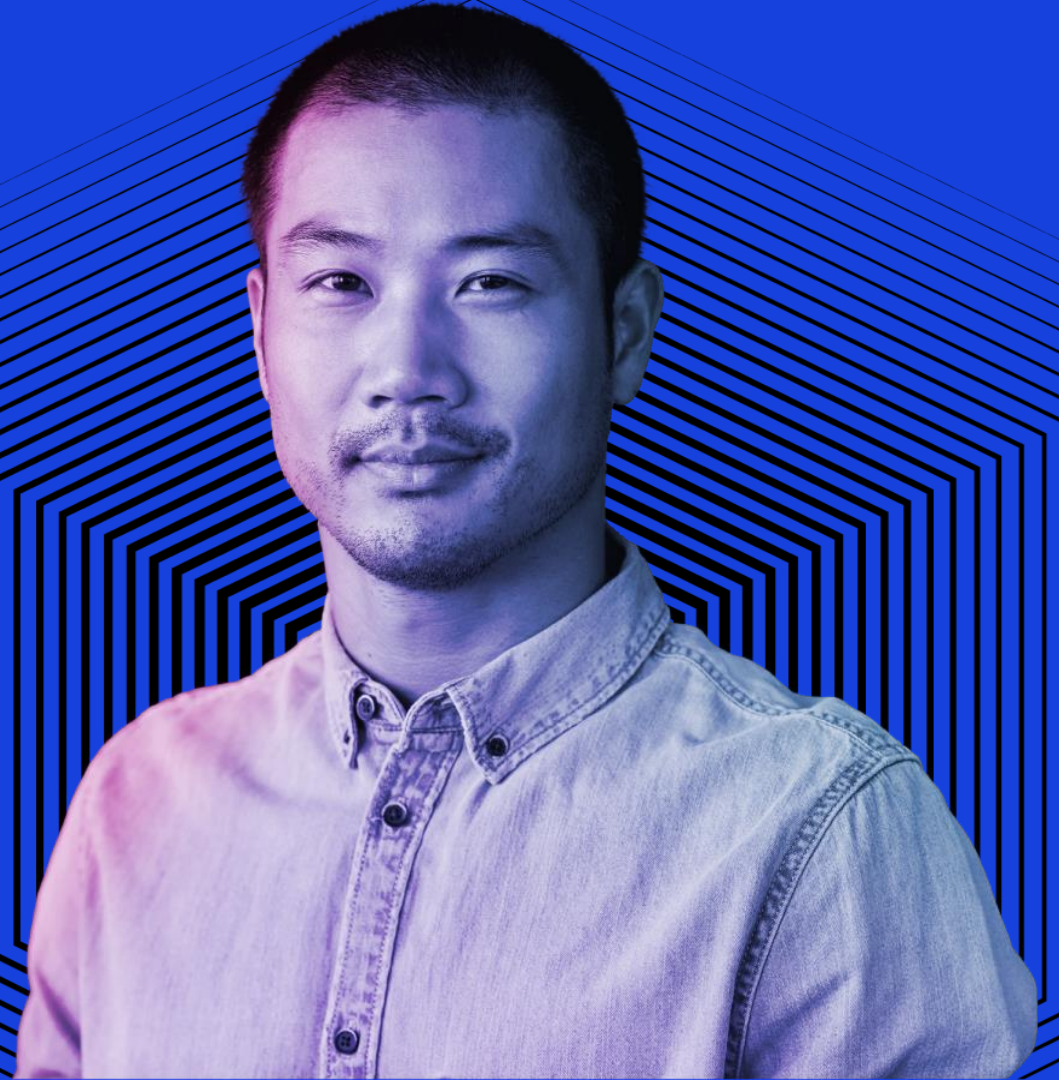


Customer “Onboarding Kit”

for Managed Services Unified
Communications



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

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.

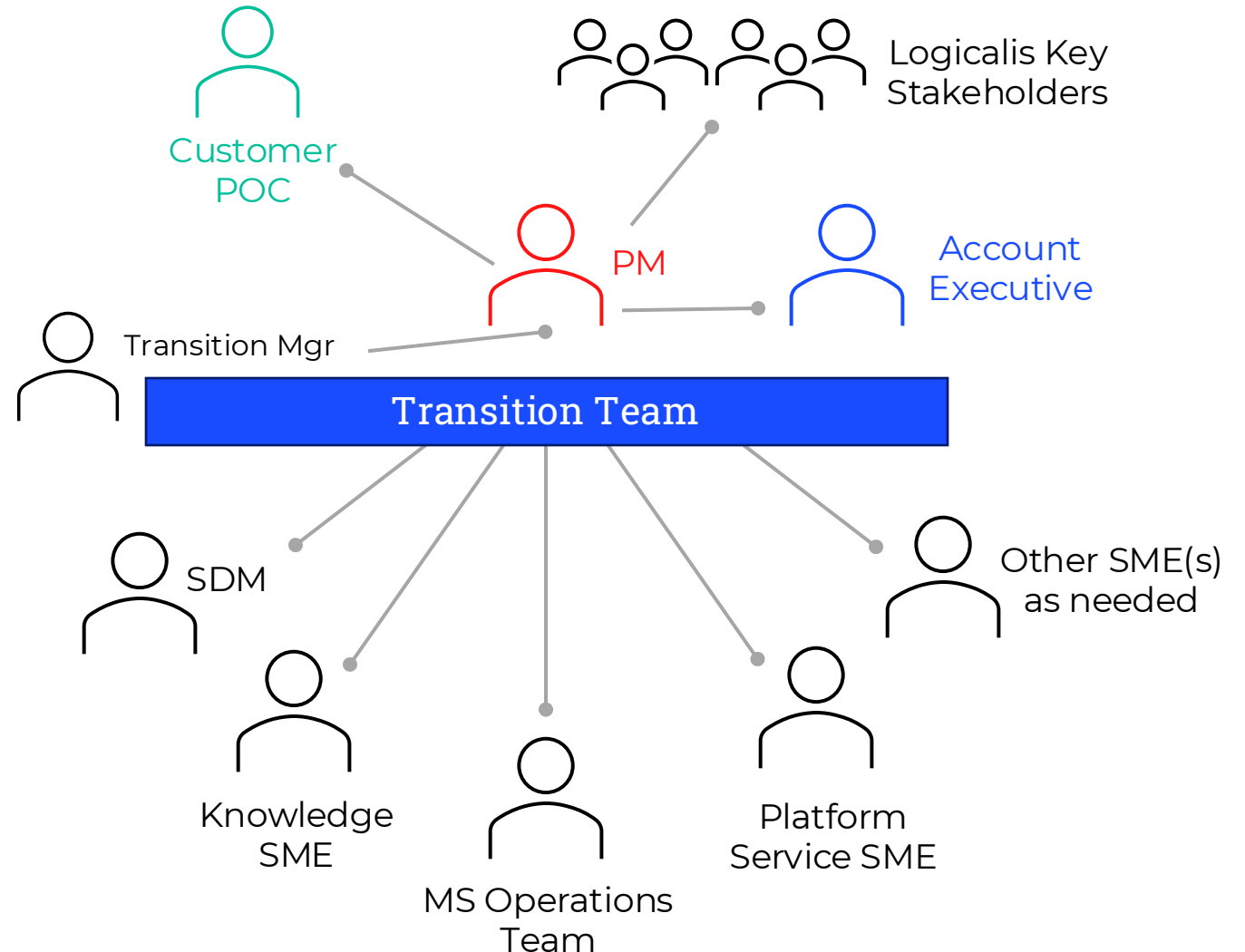
Here are few ways our Customers can facilitate a timely Transition:

- ✓ 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
- ✓ Engagement in status meetings, risk management, and flexing to the needs of the project

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.



Logicalis Approach to Transition – Customer View

Here are the areas of onboarding where you play a role and in ensuring quality and a timely completion of the Transition



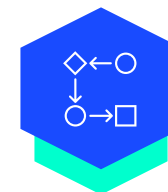
Establish connectivity with your IT environment



Load all of your in-scope supported devices into our tools



Add your customer information to our database



Customer enablement for support, communications, ticketing, and reporting systems



Configure our monitoring device and tools for your environment

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.



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.



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

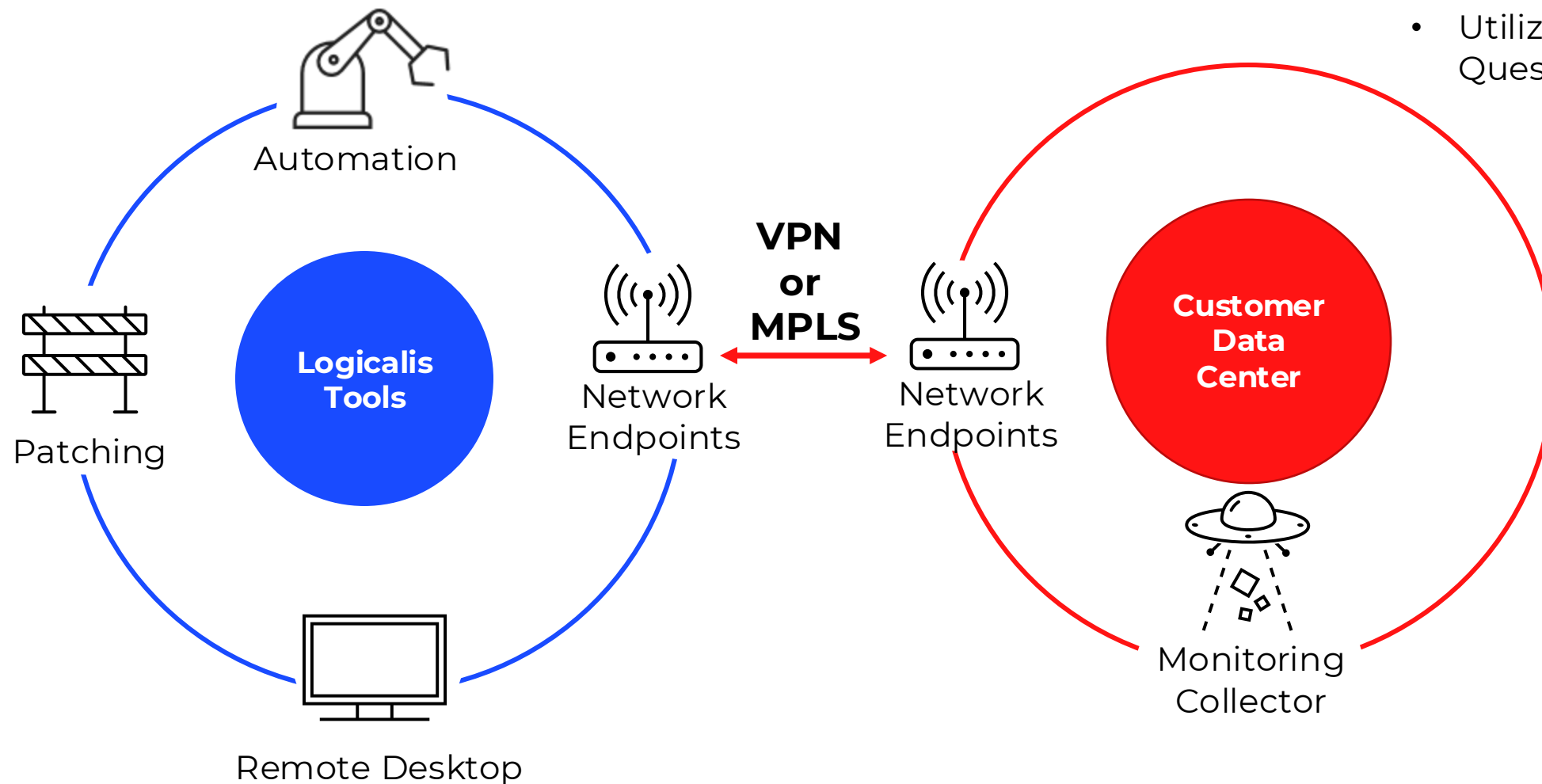


Step 1

Establishing Connectivity (options)

Questions:

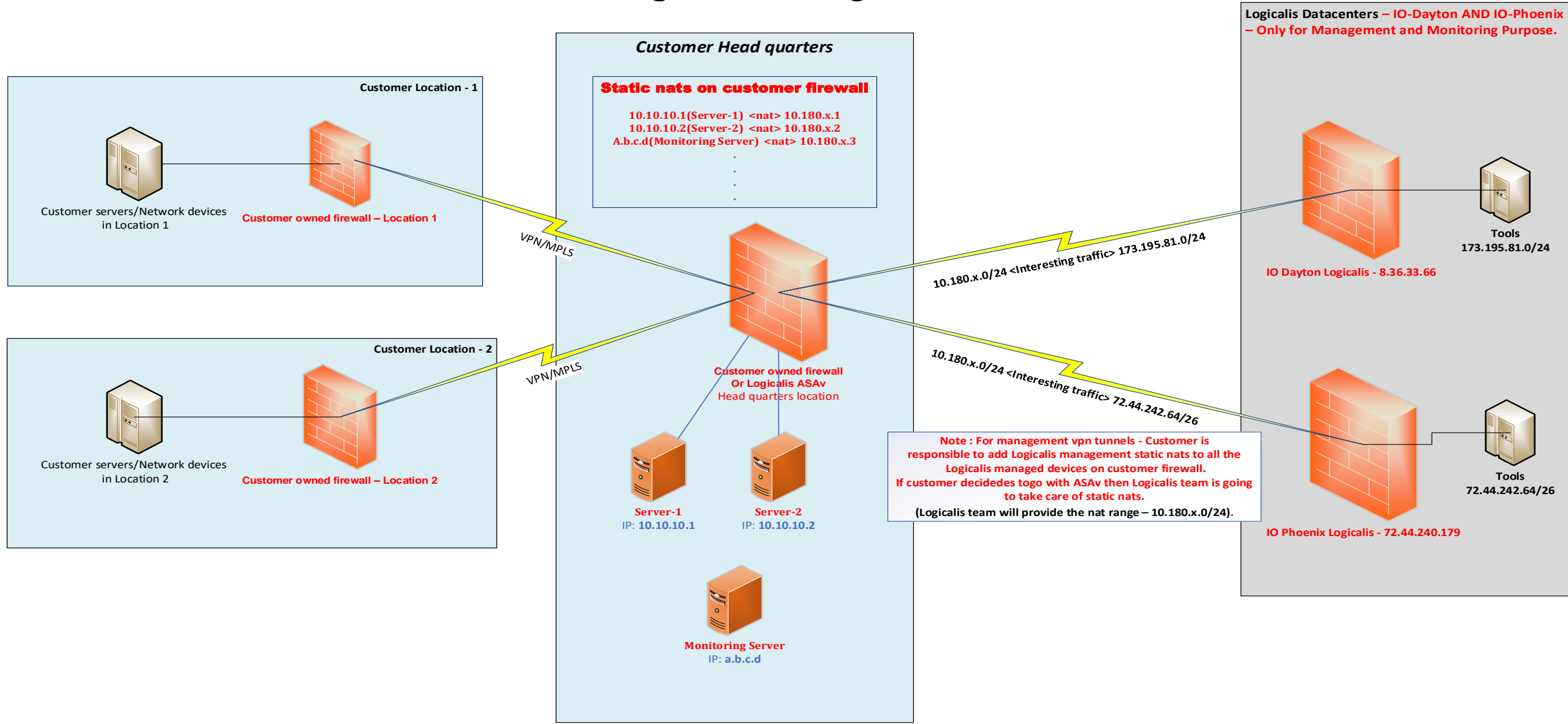
- How will we connect to customer data centers?
- Utilize our connectivity Questionnaire?



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 are required to access supported devices. Generally, Logicalis connect to our customers via VPN tunnel over the internet. It is preferred if a dedicated VM is provided with Cisco ASAv installed.

Requirements

This page must be filled out with the relevant information by both the customer and a Logicalis Network Engineer. **ALL PARTS 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 your Project Manager or Service Delivery contact 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

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		

Customer Requirement - Monitoring Tools Setup and Configuration



Monitoring Collector

- The Windows Collector is a physical or virtual server used by Logicalis for all device monitoring contracts. This document provides details on the collector itself and the standard practices used to deploy the collector.



Connectivity Requirements

- Open appropriate ports to allow connectivity to end devices and for Logicalis access to maintain collector
- Provide VM to host Monitoring Collector in customer's infrastructure with access to both in scope supported devices
- Internet access for Monitoring collector to patch OS & install Monitoring 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



Customer Server Build Requirements

- 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 Monitoring Collector.



Customer Requirement-Unified Communications Tools Setup and Configuration

Prognosis Server – Windows Server

Logicalis uses Prognosis for additional layer of monitoring for Unified Communications devices. Additionally, Prognosis is used for hosting utility tools for management and reporting.

Server Requirements

- CPU=CPU 1 Socket with 8 cores 2.2 GHz
- 8GB RAM, 64GB Disk
- E:\200GB of additional storage
- Windows Server 2019
- Hostname format: **LMS-xxx-PRG01** (xxx = customer 3 character abbreviation)

Jump Server - Windows Server

Logicalis requires a jump server for access to specific devices, device updates, and patching.

Server Requirements

- 2vCPU
- 4GB RAM, 100GB Disk
- Windows Server 2019
- Hostname format: **LMS-xxx-WIN01** (xxx = customer 3 character abbreviation)

Access Requirements

Logicalis requires specific access to successfully manage customer's Unified Communications UC servers 2 login accounts

- Application Administrator
- OS Administration

Credentials & Name of SFTP Server for DRF backups

- Disaster Recovery account for each UC cluster
 - Username:
 - Password:
- SFTP Server
 - Hostname:
 - Username
 - Password:

Spreadsheet of DIDs and other important PSTN numbers – Logicalis will need access to a shared copy (or in the least, a copy of the spreadsheet that we can keep updated locally) if we are responsible for MACDs and DID assignments/cleanup

Step 4

Collect Information on Supported Devices (CMDB)

1	Location Name	Location ID	Address 1	Address 2	City	State	Zip	Country	Local Contact Name	Notes
2										Gray fields are c
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										

Please note: provide information for device/data center locations for Logicalis in the event a field engineer or in other situations require location address. Columns with bold font headers are required information.



Microsoft Excel
Worksheet

Configuration Item Information

- Location address of all devices
- User information for who will need access to the ITSM toolset
- Device information (hostname, IP, location, Primary contacts, etc)

1	First name	Last name	Email Address	Time Zone	Title	Location	VIP	Business Phone	Mobile Phone	Home Phone	ESS-Plus Role
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											

Please note: Use status of tickets, ESS-Plus Role: to determine how ma

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									

Step 5

Logicalis ITSM Tool

Information Loaded in ITSM by the Logicalis Transition Manager – NO CUSTOMER ACTION REQUIRED

- Company Information (Name/Address)
- Users – contacts that will receive incident notifications, provide change approvals, require access to the ITSM Portal, etc.
- CMDB – central repository for device information
- Transition Project – project with required tasks to be completed by Logicalis Managed Services

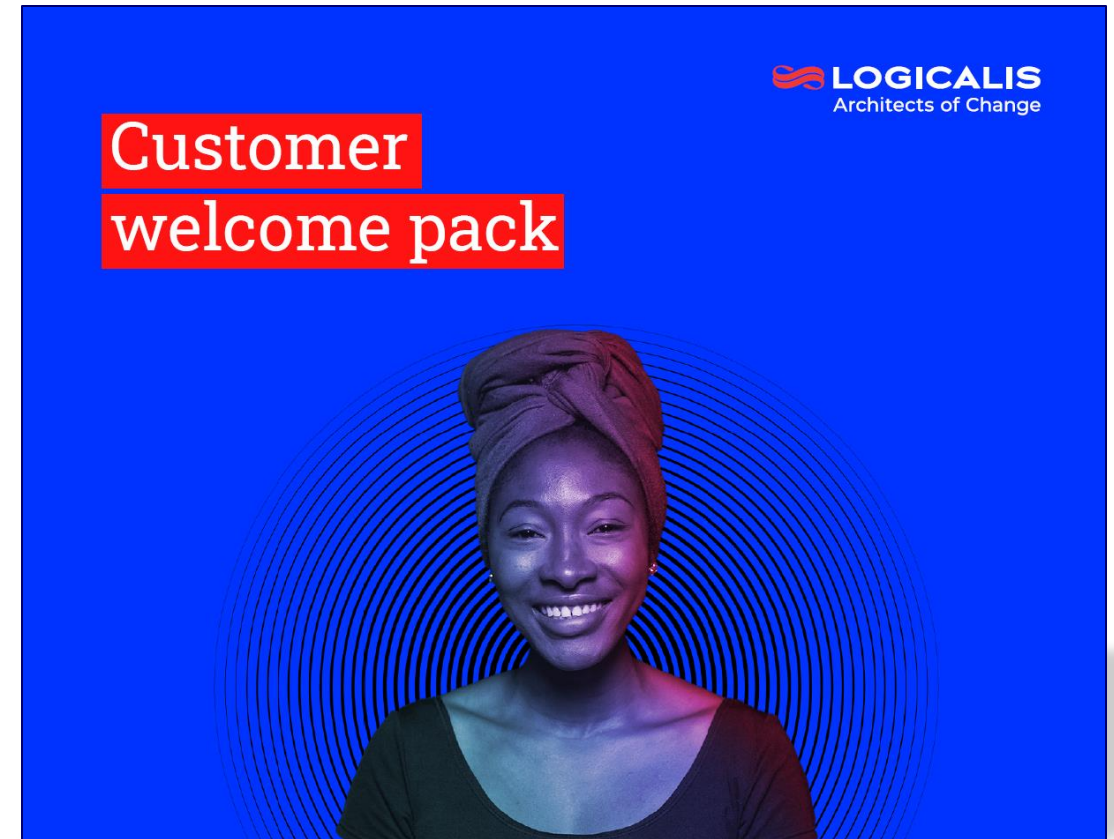
Step 6

Customer Enablement for Tools, Process, Reporting, etc.

Logicalis “Customer Welcome Pack”

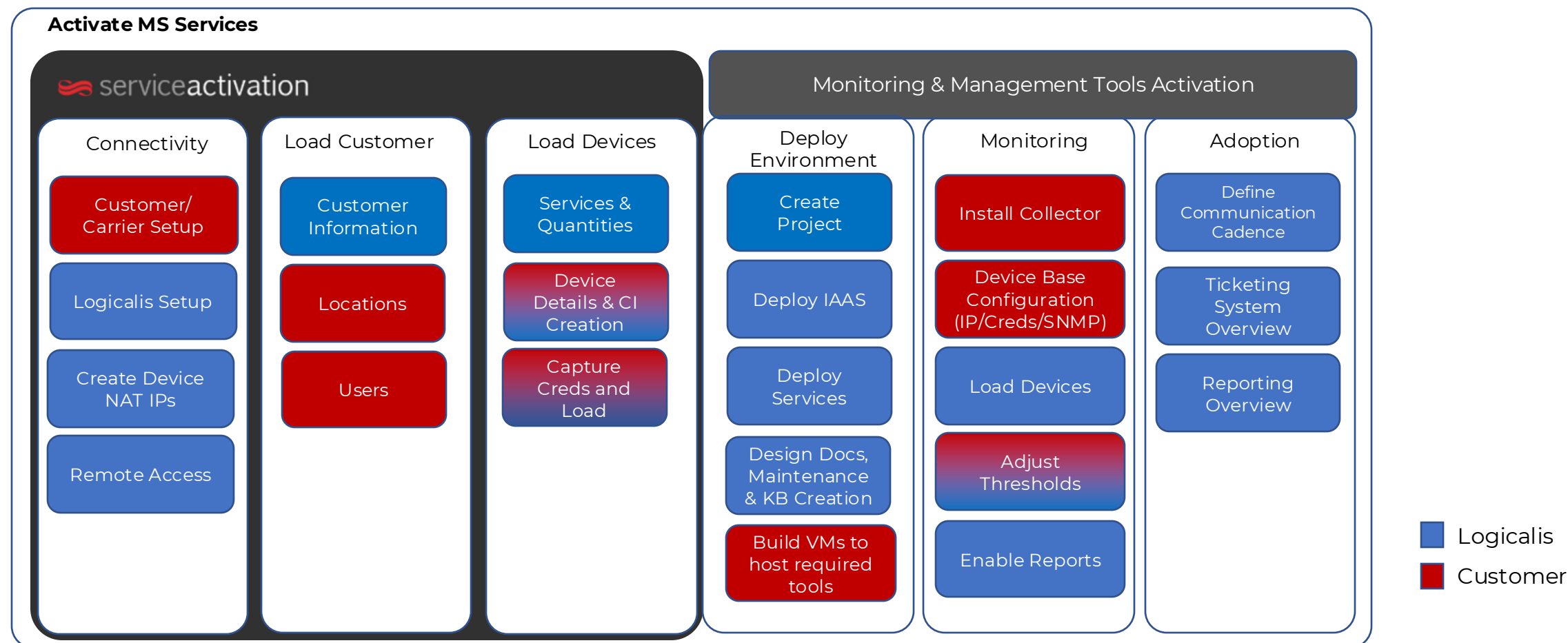
- ✓ Escalation & contact Information
- ✓ Portal Training - How to open incident or request
- ✓ Navigating the ITSM Portal
- ✓ How to view reporting

The Logicalis SDM will schedule time to provide Customer training



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

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

Q&A



Thank you

