

Know Your Network

Be Confident the Network Is Performing its Most Vital Task: Delivering Business-Critical Applications to End Users.

Today's networks can be immensely complicated, and keeping track of configuration, capacity, and compliance can almost be an impossible task. But end users and business owners depend on healthy applications, and applications depend on a healthy network.

Gain visibility and insight into your network infrastructure and operations with the Network Infrastructure Audit Service from Riverbed Professional Services (RPS). Using Riverbed® SteelCentral™ Network Planning and Configuration Management (NPCM) solutions, RPS will quickly assess the state of your network configuration, gather detailed information from your network devices, and perform a vendor-agnostic audit, including inventory, network documentation, compliance auditing,

availability, and capacity assessment. Based on various aspects of the network audits, RPS will then provide recommendations for upgrades and best practices for improving network operations.

Engage RPS for the Network Infrastructure Audit Service to achieve the following outcomes:

- Enhanced visibility into network infrastructure and network operations
- Vendor-agnostic evaluation of network infrastructure for compliance, availability, and best practices
- Assessment of network utilization and analysis of capacity
- Relevant recommendations to improve network operations

Key Service Benefits

- Discover, document, and audit your network to help realize tighter security and regulatory compliance
- Improve network operations with accurate, up-to-date inventory, configuration, and compliance reports
- Reduce network-related outages to help keep costs in check and users productive
- Accelerate and improve network planning activities to better support evolving business demands

Service Overview

RPS leverages proven, repeatable network infrastructure audit methodologies to ensure consistent and positive outcomes. The Network Infrastructure Audit Service is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements, collecting information pertaining to the environment, and designing a solution to best serve data collection and analysis needs.

Phase 2: Collect

Instrument the environment with the required Riverbed solutions, and validate data collection for recommended visibility.

Phase 3: Analyze

Analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

Phase 4: Report

Create and deliver the final report, detailing the findings and recommendations to help achieve desired outcomes.

Network Infrastructure Audit Services

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three different packages of the Network Infrastructure Audit Service are available: Starter, Standard, and Advanced. All service packages include an audit of up to 3,000 devices. The following table identifies the service features included in each phase and highlights the differences between each package. Service features identified in the table below are further described in the Service Feature Definitions section of this document.

Service Phase	Service Feature	Starter Service	Standard Service	Advanced Service
Phase 1: Plan	Audit Planning	✓	✓	✓
Phase 2: Collect	Solution Instrumentation	✓	✓	✓
	Data Collection	✓	✓	✓
	Data Validation	✓	✓	✓
Phase 3: Analyze	Network Inventory	✓	✓	✓
	Network Physical Diagrams	✓	✓	✓
	Network Logical Diagrams		✓	✓
	Network End-system Diagrams			✓
	Network Best Practices and OS Compliance Audit	✓	✓	✓
	Network Security Compliance and Availability Audit		✓	✓
	Network Difference and Trending Audit			✓
	Network Capacity Assessment		✓	✓
Phase 4: Report	Statement of Findings	✓	✓	✓
	Recommendations		✓	✓
	Business Value Analysis			✓

Products

The following table identifies which Riverbed products are required for each service level. Product usage bundles for packaged services are available if the necessary products (as defined by RPS) are not available for use. Please refer to the [Product Usage Bundle Description](#) document for more information.

Service	Applicable Products
Network Infrastructure Starter Audit Service	<ul style="list-style-type: none"> NetCollector Base NetCollector Config Medium NetAuditor
Network Infrastructure Standard Audit Service	<ul style="list-style-type: none"> NetCollector Base NetCollector Config Medium NetCollector Poller Small NetAuditor NetPlanner
Network Infrastructure Advanced Audit Service	<ul style="list-style-type: none"> NetCollector Base NetCollector Config Medium NetCollector Poller Small NetAuditor NetPlanner

Service Feature Definitions

Service Feature	Definition
Audit Planning	Review business and technical requirements and plan high-level activities required to accomplish the audit. Includes preliminary network architecture review and solution deployment design.
Solution Instrumentation	Install and configure associated Riverbed solutions to meet assessment requirements. Perform instrumentation review if solutions are pre-deployed.
Data Collection	Implement device list management and perform configuration and SNMP metric collection for up to 3,000 devices. Implement grouping, link inference, and data management and storage as needed.
Data Validation	Validate collected data for completeness versus audit plan. Generate models in SteelCentral NetAuditor and SteelCentral NetPlanner, where applicable, to validate data import and model completeness.
Network Inventory	Inventory detailing the following information: hardware (network devices, physical links, interfaces and ports, and end systems), protocols (routing protocols such as BGP, EIGRP, IGRP, IS-IS, OSPF, RIP, etc.), software (OS versions and OS types), and IP addressing (IPv4 addressing, public and private IPv4 IP address, prefixes).
Network Physical Diagrams	Physical L3 and L2/L3 diagrams
Network Logical Diagrams	Network physical diagram that also includes logical diagrams including, but not limited to, VLANs, OSPF, and BGP information.
Network End-system Diagrams	Network physical diagram that also includes workstations, servers, and virtual machines.
Network Best Practices and OS Compliance Audit	Configuration audit based on industry standard, best practices rules. Hardware and OS upgrade analysis is comprised of EoL/EoE reports and OS vulnerability analysis based on vendor security advisories maintained by Riverbed.
Network Security Compliance and Availability Audit	Security compliance audit using industry standard rules such as PCI and FISMA. Availability audit is defined as device and link availability analysis.
Network Difference and Trending Audit	Two audit reports: one report detailing device configuration and routing changes, and the other report tracking overall network issues detected over the duration of the services engagement.
Network Capacity Assessment	Link-level capacity reporting including top utilized and underutilized links. QoS-level capacity reporting providing visibility to the application types that contribute to link utilization.
Statement of Findings	Document including collated list of findings from the various analysis engines.
Recommendations	Recommendations for potential issue remediation and network improvements based on analysis and findings.
Business Value Analysis	A business impact analysis created by working with the customer stakeholders to map findings and recommendations to business metrics.

Scope

The Network Infrastructure Audit Service is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement.

This service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide the appropriate products if the customer purchases the applicable product usage bundles.

Invoicing and Pricing

- For pricing information, or to create a customized engagement, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.
- The services described herein will be delivered in phases as set forth in this document.
- Fees may be invoiced upon completion of each phase. Fees for each phase may be invoiced in equal amounts based on the total amount of fees divided by the total number of phases. Fees for product usage bundles may be invoiced upon Riverbed's acceptance of the applicable order.
- If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.
- All Professional Services provided by Riverbed are subject to the applicable terms and conditions available at www.riverbed.com/termsandconditions/professionalservices (if you are a Riverbed customer) or at www.riverbed.com/partnerprofessionalserviceterms (if you are an authorized Riverbed channel partner) ("**Agreement**"). If you have a separate mutually signed agreement with Riverbed that expressly covers the sale of Professional Services, that agreement will govern your purchase of Professional Services, provided that in the event of a conflict between that agreement and the Agreement, the Agreement will control solely with respect to the Professional Services set forth in this Brochure.

About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com/services.

