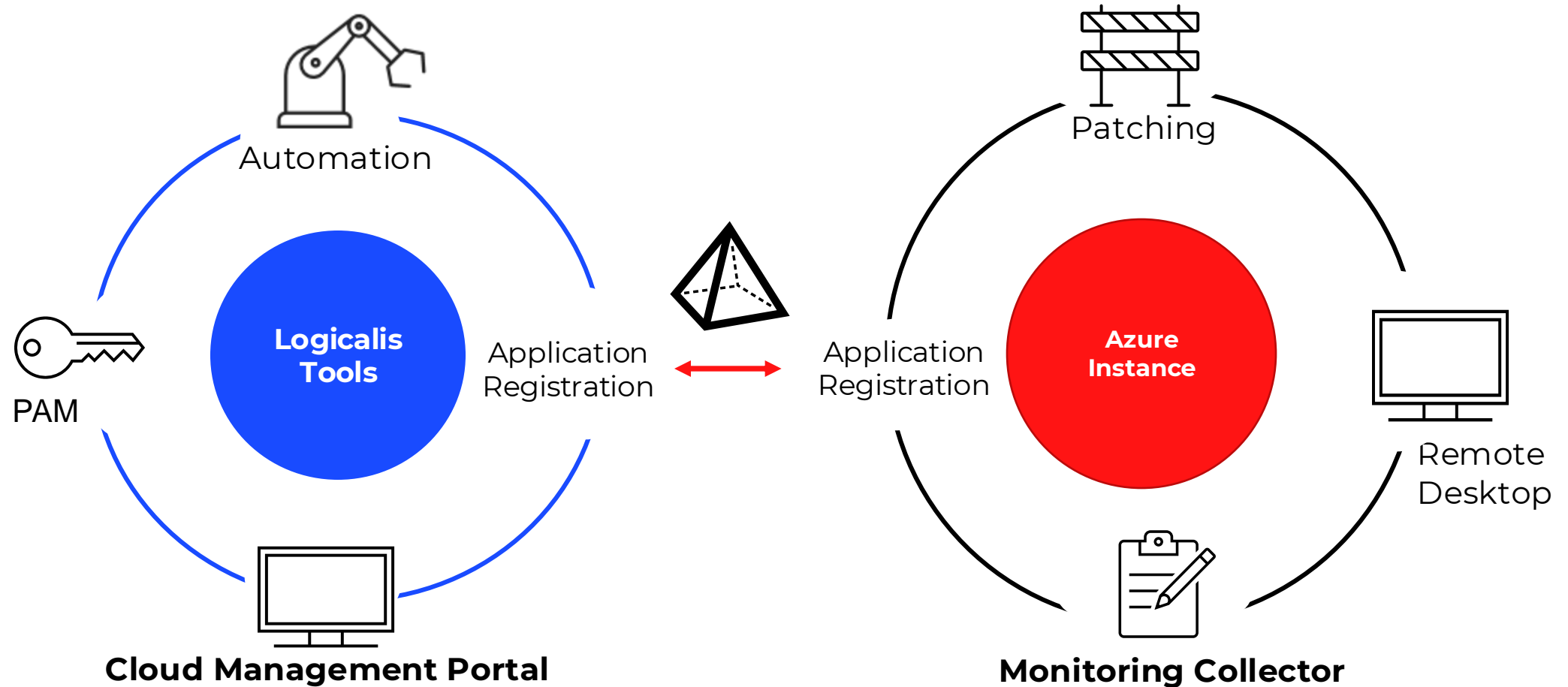Logicalis to establish support number and email for end user contact.

Logicalis/Customer - Build Knowledge Base

Logicalis and customer to identify library of topics and supporting material to assist end users. May require discovery sessions.

Step 2

Establishing Connectivity-Access

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Automation

Logicalis Tools

PAM

Application Registration

Cloud Management Portal

Patching

Azure Instance

Application Registration

Remote Desktop

Monitoring Collector

Logicalis Managed Services pricing is based on a fully deployed, functional, tested, and production-ready customer environment at contract commencement utilizing Logicalis recommended secure interface protocols and tools. Logicalis reserves the right to adjust the pricing based on information found during due diligence or for a customized integration.
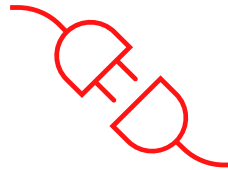
Step 3

# Monitoring Tools Setup and Configuration

Logicalis/Customer - Collector

The Windows Collector is a physical or virtual server used by Logicalis for all device monitoring contracts. The customer and Logicalis will work together to deploy.

Customer - *Connectivity Actions*

- Provide VM to host LogicMonitor Collector in customer's infrastructure with access to both in scope supported devices if applicable.

- Internet access for LogicMonitor collector to patch OS & install LogicMonitor and manage collector

- Supported devices that require SNMP or WMI to be enabled and credentials provided to Logicalis, if applicable.
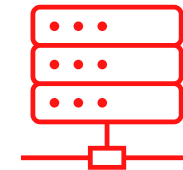
Logicalis - *Server Build Actions*

- Server specifications will be provided during project planning. Server resources are right-sized to project scope

- OVA URL link will be provided to download VM build during transition

- Logicalis will license and manage LogicMonitor Collector

Supported Device Information (CMDB)

Customer - *Configuration Item Information Requirements*

Logicalis will require Customer assistance to collect select CMDB information:

- *Locations – full address of device locations*

- *Users- user email/phone information who will need portal access*

- *Host name*

- *Device Type*

- *Device Location*

- *Primary & Secondary customer contacts for notification and/or support*

- *Primary function of the device*

- *Device priority (Critical, Prod, Non-Prod)*

	A	B	C	D	E	I	J	K
1	**Device Type**	**To Be Completed by Customer - *Fields that are highlighted are required***						
2	Critical, Prod, Non-Prod, Dev	Host Name	Location	Access Method (RDP, SSH, etc)	IP Address	Primary Contact	Secondary Contact	Primary Function
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								

Company Info | Locations | Users | Devices | +

Step 5

Logicalis ITSM Tool
(No Customer Action Required)

Additional CMDB Information Loaded in Managed Services ITSM Portal by the Logicalis Transition Manager:

• Company Information (Name/Address)

• Users – contacts that will receive incident notifications and require access to ticketing portal.

• CMDB – central repository for device information

• Transition Project – Required tasks to be completed internally by the Logicalis Managed Services team to onboard the services

Step 6

Customer Enablement for Tools, Process, Reporting, etc.

Logicalis "Customer Welcome Pack"

- ✓ Escalation & contact information
- ✓ Portal Training – How to open an incident or request
- ✓ Approve change request
- ✓ Navigate the ITSM Portal
- ✓ How to review reporting

The Logicalis SDM will provide Customer Welcome Pack and schedule time to provide Customer user training

Customer welcome pack

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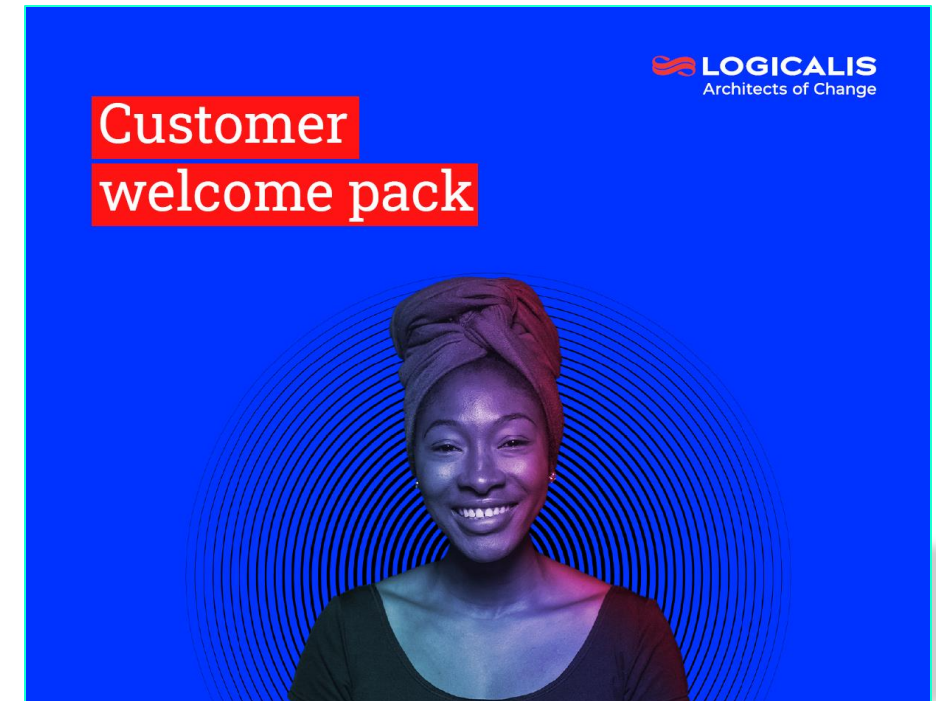
Identify & Collaboration (IC)

Components may include:

- Microsoft 365 Workloads

- ENTRA ID (formally known as Azure AD)

- Microsoft or Cisco certified Meeting Room Equipment

Discovery → Access → Build → Knowledge Base → Onboarding

Discovery

Logicalis will coordinate and conduct discovery sessions to learn about your environment and how to plan appropriately for the services being deployed for you. This includes, but not limited to, device types, Service Desk requirements, onboarding instructions for groups, applications, application policy configuration, compliance policy configuration, etc.

Logicalis/Customer - Establish Access

Logicalis and customer to work together to confirm access to the appropriate administration portals to aid support (i.e. Azure, Microsoft Administration portal)

Logicalis - Support Communication

Logicalis to establish support number and email for end user contact.

Logicalis/Customer - Build Knowledge Base

Logicalis and customer to identify library of topics and supporting material to assist end users.

| Discovery | Access | Build Out | Knowledge Base | Onboarding |

Logicalis Customer Requirements

Hear are some ways our customers contribute to an efficient and successful Transition

Connectivity

If applicable, our customer is expected to work with Logicalis to enable LogicMonitor Connectivity into the applicable managed platform.

Workload Information

Client to confirm primary contacts and impact of devices/services. If applicable, Logicalis to run Discovery for supported workload information.

Access

Instructions and timely assistance in provisioning Logicalis necessary access with appropriate permissions to deliver the contracted services. (e.g. Microsoft/Cisco Admin portals)

Tools

Provide a VM/server for hosting our monitoring tools, when/if applicable.

Support Documentation

Share essential documentation to our Service Delivery teams to share knowledge about your environment *(e.g. diagrams, Build sheets, IT Support escalation matrix, etc.)*
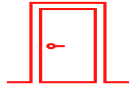
Discovery → Access → Build → Knowledge Base → Onboarding

M365 Tools Setup and Configuration
(No Customer Action Required)

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Lighthouse

Lighthouse enables multi-tenant management with scalability, higher automation, and enhanced governance across resources.

With Lighthouse, service providers can deliver managed services using comprehensive and robust tooling built into the platform. Customers maintain control over who has access to their tenant, which resources they can access, and what actions can be taken. Enterprise organizations managing resources across multiple tenants can use Lighthouse to streamline management tasks.

PIM Tool

Logicalis will deploy a remote access privileged identity management / privileged access management (PIM/PAM) tool with specific privileged remote access for managing M365.

Cloud Management Portal

Cloud Management Portal for Microsoft 365 is a simple way to view and track all of your subscription usage and spending. CMP dashboard and reporting features give you a clear understanding of your license consumption and expenditure.

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Endpoint (AV Services)

Required Components:
- Microsoft Intune
- Endpoints: Dell, Lenovo, HP, approved mobile devices
- Windows 10, Windows 11 support
- *client must have valid support

Discovery → Access → Build → Knowledge Base → Onboarding

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Discovery → Access → Build → Knowledge Base → Onboarding

Calling

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Required Components:
- Microsoft Teams Calling
- And/or
- Cisco Webex Calling
- *Add On Service

Discovery → Access → Build → Knowledge Base → Onboarding

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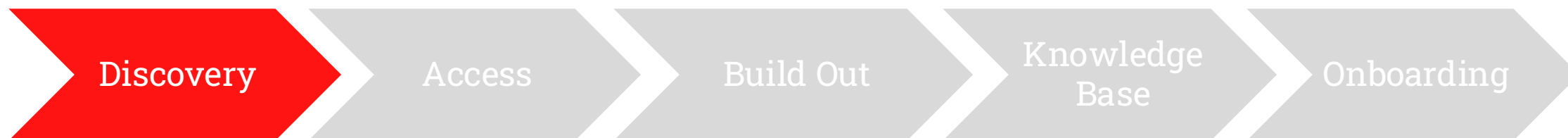
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Discovery ▶ Access ▶ Build Out ▶ Knowledge Base ▶ Onboarding

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Discovery ▸ Access ▸ Build ▸ Knowledge Base ▸ Onboarding

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Virtual Desktop

Required Components:
- Azure Virtual Desktop
- Citrix Virtual Apps and Desktop (Cloud Only)

Discovery → Access → Build → Knowledge Base → Onboarding

Discovery

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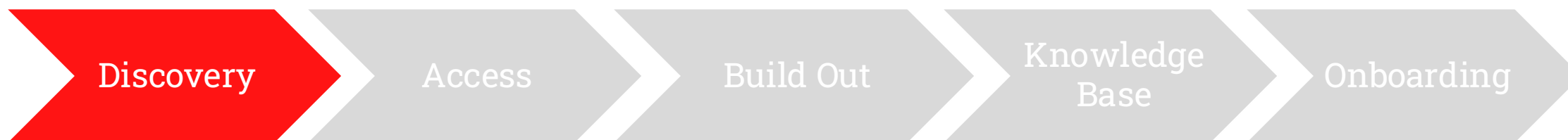
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Discovery → Access → Build Out → Knowledge Base → Onboarding

Logicalis Customer Requirements

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Discovery → Access → Build → Knowledge Base → Onboarding

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Q&A

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Thank you

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Appendix:

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VM hosted VPN ASAv Server Specifications and Information

Purpose
Network connectivity between Logicalis and the customer is required to access supported devices. Typically, Logicalis connects to our customers via VPN tunnel over the internet. It is preferred that a dedicated VM is provided with Cisco ASAv installed.

Customer Requirements
This template must be filled out with the relevant information by both the customer and a Logicalis Network Engineer.
ALL DATA FIELDS IN GREEN ARE REQUIRED TO BE FILLED OUT BY THE CUSTOMER.

Notes
If there are any other consideration that need to be made to facilitate a VPN tunnel to the Cloud environment,
please contact the Logicalis Project Manager or Service Delivery Manager immediately to discuss.

1. VM Server SPECS of ASAv
   a. CPU: 1 cpu
   b. MEMORY: 2gb
   c. Storage 40gb
2. Recommended Hostnames of ASAv
   a. **LMS-xxx-ASAv01** (xxx=3 character customer abbreviation)
3. Use Cisco ASAv Version 9.14(3)13
4. Ports needed from Logicalis
   a. TCP HTTPS
   b. TCP 22
   c. ICMP
5. Logicalis ranges
   a. 173.195.81.0/24
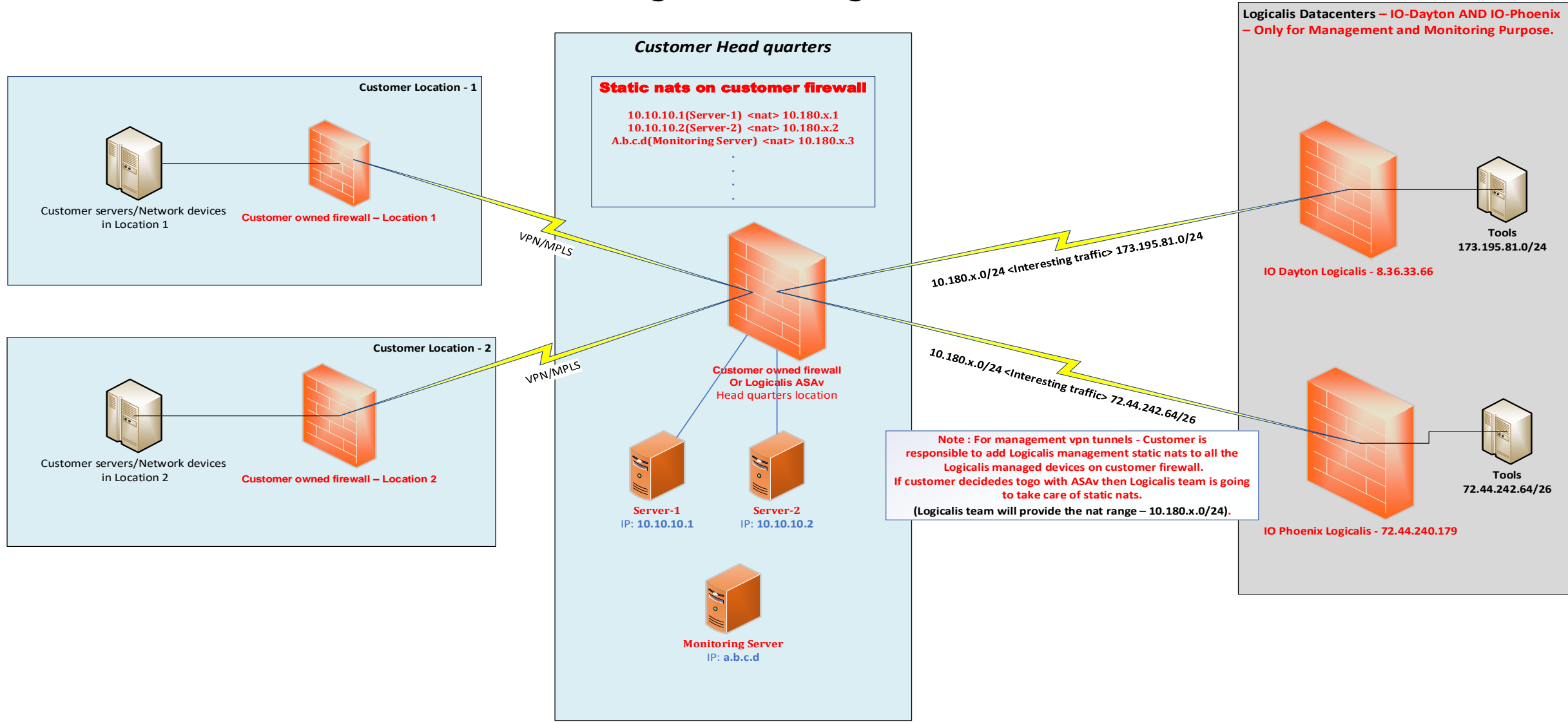   b. 8.36.33.66/32
   c. 72.44.240.179/32
   d. 72.44.242.64/26

Refer this link for any references
https://www.cisco.com/c/en/us/td/docs/security/asa/asa910/asav/quick-start-book/asav-910-qsg/asav_vmware.html#id_45781

	Logicalis	Customer
Customer Name		
Site Location		
Device Model	Cisco ASA	
VPN Peer IP	IO Phoenix - 72.44.240.179 IO Dayton - 8.36.33.66	
Site ID	All DCs	
PHASE 1 (IKEv2)		
Encryption	AES256	
Hash	SHA256	
DH-Group	14	
Lifetime	86400	
Pre-Shared Key	TBD	
PHASE 2 (IPSEC – IKEv2)		
Encryption	AES256	
Hash	SHA256	
PFS	14	
Lifetime	3600	
Encrypted Networks		

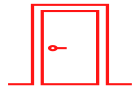# Additional Collateral
(as needed)

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Azure Tools Setup and Configuration
(No Customer Action Required for Step 2)

Lighthouse

Azure Lighthouse enables multi-tenant management with scalability, higher automation, and enhanced governance across resources.

With Azure Lighthouse, service providers can deliver managed services using comprehensive and robust tooling built into the platform. Customers maintain control over who has access to their tenant, which resources they can access, and what actions can be taken. Enterprise organizations managing resources across multiple tenants can use Azure Lighthouse to streamline management tasks.

Beyond Trust/Xton

Logicalis will deploy a remote access privileged identity management / privileged access management (PIM/PAM) tool with specific privileged remote access for managing Azure hosted devices

Cloud Management Portal

Cloud Management Portal for Microsoft Azure is a simple way to view and track all of your Azure subscription usage and spending. CMP dashboard and reporting features give you a clear understanding of your Azure consumption and expenditure.

Logicalis Access Permissions

Lighthouse for Azure Portal

- Utilizes existing Logicalis individual accounts

- Contributor role for Tier 2+ Engineers

- Reader role for Tier 1 and Service Deliver Managers

- Rights elevation (just-in-time) for Global Admin with customer approval

- Conditional Access (IP based)

PAM Access Requirements

- Utilizes existing Logicalis individual accounts to access PAM solution

- Customer Windows Servers Rights
  - Single Administrative Account in Administrators group
  - Prefer domain account given local admin rights
  - If domain controller, must be domain admin
  - If necessary, can be individual local accounts

- Service Account for Monitoring
  - Must have same admin rights, but can be denied interactive login
  - Non-Expiring 32 to 128 character password

Cloud Management Portal

- Cloud Management Portal Access

- Read Account for all the environment

- Contributor to policies

Logicalis Managed Services - Management Infrastructure

Security is priority, and to ensure strict security between Logicalis and our customers, Logicalis Managed Services uses dedicated Virtual Desktop Infrastructure to connect to supported devices.

LMS VDI:

- Industry Security Standards – Scanned, Audited, and Maintained
- Individual Identity Source – Access Approved, Audited, and Automated
- Multi-Factor Authentication – Enforced and Automated Configuration
- Monitored – Security Information and Event Management (SIEM)
- Video Session Recording – All activity
- Device Credentials – Role-Based Access, Logged, and Audited
- Network Segmentation

Logicalis Managed Services - Azure Portal Access

Logicalis Managed Services uses additional security for accessing customer's Azure Portal.

Conditional Access Policy
- Azure Portal only accessible from within the Secured LMS VDI environment

Individual Identity Source – Azure Lighthouse
- Role-Based Access Control
- Secondary MFA
- No Additional Account Management Overhead
- See Microsoft site for additional Azure Lighthouse information

Session Manager Gateway
- Secures remote management sessions regardless of protocol

Bastion
- Azure native remote control of Azure virtual machines
- Only used when necessary

Logicalis Managed Services - Access Diagram