

Service Level Definition

Managed Firewall Services

Rev 2 – June 2016



About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.

Service Level Definition

Scope

Service Outline

This Service Level Definition identifies and describes the various Service Levels applicable to Managed Firewall Services provided by Net Support UK Ltd.

Customers should consult their Purchase Order and the associated Service Description to identify which Service Level is applicable to their particular Service.

This document should also be read in conjunction with the current Managed Firewall Services - Service Level Agreement.

Available Service Levels

Net Supports Managed Firewall Services are available in three Service Levels:

L1: Basic – This is the default Service Level for all Managed Firewalls

L2: Enhanced – Includes a fixed Change Budget, monthly reporting and proactive firmware management.

L3: Premium – includes an enhanced Change Budget, additional reporting detail, quarterly firmware reviews and a comprehensive annual firewall audit.

Service Level Details

Configuration Management

Initial Configuration and Baseline

Net Support UK Ltd will carry out initial configuration of the firewall following best-practice and customer initial requirements. As-Deployed configuration will be documented.

Active Configuration Backup

After initial configuration and following all subsequent changes carried out under formal Change Control, Net Support UK Ltd will create a backup of the active configuration and store off-site. Net Support UK Ltd will retain the active configuration and the last 2 previous configurations.

Advance Swap-out

Next Business Day Advance Swap-out

Note: Advanced Swap-out is not available for Managed Firewall Service only customers who own their own equipment.

As required, Net Support UK Ltd will provide a next business day advanced swap-out. The replacement device will be preconfigured with the last known good Active Configuration backup. The following conditions apply to Advance Swap-Out:

- The customer has complied with all reasonable requests as part of Net Support UK driven fault diagnostics (e.g. hard power-cycle, isolation of unit from customer network)
- Net Support UK fault diagnostics indicate a service impacting hardware fault or
- Net Support UK fault diagnostics indicate the device has become unresponsive due to configuration or firmware corruption or faults

In order for Net Support UK Ltd to configure replacement devices and arrange carriage, next business day shipping will only apply where the decision to invoke Advanced Swap-out has been made by 14:00. Failing this the device will be shipped the following business day.

The Customer must make the faulty device available for Net Support UK courier pick-up within 7 days of receiving the replacement unit. Failure to do so may result in additional charges.

- **Basic \ Enhanced:** Next business day by default. Pre-12:00 shipping is available on request for an additional charge.
- **Premium:** Next Business day by default. Pre-12:00 shipping is available at no charge on request. Same-day and weekend delivery may be available subject to additional charges.

Firmware Management

Reactive Firmware Updates

Net Support UK Ltd have an ongoing process of firmware review and thoroughly test each new firmware release to ensure stability. Once tested, the firmware becomes the Net Support UK Baseline Firmware.

All new devices are deployed using the Net Support UK Baseline Firmware.

Net Support UK Ltd will apply critical firmware updates to the device when advised by the manufacturer in response to specific serious security threats or as part of bug-fix \ diagnostics. Where possible the current Baseline Firmware will be used unless this firmware is subject to the relevant issue, in which case we will follow manufacturers recommendations.

All firmware updates take place during our standard business hours. Out-of-hours updates can be arranged but may incur additional charges.

Following all firmware updates a new Active Configuration Backup is taken even if no actual configuration changes are made.

Proactive Firmware Updates

- **Basic:** Firmware will be reviewed annually and, if more than one year out of date, it will be updated to the current baseline version.
- **Enhanced:** Net Support UK Ltd will review the firmware once every 6 months following deployment and if appropriate update the device to the current Baseline Firmware.
- **Premium:** Net Support UK Ltd will review the firmware once every 3 months following deployment and if appropriate update the device to the current Baseline Firmware.

Support

Support Services

Customers have access to Net Support UK Ltd's experienced Support Services Helpdesk. Support is offered only for faults \ unexpected behaviour. The Support element of the service is not intended for Change Management.

Support Services are provided under the Net Support UK Support Services SLA.

Change Management

Change Management / Change Control

Following initial configuration and deployment all subsequent changes are subject to charge. This can either be via ad-hoc charges agreed in advance or through a separate Net Support UK Ltd Advantage Support Contract.

All changes will be subject to Net Support UK Ltd's standard Change Control procedure.

- **Basic:** All change requests are subject to charge
- **Enhanced:** A 'Change Budget' of 1hr/quarter is included. This will typically allow up to two adds/moves/changes against configured policies. The customer will be advised for each Change Request whether it can be completed within the Change Budget. For

Customers who have opted for a High Availability (HA) Firewall service the change budget is doubled.

- **Premium:** A 'Change Budget' of 1hr/month is included. This will typically allow up to two adds/moves/changes against configured policies. The customer will be advised for each Change Request whether it can be completed within the Change Budget. For Customers who have opted for a High Availability (HA) Firewall service the change budget is doubled.

Monitoring and Reporting

24 x 7 Uptime Monitoring

Net Support UK Ltd will provide 24x7 uptime monitoring and logging. Service availability is monitored via ICMP from our Network Operations Centre (NOC).

During business hours Net Support UK will respond proactively to any availability alerts.

Customers with optional 24x7 support may reactively raise issues with Out-of-Hours Support.

- **Basic:** ICMP monitoring at 1 minute intervals
- **Enhanced:** ICMP monitoring at 10 second intervals
- **Premium:** ICMP monitoring at 1 second intervals

Performance Monitoring and Reporting

**Only available for Enhanced and Premium Service Levels*

Net Support UK will provide logging of key firewall performance measures.

During business hours Net Support UK Ltd will respond proactively to any availability alerts or CPU \ Memory threshold alerts.

Customers will receive a monthly report on these performance measures which will allow them to review firewall performance. The reports are distributed via email in PDF format.

- **Enhanced:** Net Support UK Ltd will provide logging of 6 key performance measures:
 - System Uptime \ Availability
 - Overall Throughput (Upload \ Download)
 - System CPU Usage
 - System Memory Usage
 - Average Concurrent Sessions
 - Current Firmware Version
- **Premium:** In addition to the performance measures listed above the following additional performance measures will be monitored and logged:
 - Per-physical interface bandwidth reporting
 - IPSec VPN Tunnel Uptime Count
 - SSL Security Health Monitoring
 - Average New Sessions \ Minute
 - System Latency (Ping Response time from Net Support UK NOC)

The following additional performance measures will be tracked where the appropriate features are available:

- Web Filtering Blocked Sessions
- Web Filtering Allowed Sessions
- Intrusion Prevention System Blocked Sessions
- High Availability Status

Annual Service Review

Annual Firewall Review \ Audit

**Only available at Premium Service Level*

Net Support UK Ltd will perform a comprehensive Annual Service Review and Audit. This will result in a report to the customer and includes:

- Review and confirmation of all firewall policies
- General configuration review and evaluation against current best-practices
- Review of IPSec VPN configurations including encryption levels
- Review of firewall access control measures
- Review and reconciliation of all documented Change Requests and creation of a new Baseline Configuration Document
- Review of key performance measures as captured by monthly reports to identify issues and trends and to aid in capacity management

Net Support UK Ltd will liaise with the customer to address all issues raised. All issues relating to changes in best-practice recommendations will come under Support. Other recommendations will come under Change Management.

Document History

Version	Date	Author	Summary
1.0	23/09/2015	KH	Initial Draft
1.1	23/10/2015	KH	Note on config retention added.
2.0	06/06/2016	KH	Rebranded and minor corrections.



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