



1 SERVICE DESCRIPTION FOR SERVICE SELECT – VPN COE

1.1 Definitions

Capitalized terms used and not otherwise defined in this Service Description will have the meanings ascribed to them elsewhere in the Agreement.

"**Supported Service**" means the Orange Service for which Orange agrees to provide VPN CoE, which will be described in a separate Service Description attached to this Agreement.

1.2 VPN CoE Overview

1.2.1 Scope of Service

The VPN CoE ("**Virtual Private Network Center of Excellence**") is an option of Service Select. It includes the Change management, Release management, Configuration management, Service level management, Availability management, Capacity management, and Incident management services described below. The VPN CoE Service is delivered by dedicated or designated resources to the Customer. Resources are assigned based upon the Customer support requirements and always include:

- (a) a Lead VPO located in the Customer a-end region (during normal business hours),
- (b) a 24x7 VPO team located in an Orange Major Service Center (MSC) led by a Team Lead.

Orange will identify and may modify from time to time the Supported Services for which it will provide VPN CoE. Except as otherwise expressly provided herein, Orange will provide VPN CoE Service for the following Supported Services:

- IPVPN
- BVPN
- Managed LAN services (for Cisco and HP equipment)
- Enterprise Application Management Riverbed
- Network Boost

VPN CoE Services may be provided for the Customer or Third party owned routers, switches, wireless LAN devices, and accelerators.

Supported Services may be Orange managed, or co-managed either by Customer or by the third party.

1.2.2 Service Availability, Acceptance Testing and Deployment

VPN CoE is activated after the Supported Service is implemented at the first Location. The Supported Service will be supported by VPN CoE until all of the Supported Services have been disconnected from the Orange Network. There are no Acceptance Tests for VPN CoE other than the Acceptance Tests for the Supported Service.

1.3 Description of VPN CoE

1.3.1 Change & Release Management

Change and Release management as defined below will cover the following:

- new devices associated with a new project for an existing Customer;
- new devices deemed to be organic growth;
- Customer requested changes on existing devices;
- emergency changes on existing devices resulting from an incident or problem.

1.3.1.1 Change Management

The following change management activities are performed by the VPO team:

- Review the Request for Change with the Orange Change Manager to ensure that the Service ordered corresponds to the timing and content of what was requested by Customer
- Authorizes the Change: the lead VPO is the technical owner for Change Advisory Board process
- Assess and Evaluate the Change:
 - completes and confirms the feasibility study and risk assessment;
 - ensures that the Customer-requested change will not affect the integrity of the customer VPN;
 - confirms the resources and expertise required to support the change release.

The Customer has access to the Online change portal to request and track changes.

1.3.1.2 Release Management

The VPO team is responsible for Release Management associated with the Customer's VPN devices. For the Release Management the VPN CoE provides the dedicated resources with the Customer expertise and 24x7 experts supporting the customer, as well as the following specific deliverables:

- specifies with the Customer the acceptance testing procedures for complex Moves, Adds, Changes, and Deletions in relation to the VPN infrastructure;
- assures that customized release management policies (e.g. IOS) are defined and implemented through appropriate tools and processes;
- develops new configuration releases and templates to implement a new project or solution;
- validates and prepares IP configuration changes on the Customer's in scope devices;
- builds service configuration;
- downloads the new service configuration on the devices impacted by the change request;
- verifies that all services and features of the VPN are according to engineering specifications;
- completes the service acceptance test;
- supports service migration and customer acceptance testing.

1.3.2 Configuration Management

- The VPO team ensures that the Configuration Items in the Configuration Management Systems/Configuration Management Database are properly updated after releases are completed. ensures that the CMDB is properly updated to reflect the changes applied;
- ensures that all configurations/changes being rolled out are secure and traceable via CMDB;
- ensures that latest on-line releases (IOS or OS version) of all in-scope Customer equipment are stored in Customer VPN documentation library;
- conducts a biannual Audit of Customer VPN consisting of a Configuration Check and an Online Health Audit. Customer will receive a report with data, analysis, and recommendations.

1.3.3 Service Level Management

SLAs for Supported Services. With VPN CoE, Customer also receives the credits and other remedies set forth in SLAs for the Supported Services. As the technical lead for a customer network, the Lead VPO will support achievement of SLAs for Supported Services such as Availability and Capacity management SLAs, as indicated in the following sections.

The Lead VPO will be accountable for achieving Service Level Agreements (SLAs) for change and release management activities as defined in the customer contract.

SIPs. Any remediation activities will be led by the Lead VPO and reported to the Customer Service Manager or Customer Service Director as part of a service improvement plan activity.

1.3.4 Availability Management

The VPO Team provides additional support for the Standard or Extended Availability Management Services:

- proposes alternative solutions in order to ensure availability according to the SLA with the Customer;
- increases reliability by reviewing the proposed solutions in terms of single point of failure and overall robustness of the solution;
- on a monthly basis, the Lead VPO together with the CSM review the Availability Report to identify any technical recommendations to improve the availability of the Customer service.

1.3.5 Capacity Management

- On a monthly basis the Lead VPO together with CSM jointly produce and review the Capacity Report and Capacity Plan and make recommendations for upgrades or changes, thus preventing in advance any serious degradation in service quality.
- Any agreed capacity changes will be implemented by the VPO team to ensure continuity between recommendations and actual releases into the Customer environment.

1.3.6 Incident Management

The VPO Team provides second level support for Incident management of in-scope devices. When the first level team determines that a Functional Escalation and Referral is required, they will create a subcase to be assigned to the VPO Team.

1.4 Service Level Objectives for VPN CoE

SLOs apply to change orders and/or new orders.

SLOs apply up to the following volumes:

- 4 requests per day with up to 5 devices per change request or 1 device per installation request.
- requests for more than 5 devices per request or more than agreed number of requests per day will be supported but lead time to be confirmed.

Metric	Definition, Calculation	Target
Percentage of changes with SLA on time.	Ratio between the number of changes implemented within the agreed SLO and the number of changes requested within a calendar month, expressed as a percentage.	90%
Percentage of changes done right the first time.	Ratio between the number of changes implemented successfully the first time and the number of changes requested with applicable SLA within a calendar month, expressed in percentage.	95%

1.5 Customer Responsibilities

Customer will ensure all appropriate resources will be made available to Orange, particularly but not limited to when the Supported Service is co-managed.

Customer will provide any information reasonably requested by the Lead VPO or VPO Team for the successful provision of the Service.

1.6 Charges

A monthly recurring Charge will apply for VPN CoE, which will be set forth in the Charges Schedule, and additional Charges will apply for any other chargeable options ordered by the Customer.

END OF SERVICE DESCRIPTION FOR SERVICE SELECT – VPN COE