HPE Aruba Networking Security Service Edge ZTNA QuickStart Service

HPE Aruba Networking Professional Services

Service overview

HPE Aruba Networking SSE ZTNA QuickStart Service is designed to accelerate the implementation of HPE Aruba Networking Security Service Edge (SSE) platform with zero trust network access (ZTNA) so that your organization can more quickly achieve your business goals. An HPE technology specialist consults with your IT staff to implement ZTNA for secure access to your private applications.

Figure 1 shows a basic architecture for HPE Aruba Networking SSE ZTNA.

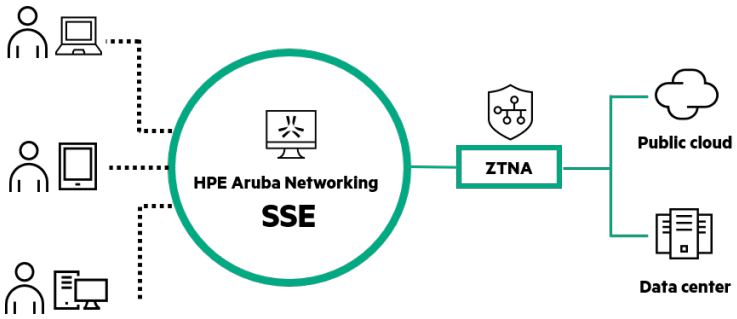

Figure 1. A basic HPE Aruba Networking SSE ZTNA architecture

Service benefits

The HPE Aruba Networking SSE ZTNA QuickStart Service helps you to:

— Accelerate the deployment of HPE Aruba Networking SSE platform and ZTNA feature set

— Design, configure, and verify deployment based on your business and security priorities

— Access the full business value of your technology investments with proven technology experts

Service feature highlights

An HPE technology specialist assists you with the following activities:

— Service planning

— Architecture and design

— Deployment and verification testing

— Project management oversight

Service features

Feature	Delivery specification
Service planning phase	In this phase, an HPE technology specialist conducts service planning meetings with the customer and share service delivery requirements and prerequisites. They will help collect and review information to confirm that all prerequisites have been met. Activities during these meetings include: — Providing and reviewing prerequisite checklist and questionnaire for completion — Providing and reviewing prerequisite instructions for completion — Reviewing roles and responsibilities — Scheduling high-level design (HLD) collaboration meeting—Customer must have appropriate and knowledgeable staff at the HLD collaboration meeting — Discussing schedule and readiness around the following topics: • Prerequisite checklist and questionnaire • Firewall requirements review • Customer use case document identifying providers • Help ensure proper customer resources and any necessary subject matter experts (SMEs) are identified and committed to availability during service delivery • Help ensure that a preproduction SSE ZTNA infrastructure environment and any necessary licenses are prepared and available • Help ensure all necessary system access has been granted to HPE Aruba Networking technology expert • Identify and plan for any customer-specific change control requirements Documentation for this service includes: — Documented project plan showing key project milestones as well as task due dates for customer dependencies

Feature	Delivery specification
Architecture and design phase	In this phase, HPE technology specialist will assist the customer to: — Review prerequisite checklist and questionnaire — Review use case document, identified providers, and any associated architectures where ZTNA connections will be required — Develop HLD of the ZTNA architecture — Develop low-level design and initial configurations based on planning sessions and customer use cases — Develop a deployment verification test plan — Review and refine the project plan and proposed sequence of deployment activities
Deployment and verification testing phase	In this phase, HPE technology specialist, with customer assistance will: — Deploy initial configuration of the atoms workspace — Integrate with identifying providers using customer-provided security groups — Configure up to five role-based access control profiles — Assist customer with applying company logo and language required for one user portal, one block page, and one error page — Deploy up to two pairs of connectors. A pair is defined as a primary connector and a backup — Integrate up to five applications based on customer priorities with: • Up to five agent policies • Up to five destination tags — Implement deployment verification test plan — Update configurations and collateral based on results of the deployment verification testing, if necessary
Project management oversight	Throughout service delivery, the HPE project manager will: — Schedule appropriate staff in a timely manner and coordinate HPE Aruba Networking technical resources — Participate in scheduled project review meetings or conference calls, if required — Provide a weekly activity report — Facilitate coordination between stakeholders and manage any project risks or changes

Coverage

Services are intended to be delivered on regular HPE workdays (excluding weekends, HPE holidays, and customer holidays) during country-specific HPE standard business hours.

Customer responsibilities

To facilitate efficient delivery of this service, the customer must:

— Provide remote connectivity to the HPE technology specialist for in-scope equipment

— Complete all prerequisite actions defined during the service planning phase. These activities must occur before HPE led configuration activities are initiated

— Determine and implement IP addresses, routing, and firewall rules necessary to establish remote connectivity between the remote HPE engineer and the target equipment

— Assign a primary point of contact who will be responsible for the success of the project

— Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE supporting configuration and integration tasks

— Be responsible for developing and applying any configurations to third-party network equipment that may be required to integrate with the solution

— Repair existing and/or install new cabling as required

— Notify network operations and create any change control documentation that may be required

— Train and test with end users and/or applications

— Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service

— Conduct all data backup and restore operations

— Assist HPE with identification and resolution of problems as necessary

— Provide accurate and timely information to HPE

— Ensure all existing and new in-scope equipment has an active support contract

Service limitations

— Services are limited to the strategy, assessment, design, deployment, and integration of HPE Aruba Networking SSE ZTNA solution.

— Services are intended to be delivered remotely, or at the discretion of HPE, they may be delivered on-site at the customer's location.

— HPE may use resources outside the country of purchase for delivery of these services.

Out of scope

This HPE Aruba Networking SSE ZTNA QuickStart Service does not include HPE Aruba Networking Foundational Care nor related support services for the HPE Aruba Networking products currently deployed within the customer's facilities. Customer is responsible for retaining the adequate level of support for the HPE Aruba Networking products, and HPE is not responsible in any way for potential or actual network issues resulting from the lack of support services.

General provisions / other exclusions

— To the extent, HPE Aruba Networking processes personal data in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html will apply.

— HPE Aruba Networking Professional Services are governed by HPE standard terms available at hpe.com/us/en/about/end-user-agreement-terms.html unless subject to a separate agreement between the customer and HPE.

— Upon receipt and booking of an acceptable order, HPE will contact the customer within 10 business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.

— This service will be delivered remotely during standard business hours (8:00 a.m. and 5:00 p.m. local time), excluding holidays (HPE or customer). Delivery of services will take place in contiguous business days and will not exceed 40 hours per week. Any request for flexible work hours must be agreed to in advance by HPE.

— Any after-hours work must be requested a minimum of one week in advance and must be approved by HPE. After-hours work is subject to availability of resources and may require a longer lead time.

— Only features that are available in currently shipping HPE will be available for implementation. HPE will not develop against requests for enhancement (RFEs) within this packaged service.

— HPE will collaborate with the customer to determine acceptable estimates for any information that is not available.

— This service does not include the provision of any deliverables that have not been defined within this service description.

— Service hours must be utilized and redeemed against the specific service activities identified in this service description within 120 days from the date of purchase. Such services are limited to a single IT environment location under the direct day-to-day management of one customer IT manager in one country.

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

Ordering information

Availability of this service may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or order HPE Aruba Networking SSE ZTNA QuickStart Service, contact a local HPE sales representative and reference the following product number:

SKU short description	SKU
HPE ANW SSE ZTNA QuickStart SVC	H46RYA1

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