



**RISC Networks**<sup>TM</sup>

## **CloudScape Accelerator Service**

*Data Sheet*

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## Overview

The RISC Networks CloudScape Accelerator Service provides customers with the information that is critical to mitigate risk, execute quality planning, and effect knowledgeable decision making for Cloud and Data Center Migration initiatives.

RISC Network's experienced engineers will follow a well-established process and methodology, leveraging our award winning CloudScape platform, to perform a comprehensive, data focused, discovery and analysis of the targeted compute environment.

The result is a fully populated CloudScape platform, with application stacks that have been defined and validated. This provides an application centric view of the environment that can be leveraged to make data driven decisions for Cloud and Data Center Migration projects, Security Reviews and many other use cases.

## Description of Services

### Project Initiation

RISC Networks will conduct an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products
- Confirm prerequisites have been met prior to engagement start

### Deploy Virtual Appliance

- Conduct joint WebEx session with the Customer to deploy the Virtual Appliance and begin the discovery:
  - Deploy Virtual Appliance(s) into Customer's VMware environment
  - Power on Virtual Appliance and perform initial bootstrapping procedures
    - Input IP address information
    - Input assessment activation code
    - Input subnets to scan or import from CSV file
    - Input SNMP credentials and test
    - Input SSH credentials and test
    - Input Windows credentials and test
    - Input VMware vCenter and / or ESXi credentials and test

- Start initial discovery

## Asset Discovery and Validation

- Review the Asset Report with customer to validate all expected assets are discovered and accessible
- If there are inaccessible devices that are in-scope for the discovery, then assist the customer to take the following actions:
  - Determine cause (incorrect credentials, connectivity etc.)
  - Take corrective action (remediate)
  - Initiate a rescan
  - RISC Networks will assist customer with up to two (2) rescans
- Obtain customer approval of discovery results

## Application Review (Premium Accelerator Pack Only)

- License all in-scope workloads
- Licensed data collection must run for a minimum of seven (7) days prior to analysis
- Review customer completed application questionnaire and prepare for analysis
- Review discovery data to ensure CloudScape platform visibility into all critical system dependencies and associated network and performance metrics
  - Review Summary of Collection dashboard
  - Review Out of Scope Services
  - Note any discrepancies and assist customer to remediate as needed or determine as out of scope
- Review and refine the automatically generated application groups, taking system dependencies, customer input, best practices, and other factors into account
- Verify the application stacks with customer stakeholders (application owners) via WebEx

## Customer Enablement

- Conduct knowledge transfer workshop to review best practices for using CloudScape in support of Discovery and IT planning initiatives:
  - Review Cloud Cost reporting including inventory and usage reporting for:
    - Instance matching
    - Total day cost
  - Review the application stack rationalization process
- Review application of CloudScape reporting and analytics in the support of various use cases:
  - Identification and validation of early migration candidates
  - Network segmentation

- Security reviews
- Review available online resources
- Includes up to two (2) working sessions of up to two (2) hours each (conducted via WebEx)

#### Project Conclusion

- Hosted Final Review (WebEx)
- Obtain signoff

#### Deliverables

##### Asset Discovery and Validation

- Asset Report
- Populated Portal for Licensing
- Hosted Final Review (Webex)

##### Premium Accelerator Pack

- Asset Report
- Populated and Licensed Portal with Defined Application Stacks
- Hosted Final Review (Webex)

#### Out of Scope Services

Tasks not specifically stated as being performed by RISC Networks in this data sheet are outside of the scope of this project and are not covered under the fees of this SOW. Specifically excluded, unless expressly stated in a section of this data sheet, are:

- Troubleshooting and remediation of access issues (WMI, SNMP, SSH)

#### RISC Responsibilities

This section describes the responsibilities associated with the services RISC Networks will provide to Customer.

- Coordinate activities of all RISC Networks' resources

- Provide Customer with RISC Networks' resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this datasheet
- Provide any requests for information or scheduling in advance
- Respond to Customer inquiries and / or requests within 24 hours (excluding Federal Holidays)

## Assumptions and Customer Responsibilities

This section describes the responsibilities of the Customer to RISC Networks with regard to this project:

- All work will be done remotely.
- All work will be performed according to a schedule agreed upon by both parties.
- All work is performed during normal business hours (US Eastern Time Zone) and workdays (weekdays and non-holidays).
- Customer will provide access to computer systems as required for RISC Networks team to perform tasks as outlined in this datasheet. This will consist of the following:
  - Customer will participate in joint WebEx sessions to facilitate remote deployment of Virtual Appliance.
  - Customer will provide all input needed to bootstrap the Virtual Appliance (subnets, SNMP strings, credentials, etc.).
- Customer is responsible for executing all items discussed in the Pre-Deployment Checklist prior to remote deployment of Virtual Appliance. Any additional time required of RISC Networks personnel to perform the duties of this datasheet as a result of Customer's lack of completion of these checklist items will be considered billable time payable by Customer.
- Customer will have a fully installed and configured VMware infrastructure as required to support the RISC Networks Virtual Appliance. Refer to the CloudScape Pre-Deployment and Discovery Quick Reference Guide for more information.

<http://www.riscnetworks.com/cloudscape-deployment-and-discovery>

- Customer will provide information requested in the Application Questionnaire.
- The Customer shall provide access to personnel knowledgeable with the infrastructure and applications as needed to perform tasks as outlined in this SOW.
- Customer will provide a single point of contact through which all activities will be coordinated and scheduled. This includes, but is not limited to:
  - Identification of application owners who can review and approve application stacks
  - Coordination and scheduling application review sessions with application owners
  - Facilitation of a timely application review and approval process
- Customer will respond to RISC Networks' meeting requests, or requests for information, within 24 hours (excluding Federal Holidays).

- Customer must accept the RISC Networks' CloudScape EULA and Professional Services EULA addendum. The EULA and Professional Services EULA addendum are made available in the platform and must be accepted by the customer during the initial implementation of the platform.