

Aruba ClearPass Optimization Service

Advisory and Professional Services from HPE Pointnext

Service overview

The Aruba ClearPass Optimization Service for wired and wireless LANs provides customer with access to Aruba **Mobile First** technology expertise to help optimize pervasive wireless infrastructure with security features that can support communication in a wide range of locations and deliver business apps wherever people work.

This service focuses on optimizing Aruba ClearPass network access security features for indoor, outdoor, public, and private enterprise networks.

Recurring four times over a 12-month period, the Aruba ClearPass Optimization Service is available with 1-, 3-, or 5-year subscription term options. In the delivery of this service, an HPE network technology consultant is assigned to a customer on-site for five consecutive HPE standard business days for each Aruba ClearPass Optimization Service event. HPE will work closely with customers to help them assess ClearPass optimization opportunities and assist them with mutually agreed-upon Aruba ClearPass related optimization and remediation activities that are managed and directed by customer.

The "Service features" table provides information on the features available under the Advisory and Professional Services from **HPE Pointnext**.

Service benefits

Expert assistance designed to help customers take full advantage of Aruba ClearPass features, which can help provide network access with optimized security features based upon their needs with respect to their mobile environment such as:

- Aruba ClearPass Onboard to enable and/or improve BYOD solutions
- Aruba ClearPass OnGuard client posture checking that can help avoid certain vulnerabilities
- Aruba ClearPass integration with other external identity systems such as:
 - Microsoft® Active Directory (AD)
 - Lightweight Directory Access Protocol (LDAP)
 - Structured Query Language (SQL)
 - Mobile Device Management (MDM)
- Access to Aruba Mobile First technology expertise to help expedite wired and wireless LAN security assessment, optimization, and remediation
- Comprehensive profile and policy optimization assistance

Service feature highlights

- Service planning
- Aruba ClearPass network access review
- Aruba ClearPass optimization and remediation assistance
- Knowledge transfer
- Digital Learner Starter Pack



Table 1. Service features

Feature	Delivery specifications
Service planning	<p>This service is designed to provide customer with a detailed plan and schedule for the delivery of the Aruba ClearPass Optimization Service.</p> <p>Customer must meet certain annual scheduling and associated delivery requirements as more fully detailed in this data sheet.</p> <p>An HPE network technology consultant will conduct service planning meetings remotely with customer and customer stakeholders up to four times annually during the term of the service to verify subscription requirements, collect information, review prerequisites, review annual minimum scheduling and associated delivery requirements, document the initial consensus, and present the service plans and delivery schedule.</p> <p>During these meetings, HPE will:</p> <ul style="list-style-type: none"> • Review the existing customer policy and business operation documentation including, but not limited to, current network architecture, principles, security policies, and business objectives • Document customer-identified points of contact for enabling service delivery at customer location • Identify any additional information required to allow HPE to deploy resources and begin service delivery • Document a service plan and schedule that includes Aruba ClearPass network access review and dates for optimization and remediation assistance where required • Document Aruba ClearPass Optimization Service plan and schedule
Aruba ClearPass network access review	<p>Using customer-provided Aruba ClearPass network access performance data, this service is intended to collect information from customer on how their existing network access solution is performing, identify any deficiencies, and proposed optimization and remediation opportunities.</p> <p>Where appropriate, HPE will provide recommendations that are intended to lead to an enhanced network access security solution, improved quality of experience for employees, and efficiencies for IT staff.</p> <p>Under this service feature, HPE provides the following:</p> <ul style="list-style-type: none"> • Review of current mechanisms used to control access to the network • Review of current or planned security policies that may dictate how network access is controlled • Review and compare the current and end-state network to determine what network infrastructure (if any) may be required to help achieve the desired end state • Document HPE's analysis and recommendations for HPE best practice security design and deployment of Aruba ClearPass • Document time and effort estimation on optimization and remediation activities, if applicable
Aruba ClearPass optimization and remediation assistance	<p>This service is intended to help optimize Aruba ClearPass network access security features. An HPE network technology consultant will be assigned to customer site for five consecutive HPE standard business days (40 hours maximum inclusive of travel time to and from customer site) at one customer location to assist with mutually agreed-upon Aruba ClearPass-related optimization and remediation activities that are managed and directed by customer.</p>
Knowledge transfer	<p>During each Aruba ClearPass Optimization Service event, HPE will work closely with customer's designated network operator and continually provide knowledge transfer and advice to help them take ownership of the Aruba ClearPass deployment and optimization best practices.</p> <p>To close out each Aruba ClearPass Optimization Service event, the HPE technology consultant will also provide an Aruba ClearPass Optimization report summarizing the service activities, findings, and results.</p> <p>Under this service feature, HPE will provide:</p> <ul style="list-style-type: none"> • A summary of service activities, findings, and results • Schedule and execute a final knowledge transfer session to facilitate transfer of network operational control to customer or the network operator
Digital Learner Starter Pack	<p>With Aruba ClearPass Optimization Service, HPE provides customers access to an HPE platform for digital learning, with:</p> <ul style="list-style-type: none"> • 20 seats for their teams • 1 content pack of digital material • Coverage and access aligned to the selected subscription term <p>Customers can select among HPE core digital learning content, including hybrid cloud and cloud, HPE storage, servers, networks, and security topics. Their team has continuous access to this digital training throughout the life of the license, including updates in content. On-demand content access is considered a less-disruptive learning modality for our customers and can be searched, bookmarked, and replayed to help reinforce new skills and knowledge.</p> <p>To gain access to digital learning content, visit hpe.com/ww/learningportal or contact HPE Education Services from HPE Pointnext at h10076.www1.hpe.com/ww/en/training/contactus.html.</p>



Coverage

- Services will be provided during local HPE standard business days and standard business hours, excluding HPE holidays.

Customer responsibilities

Customer will:

- Ensure that all service prerequisites identified during the service planning activity are met
- Be responsible for all current-state and future-state network architecture, designs, and integration projects within the network environment
- Assign stakeholders to participate in planning, review, and report meetings
- Assign stakeholders to participate alongside HPE in performing network optimization or remediation tasks
- Provide HPE with the current network architecture, standards, and detailed network access design and performance documentation that may include, but is not limited to the following:
 - Project plans and schedules
 - Network topology diagrams
 - Network design documentation
 - Network administrative and management parameters
 - Integration specifications and documentation
 - Network access security and performance documentation
 - Rack placement diagrams
 - Cable maps (device and end-station cable numbers, patch panel designation and port numbers, device port numbers, and VLAN information)
 - IP address maps
 - Network environment administrative and management parameters and variables (hostname, administration, users, authorization, administrative IP address, management passwords, SNMP, NTP, DNS server addresses, DHCP, and logging)
 - Current-state information for Spanning Tree, Layer 2 protection mechanism, link aggregation, and advanced VLAN configuration
 - Migration documentation from customer's existing network infrastructure equipment
 - Integration specifications and documentation for any third-party equipment
 - SSID-to-VLAN mapping
 - Security for each SSID
 - LDAP or RADIUS server to facilitate wired and wireless LAN security where required
- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE delivering remotely or arriving on-site to perform Aruba ClearPass Optimization tasks
- Be responsible for developing (with HPE assistance) and applying any configurations to network equipment
- Be accountable for all existing and new cabling required
- Be responsible for any notifications to network operations and any change control documentation that must be completed
- Be accountable for providing a final sign-off and acceptance from a designated authority in writing within three business days after the submission of final reports
- Install customer-installable firmware updates and patches
- Be responsible for all data backup and restore operations
- Designate a person from customer's staff who will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need to deliver this service are available and that software products are properly licensed; and be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE



Data sheet

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HPE all necessary access to all locations where the service is to be performed

Service limitations

Hewlett Packard Enterprise will not modify any configurations of any equipment that is not included in the Aruba ClearPass Optimization Service. Should testing failures occur and HPE deems that the reason or reasons for the failures are outside the control of HPE including, but not limited to, failures due to faulty solution and/or existing design, additional charges may be incurred.

General provisions/other exclusions

To the extent HPE processes personal data on the customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at hpe.com/info/customer-privacy.html shall apply.

Our ability to deliver this service is dependent upon customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data customer provides to HPE.

Upon receipt and acceptance of customer's order, HPE will contact customer within seven business days to organize service delivery. HPE may require up to 15 business days to organize resources and begin work.

In addition to the annual minimum delivery requirements set forth previously and any forfeiture of services that do not meet them, any service features not used within the subscription term are forfeited. Customer will not be entitled to a credit or refund for any unused services.

Services are either performed remotely or at customer site, depending on the specific service purchased as identified in the "Service features" table.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.

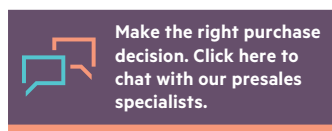
Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Aruba Network Optimization Service, contact a local HPE sales representative and reference the following product numbers:

- H9SV3A1 for Aruba ClearPass Optimization Service—1 year
- H9SV4A3 for Aruba ClearPass Optimization Service—3 years
- H9SV5A5 for Aruba ClearPass Optimization Service—5 years

This service may be purchased via redemption of service credits. The term of the service ordered via credits will be for a 1-year term. Refer to the Support Credits Menu for the 1-year term deliverables.

Learn more at
hpe.com/pointnext



 **Share now**

 **Get updates**



© Copyright 2017–2019 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms or, if applicable, the customer's purchase agreement with Hewlett Packard Enterprise.

Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. All other third-party marks are property of their respective owners.

a00029573ENW, January 2019, Rev. 4