



SERVICE DESCRIPTION

**Assure Insight
Services**

Document Control

Purpose of this Document

The following service description provides an overview into the service components and policies associated with our Assure Insight Service.

Document Contributors

Name	Title	Role
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Peter Keeling	Technical Pre-Sales	Contributor
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Gordon Moore	Account Director	Contributor

Document Distribution & Acceptance

Name	Company	Role	Responsibility	Review		
				A	B	C
Hub	Thrive	Storage	Repository			✓
Russell King	- -	Strategy Lead	Creator	✓	✓	✓
Peter Keeling	- -	Pre-Sales	Contributor	✓	✓	✓
Oliver Broad	- -	Pre-Sales	Contributor	✓	✓	✓
Gordon Moore	- -	Sales	Contributor	✓	✓	✓
John Sands	- -	Contracts Manager	Reviewer		✓	✓

Key: A - Build, B - Review, C - Release

Executive Sign-off

Name	Job Title	Date
Trevor Mockett	Customer Services Director	1/4/17

Restrictions on Disclosure

Information contained and built in this service description remains the property of Thrive. unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

Section 1 – Executive Service Summary

Over time network infrastructure can become fragmented and asset data becomes less accurate. The Assure Insight service provides Business Critical information that enables organisations to ensure their infrastructure is supported secure and fit for purpose in the most cost effective manner.

As part of their service portfolio Thrive has the ability to deploy our Assure Insight Collector. This collector will enable Thrive to gather and analyse information about customers’ network connected Cisco equipment.

This service operates using a collector deployed on the customers site to gather information from their network attached devices. This information will be collated by Thrive and delivered back as a concise report designed to provide:

- Installed base and contracts management
- Product lifecycle management
- Vulnerability alert reporting and management
- Business Criticality reporting and recommendations.

Below are the detailed key deliverables for this solution:

Service Element	Service deliverables
<i>Assure Insight Collectors</i>	<ul style="list-style-type: none"> • Installation of Insight collectors within the customer network and assistance in their setup.
<i>Installed base and contract management</i>	<ul style="list-style-type: none"> • Provide reports about the customer’s installed Cisco equipment for inventory management • Equipment contract status including identifying covered and uncovered equipment • Exception reports (for example, unsupported OS versions)
<i>Security Vulnerability Reporting</i>	<ul style="list-style-type: none"> • Preparation and delivery of reports for events, correlated against the customer’s network assets • Security alerts • Remediation report • Remediation plan

<i>Business focussed equipment lifecycle report</i>	<ul style="list-style-type: none"> • Product lifecycle event reports (such as end of sale or service) • Business criticality report ("Double Red")*
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*** Note: An additional on-site meeting is required to complete this element, please see section 2, Product Lifecycle for further details**

Table 1 – Service Deliverables

Section 2 – Assure Insight Service Scope

Introduction

The following section provides a description of the core components of the report, which will be delivered as part of the Assure Insight service, and how they offer value to the customer.

Unsupported Assets

This section provides details of devices which have been identified as not currently having an active Cisco support contract aligned to them. The Insight poller retrieves this information regarding the support status of each device detected directly from the Cisco support database.

Understanding what level of vendor support and its SLA is in place for each device in a network allows the IT team to provide a picture to the business on the impact of a device failure to the user community, be they internal or external users. If the desired support and SLAs are not in place to match the business requirements at any point in the network, identifying them can allow this to be rectified before a business impacting incident occurs.

Unsupported Assets

Especially given the ever-increasing levels of cybercrime being reported, vulnerable devices in your network can leave weaknesses in your security capability which could ultimately impact both the users and the organisation as a whole. The Assure Insight report contains details of all known vulnerabilities along with their severity and potential impact.

In line with making sure vulnerable devices have a Cisco support contract in place to provide software updates free of charge. Thrive will highlight the critical areas and provide a scope document that details a recommended plan of action and the associated professional services charges to remediate these vulnerabilities.



Product Lifecycle

The Assure poller returns Cisco provided product lifecycle information on the devices located in the customer network. The lifecycle statistics help to provide a road mapped plan of where devices are in regards to their product lifecycle, from being a current product right through to something that has exceeded the manufacturer support cover period. End of support devices leave the network exposed, as they no longer have any software updates including security patching or the ability for vendor backed replacements on failure.

However, a product roadmap in isolation is of limited use. Thrive enhances this by delivering a “Double Red” report. By taking the information from the Assure Insight poller product lifecycle RAG (Red, Amber, Green) report of assets that need urgent attention. Thrive derives another RAG report in conjunction with the customer defining the business impact of each device. A network asset that is shown as red in the Assure Insight report is also identified in the business to understand the impact of a failure on the business processes and outcomes. A Double Red would be a critical network asset that would cause significant impact to the business if it failed.

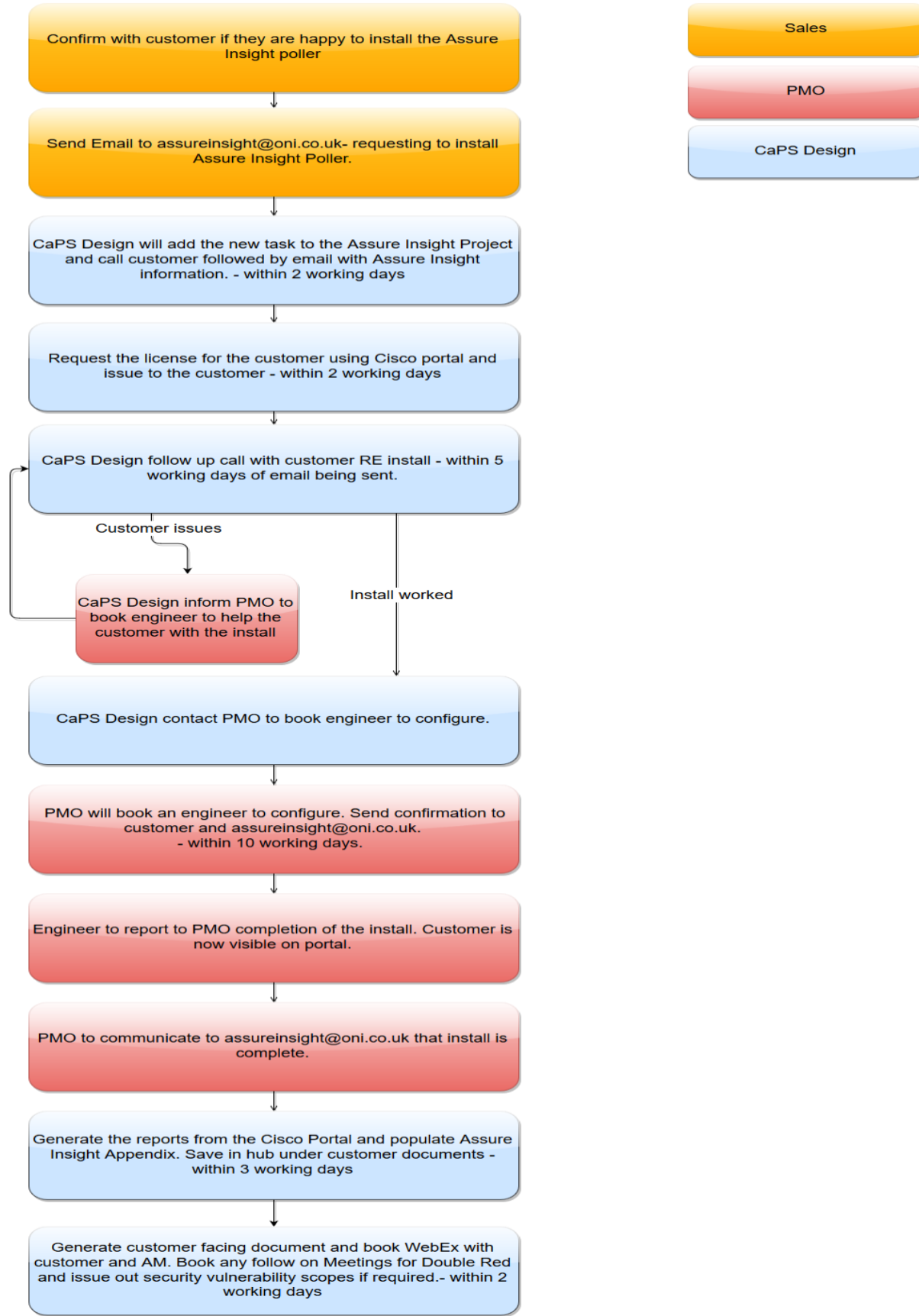
The benefit of using a “Double Red” overlay is to identify when a business really needs to spend money on refreshing devices. For example; a business may decide to sweat the asset of a current year’s budget. The Double Red report also identifies assets that are not normally seen as significant but could have a major business impact. For example; a small access layer switch that has reached end of support would show as a red device in the Assure Insight RAG report. However, the business use of this switch is to provide data connectivity to goods in/out systems. The failure of this would stop all deliveries and shipments and hugely impact the business and customers. Therefore the Double Red report will identify this as a significant impact.

In order to deliver the Double Red report Thrive will work with the customer’s key stakeholders to identify and assess business risk/impact after the initial Assure Insight report is issued.



Section 3– Service Process and Outputs

Assure Insight Poller - ONI Internal Process 2017



Section 4– Customer Responsibilities

The customer agrees to the following in advance of service go-live:

- Installation of the Insight collector on site (Thrive remote support provided)
- At least one valid Cisco support contract must be in place with Thrive
- Configuration of SNMP community strings
- Provide remote access for remote polling engines
- Consent to the service

Section 5– Thrive Responsibilities

Thrive responsibilities are as follows:

- Remote support of Insight collector installation
- Ownership of all elements of the Assure Insight collection service including all report reviews
- Act as single point of contact for all Assure Insight related queries

Section 6– Excluded Items

The following section details exclusions directly from this service:

- Installation of the Assure Insight software
- Installation of any updates as highlighted in the Assure Insight report.
- Customer access to the Assure Insight Portal

Section 7– Supported Devices

Below is a link which details all of the Cisco devices which Thrive supports as part of this service:

http://www.cisco.com/c/dam/en/us/td/docs/net_mgmt/smart_portal/Smart_Collector_CSPC_Supported_Devices.pdf

Section 8– Service Sign-Off Overview

Within this section the Service Description is Signed-off by the executive sponsor as fit for Purpose and added to the Thrive live Service Catalogue

Service Sign-Off

Services Sign-Off Signature	
Name & Title	Trevor Mockett – Customer Services Director
Date	1/4/17

Appendix 1 – Assure Insight Report Example

Alongside this service description are the following documents that constitute an example document pack for this service:

- Assure Insight Exec Summary Thrive Example.pdf*
- Assure Insight Poller Details Thrive Example.xlsx
- Assure Insight Product Security Alerts Thrive Example.xls

*Note this does not include the “Double Red” overlay which occurs after a separate on-site engagement