

Managed Cisco UC Management

Minimum Requirements

- All servers and/or products must be under a current Cisco Support Contract
- Server architecture must conform to approved Cisco design requirements

Scope

- *Cisco Unified Communication Manager (CallManager)*
- *Cisco Unity Connection*
- *Cisco Unified Presence*
- *Cisco Unified Contact Center Express*
- *Cisco Expressway*
- *Endpoint Management (Phones, Video Conference Units, Scalars, Routers)*

Onboarding

- Initial Assessment – Overview of the system and existing setup to include gateway deployment methodology, location listing, CODECs used, network diagram, voicemail Integration (i.e. Unified Messaging), design concerns, phone deployment method, license usage evaluation, QoS configuration, and validation of all minimum requirements
- Documentation – Synoptek will document the discovered design based on initial assessment.
- Setup monitoring of all UC application servers per ITaaS Server standards plus component service monitors and gateway monitors
- Setup UC configuration backup alerting
- Where supported, setup IP-SLA between locations to monitor call path voice quality parameters.
- Facilitate Vendor Letter of Agency (LoA) to allow Synoptek to provide support on customer's behalf (includes hardware and application vendors)

What's NOT Included

- Upgrades to OS or UC Applications to meet minimum requirements
- Remediating pre-existing issues or missing minimum requirements (i.e. QoS configuration issues, UC Application Health errors, non-functioning subscriber servers, non-functioning voice circuits, etc...) must be remediated prior to full SLA support under a Professional Services T&M engagement
- Setup or Support of Remote CDR Database, and CDR Database Backup are out of scope

Monthly Service

- *Managed Application - Cisco Unified Communication Manager*
 - Must be covered under **ITaaS - Server - Standard**. The following entitlements under ITaaS - Server - Standard have modifications under this service:
 - Patching is handled per the below schedule rather than monthly.
 - Anti-virus and anti-evasion are handled via hardened Cisco Operating System rather than separate agent.
 - All networking components between Cisco UC Servers and within the call control or voice path between UC Servers, Gateways, and End Points must be covered under **ITaaS - Site** Service offering
 - Application Monitoring
 - *Node Service up/down*
 - *Application Uptime*
 - *Component Service failure*
 - Application Troubleshooting and remediation
 - Configuration Backup Management – Automatic alerting and resolution of backup failures

- Annual OS and Application Patches – Applying minor patches and security updates during planned outage windows
- Emergency OS and Application Patches – Applying emergency patches outside the normal cycle when deemed necessary for security purposes or business continuity
- Scheduled Server Restarts as needed

- *Managed Application - Cisco Unity Connection*
 - Must be covered under **ITaaS - Server**. The following entitlements under ITaaS - Server have modifications under this service:
 - Patching is handled per the below schedule rather than monthly.
 - Anti-virus and anti-evasion are handled via hardened Cisco Operating System rather than separate agent.
 - Monitoring
 - *Node Service up/down*
 - *Application Uptime*
 - *Component Service failure*
 - Minor Call Handler Tuning – Includes making changes to existing Call Handlers only
 - Application Troubleshooting and remediation
 - Configuration Backup Management – Automatic alerting and resolution of backup failures
 - Annual OS and Application Patches – Applying minor patches and security updates during planned outage windows
 - Emergency OS and Application Patches – Applying emergency patches outside the normal cycle when deemed necessary for security purposes or business continuity
 - Scheduled Server Restarts as needed

- *Managed Application - Cisco Unified Presence*
 - Must be covered under **ITaaS - Server**. The following entitlements under ITaaS - Server - Standard have modifications under this service:
 - Patching is handled per the below schedule rather than monthly.
 - Anti-virus and anti-evasion is handled via hardened Cisco Operating System rather than separate agent.
 - Monitoring
 - *Node Service up/down*
 - *Application Uptime*
 - *Component Service failure*
 - Application Troubleshooting and remediation
 - Configuration Backup Management – Automatic alerting and resolution of backup failures
 - Annual OS and Application Patches – Applying minor patches and security updates during planned outage windows
 - Emergency OS and Application Patches – Applying emergency patches outside the normal cycle when deemed necessary for security purposes or business continuity
 - Scheduled Server Restarts as needed

- *Managed Application - Cisco Unified Contact Center Express*
 - Must be covered under **ITaaS - Server**. The following entitlements under ITaaS - Server have modifications under this service:
 - Patching is handled per the below schedule rather than monthly.
 - Anti-virus and anti-evasion is handled via hardened Cisco Operating System rather than separate agent.
 - Monitoring
 - *Node Service up/down*
 - *Application Uptime*
 - *Component Service failure*
 - Application Troubleshooting and remediation

- Configuration Backup Management – Automatic alerting and resolution of backup failures
- Annual OS and Application Patches – Applying minor patches and security updates during planned outage windows
- Emergency OS and Application Patches – Applying emergency patches outside the normal cycle when deemed necessary for security purposes or business continuity
- Scheduled Server Restarts as needed

- *Managed Application - Cisco Expressway*
 - Must be covered under **ITaaS - Server** . The following entitlements under ITaaS Server have modifications under this service:
 - Patching is handled per the below schedule rather than monthly.
 - Anti-virus and anti-evasion is handled via hardened Cisco Operating System rather than separate agent.
 - Monitoring
 - *Node Service up/down*
 - *Application Uptime*
 - *Component Service failure*
 - Application Troubleshooting and remediation
 - Configuration Backup Management – Automatic alerting and resolution of backup failures
 - Annual OS and Application Patches – Applying minor patches and security updates during planned outage windows
 - Emergency OS and Application Patches – Applying emergency patches outside the normal cycle when deemed necessary for security purposes or business continuity
 - Scheduled Server Restarts as needed

- *Managed VoIP - User/Endpoint*
 - *Endpoint Management – Phones*
 - User/Device Moves, Adds, and Changes, plus simple user administration – including password resets and How-To's

 - *Endpoint Management - Video Conference Units*
 - Device Moves and Changes
 - Adds must be coordinated as a separate project
 - Scheduled Restarts as needed
 - Best effort troubleshooting. Advanced troubleshooting support under a Professional Services T&M engagement

 - *Endpoint Management – Scalars*
 - Device Moves
 - Changes and Adds must be coordinated as a separate project
 - Best effort troubleshooting. Advanced troubleshooting support under a Professional Services T&M engagement

 - *Endpoint Management – Analog Gateways*
 - *Device Moves, Adds, and Changes*

 - *Endpoint Management – Routers*
 - Must be covered under ITaaS Site
 - If Cisco Unified Border Element (CUBE) licenses are used, customer must be able to show proof of licensing
 - All VoIP circuits connected to routers must be covered under ITaaS - Site

What's NOT Included

- Any additional licenses required to add users/features

- Moves, Adds, or Changes to server-related configurations (i.e. Call Handlers, Device Pools, Regions, Route Patterns, etc...) exceeding a reasonable effort will be handled as a billable project
- Major application upgrades (i.e. 11.x to 12.x) require Professional Services consultation and execution under T&M Statement of Work
- Service incidents caused by third party application integrations (i.e. ViewMail, Exchange, Active Directory, CRM, custom applications, etc.) are out of scope and may incur additional costs
- Network Quality of Service (QoS) is required on the network, and any requirements to remediate improper QoS requires a Professional Services consultation and execution under T&M Statement of Work

Customer Responsibilities

- Customer must provide an appropriate server target for SFTP configuration backups accessible to the managed Cisco servers
- Customer is responsible for all licenses for the UC environment
- Customer must provide valid Support Agreement with vendors for all UC Application servers and hardware in scope
- Customer is responsible for all Voice Circuit costs (including but not limited to PRIs, Analog lines, and SIP Connections and trunks)
Customer will provide Letter of Agency (LoA) to call circuit providers on the Customer's behalf
- Customer will provide remote access capabilities for the Customer's network
Customer will carry an appropriate inventory of common inventory (i.e. phones) at each location so replacements can be easily provisioned

Designated Consulting Engineer (DCE) – IT Expert Services

Synoptek's IT Expert Services provide labor to help meet a customer's custom IT Service needs. IT Expert Service is a recurring service. Resources are scheduled in advance and are designated to a customer for a specific number of hours per month. On-demand resources and/or one-time project work resources are also available, but those are scheduled and resourced through Synoptek's professional services. This service is not a replacement for an existing Synoptek service, but rather is designed to augment a service or provide additional capabilities to satisfy a customer's requirements. Specific requirements that need to be accomplished by Synoptek's IT Expert Services are referenced below.

16 hours/month

- Review of reports for:
 - Telephony platform utilization
 - Ticket trending and process improvement identification
- Monthly/Quarterly (based on need)
 - Generate and review performance and health reports for monitored devices
 - Licensing projections
 - Certificate Renewals
 - Audit for inconsistent configurations on voice gateways
 - Influence current change management and standards based on findings and industry best practices
 - Capacity planning based on organic or artificial growth
- Annual diagram updates
- Annual cluster failover testing
- Attend weekly review meeting with Client Advisor

