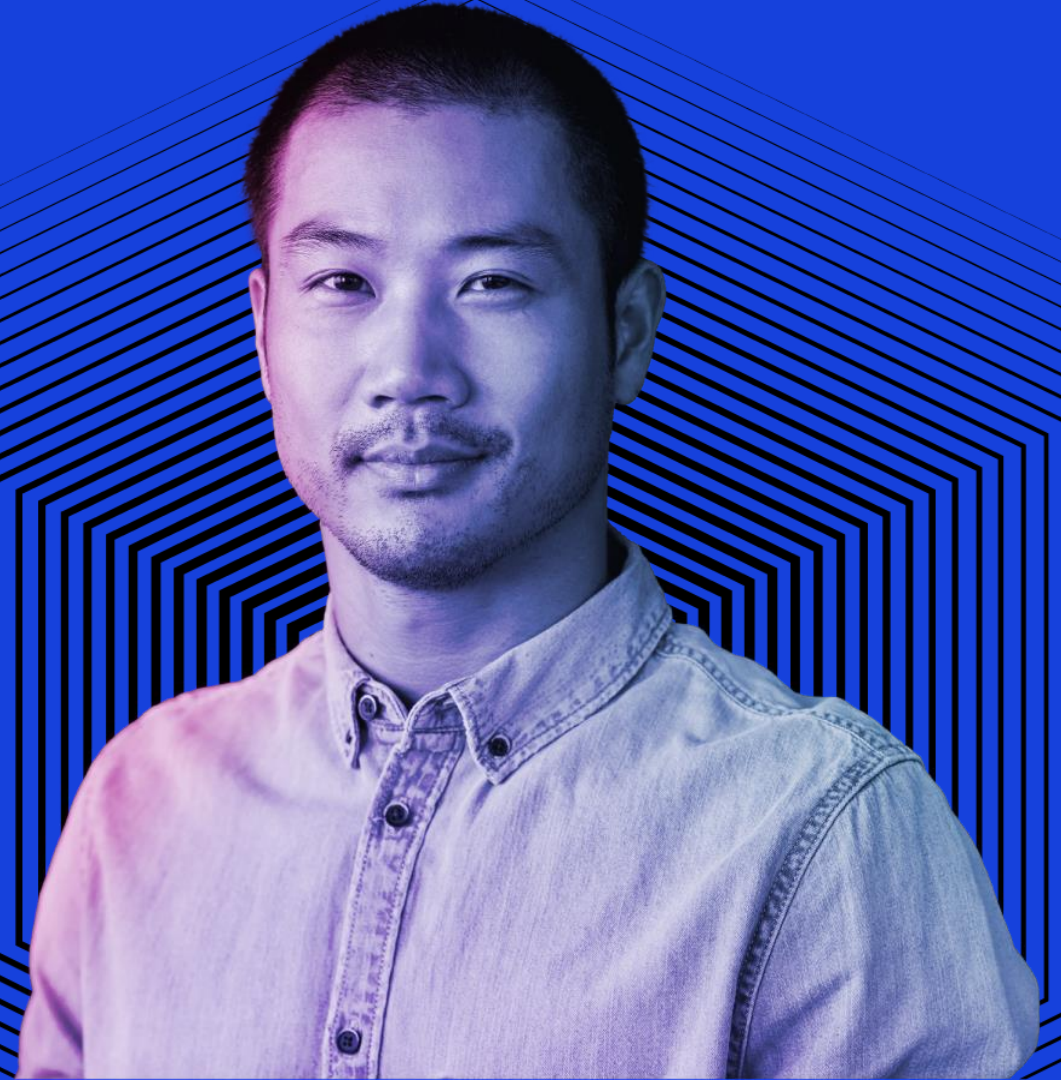


Customer

“Onboarding Kit”

for Logicalis SDWAN 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

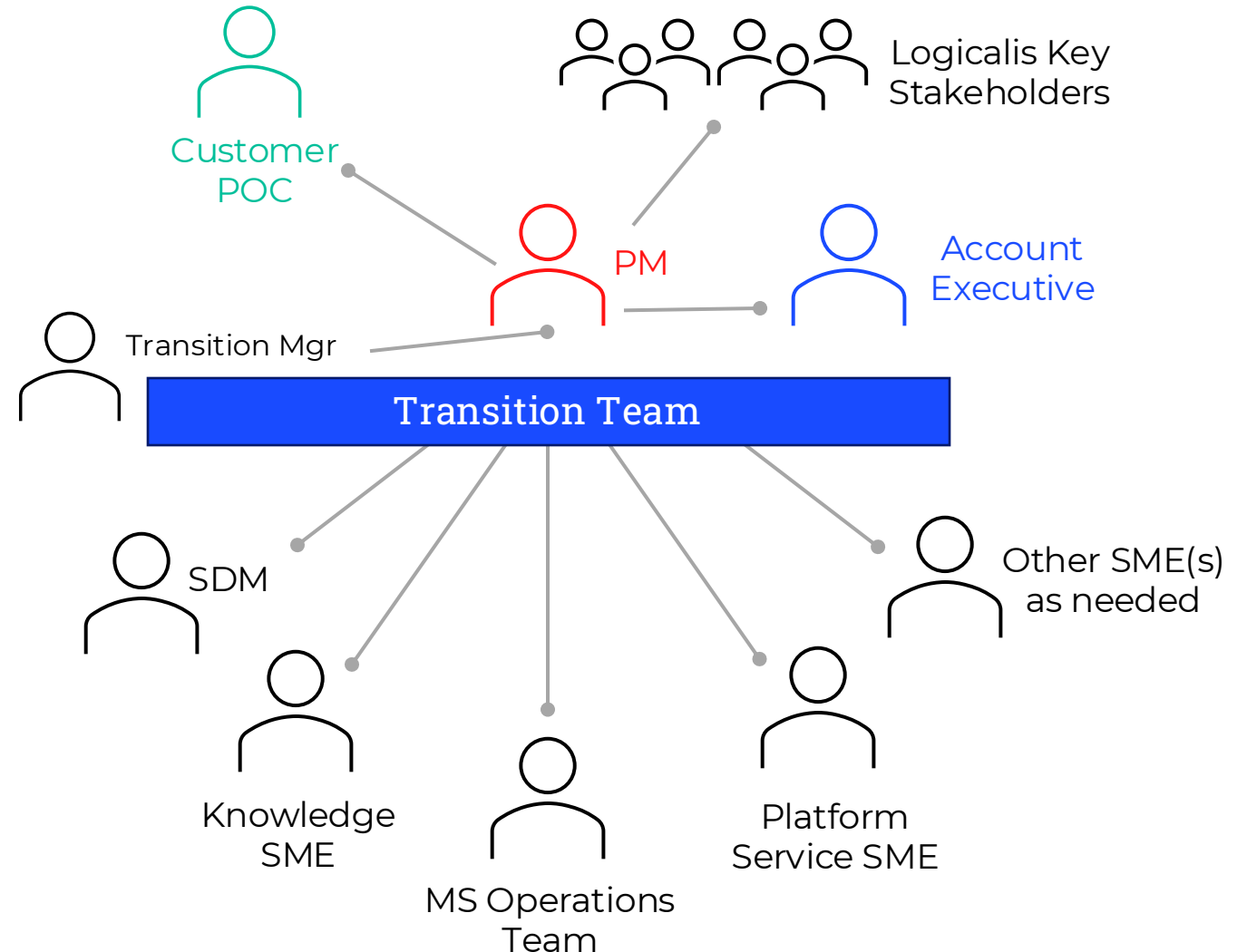


Transition Close

# 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.



# 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 Logicalis access, credentials, and implementation of the selected mode of Customer/Logicalis interface (*i.e. VPN and device connectivity*)
- ✓ If not already readily available, start gathering Configuration Item (CI) data for in-scope infrastructure
- ✓ Be prepared to share and contribute to Knowledge Base development
- ✓ Consistent participation and engagement in status meetings, risk management, and Project Plan execution

# Logicalis Customer Requirements

To be successful, Logicalis will need the following from the customer



## Connectivity

Our customer is expected to build VM to host Cisco ASA, configure VPN end point, and possibly manage NAT IPs depending on VPN solution. Details may depend on On-prem or Cloud option.



## Device Information

Provide Logicalis with the supported devices information (hostname, IP, Locations, Users, etc.) for our CMDB.



## Access

Instructions and assistance in provisioning Logicalis device/ environment access accounts with appropriate permissions to deliver the contracted services. SD-WAN support may require direct access for troubleshooting



## Tools

Provide a VM/server for hosting monitoring tools.



## Support Documentation

Share essential documentation to our service delivery teams to share knowledge about your environment (Network diagram, Build sheets, IT Support escalation matrix, etc.)

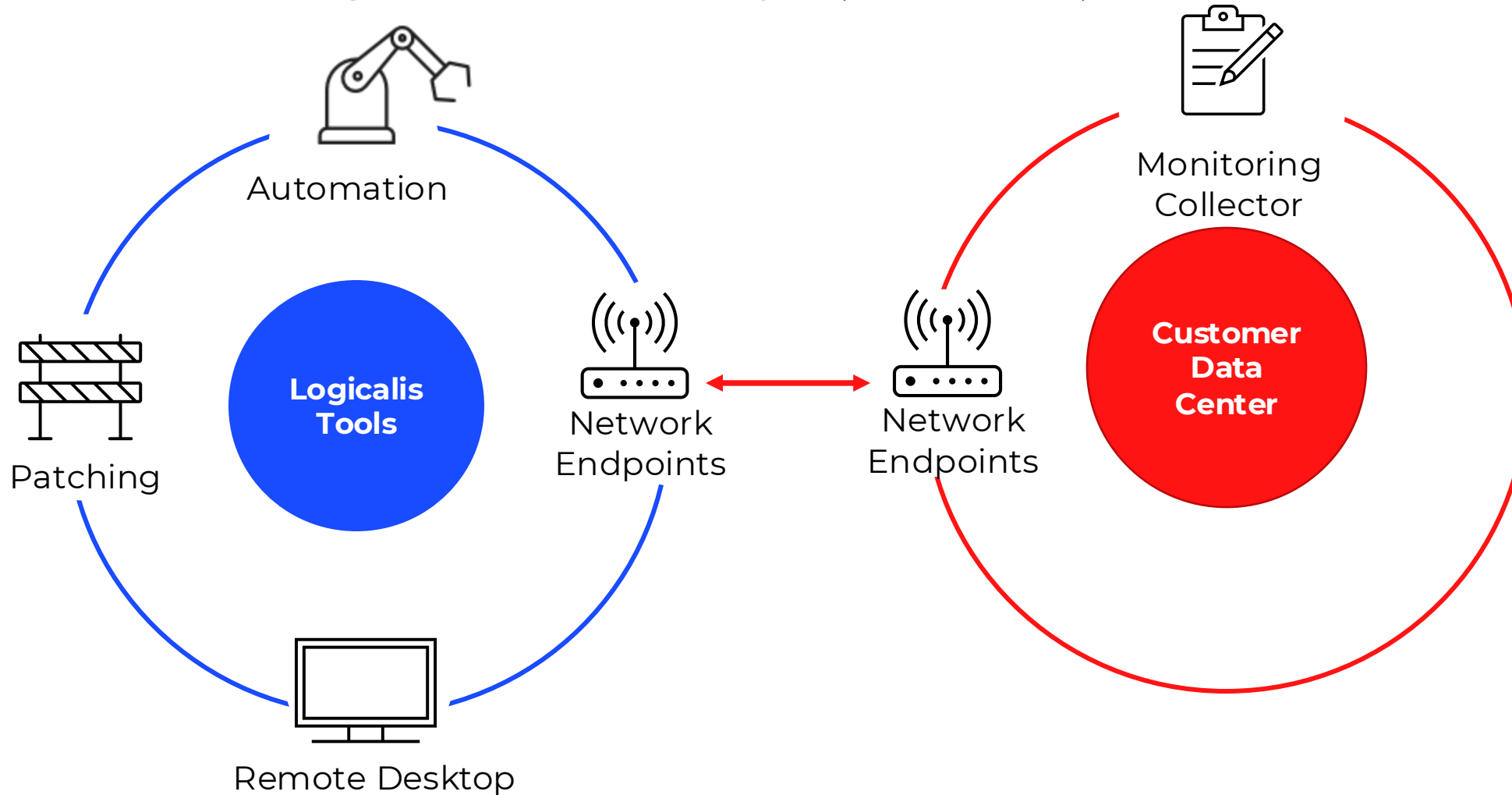
# Establishing Connectivity





## Step 1

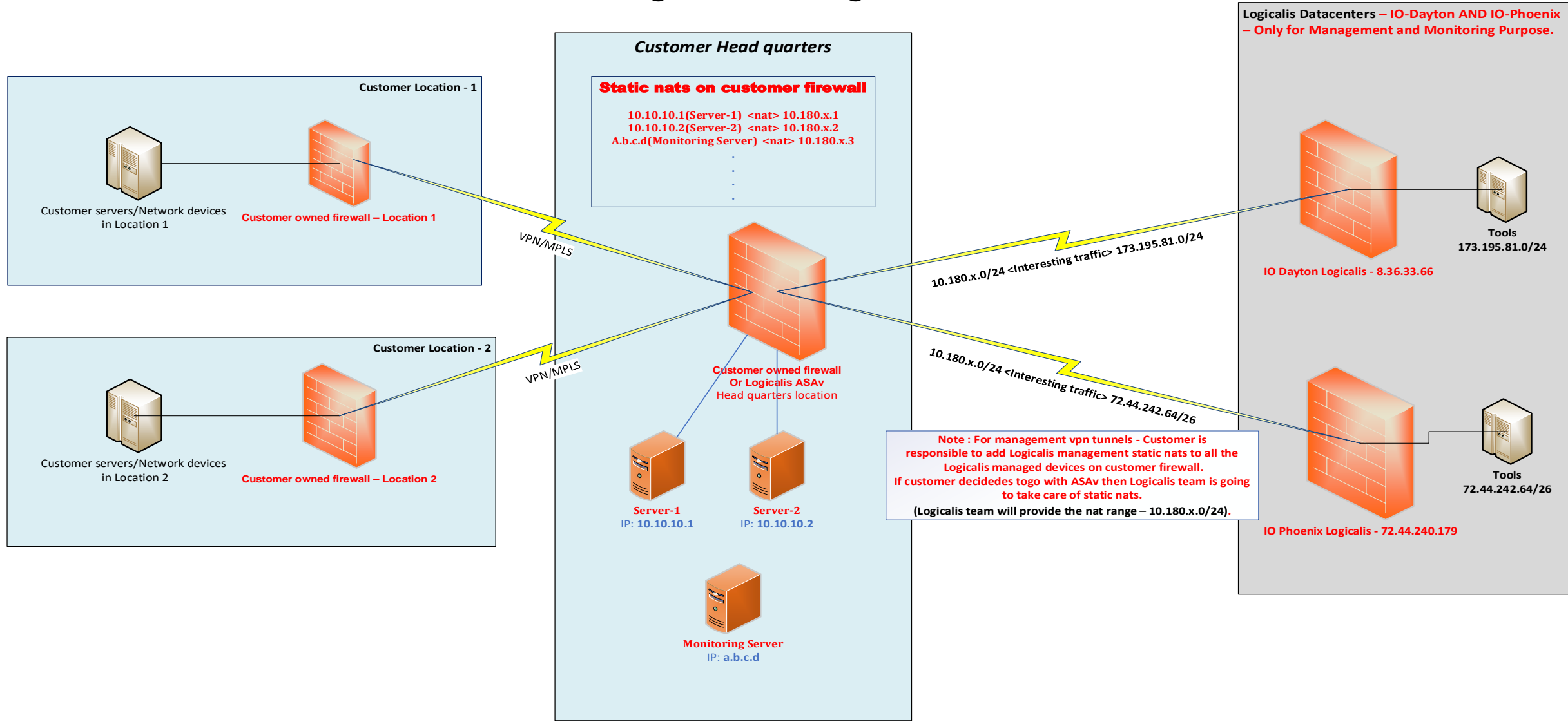
# Establishing Connectivity (options)



## Step 1 – Connectivity

# VM hosted VPN ASAv Server Specifications and Information

## VPN Tunnel Diagram from Logicalis to Customer





# Onboarding Steps



## 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/t/d/docs/security/asa/asa910/asav/quick-start-book/asav-910-qsg/asav\\_vmware.html#id\\_45781](https://www.cisco.com/c/en/us/t/d/docs/security/asa/asa910/asav/quick-start-book/asav-910-qsg/asav_vmware.html#id_45781)

Customer Name		
Site Location		
	Logicalis	Customer
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		

# Monitoring Tools Setup and Configuration



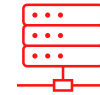
## DFP Monitoring Tool

The Windows Collector is a physical or virtual server used by Logicalis for all device monitoring contracts. The customer and Logicalis will both need to complete some actions to complete this Step.



## Customer - Connectivity Actions

- Open appropriate ports to allow connectivity to end devices and for Logicalis access to maintain collector
- Provide VM to host the DFP Monitoring Tool in customer's infrastructure with access to both in scope supported devices
- Internet access for the DFP Monitoring Tool to patch OS & install the DFP Monitoring Tool and manage collector (details can be found in the attached file)
- Supported devices require SNMP or WMI to be enabled and credentials provided to Logicalis



## 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 the DFP Monitoring Tool



### Step 3

## Logicalis ITSM Tool –Digital Fabric Platform (DFP)

*(No Customer Action Required for Step 3)*

### **Information Loaded in DFP by the Logicalis Transition Manager:**

- Company Information (Name/Address)
- Users – contacts that will receive incident notifications, provide change approvals, require access to DFP Portal, etc.
- 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 4

# 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								

**The Logicalis Transition Manager will input any additional information requirements required**



## Step 5

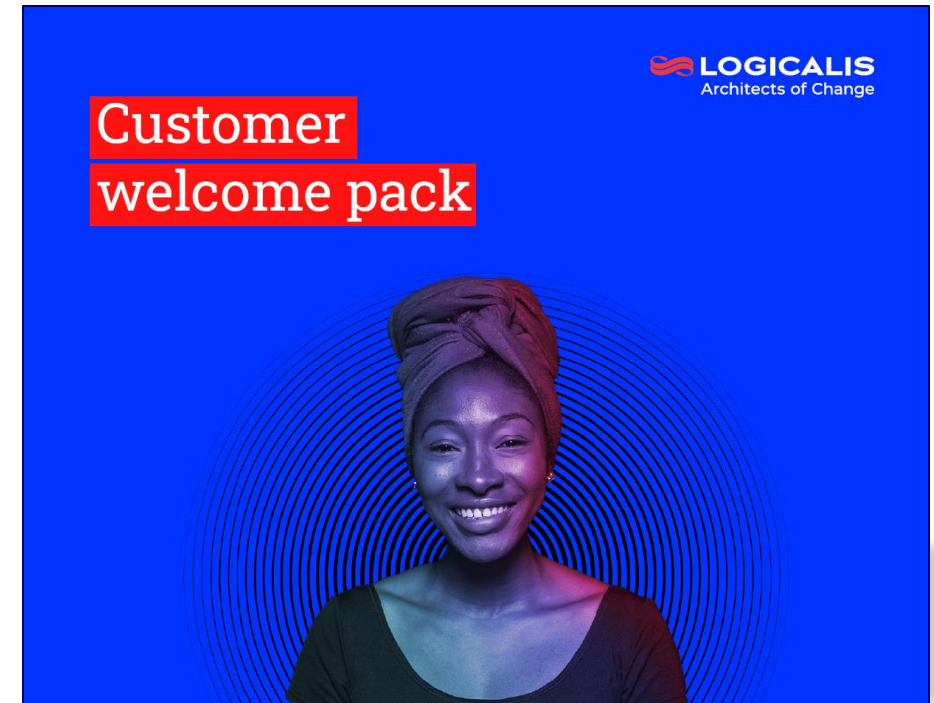
# Customer Enablement for Tools, Process, Reporting, etc.

## Logicalis “Customer Welcome Pack”

- ✓ Escalation & contact information
- ✓ Portal Training - How to open an incident or request
- ✓ Approve change request
- ✓ Navigating the DFP Portal
- ✓ How to view reporting

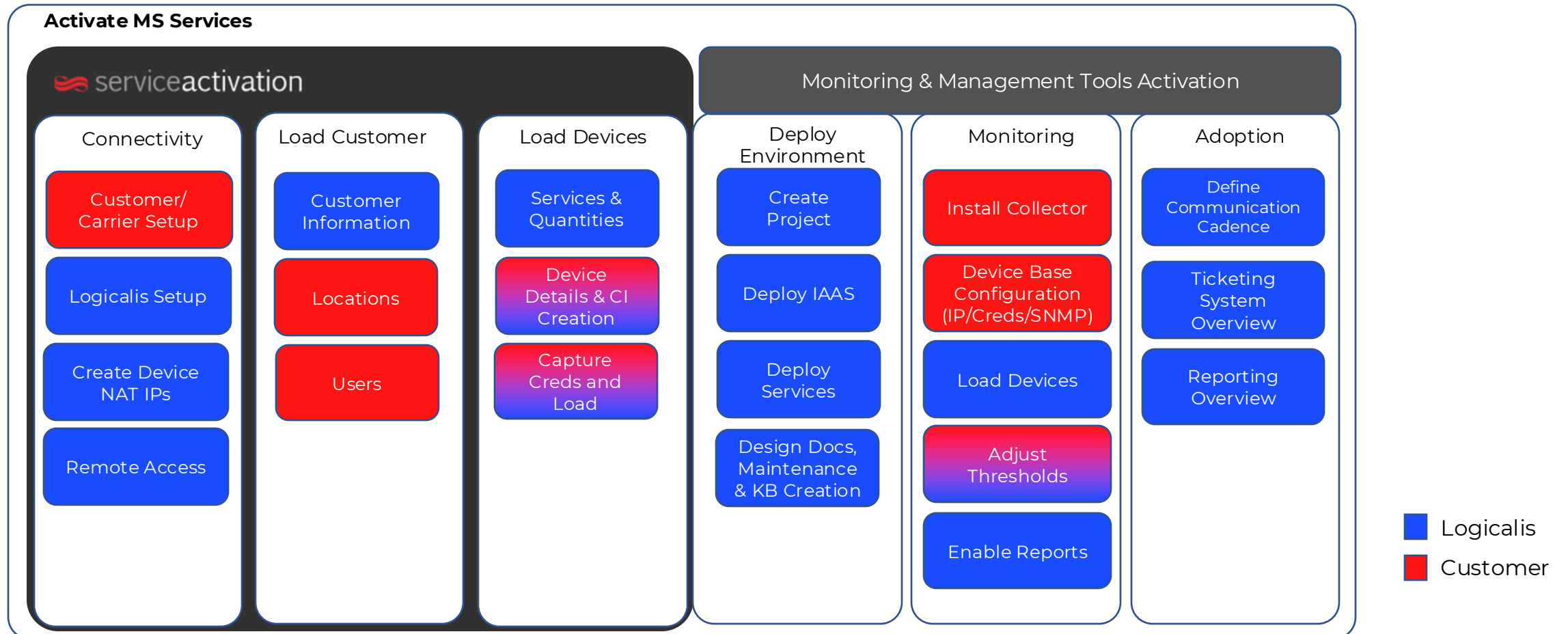
*The Logicalis SDM will provide Customer Welcome Pack and schedule time to provide Customer user training*

***(Customer participation in training is the only action required for Step 5)***



# Full View of the Key Activities for Onboarding

The following diagram outlines the core activities to onboard the services and where Logicalis and the Customer contribute. These activities will be incorporated into the Project Plan and monitored closely.





# Logicalis Managed Services Access Tool



## 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

Thank you

