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Sify DeepVision (Service Descriptor

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# Review & Approval

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| --- | --- | --- |
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# Product Overview

Sify DeepVision (Powered by Cisco ThousandEyes) is a network intelligence product designed to provide comprehensive visibility into the performance of applications and services delivered over the internet. Its purpose is to empower organizations with insights into their network, helping them monitor, analyse, and optimize performance across various environments, including internal infrastructure, cloud services, and internet connections.

The key target audience for this product are:

* Network Administrators: Those responsible for maintaining and optimizing network performance.
* IT Teams: Teams relying on applications and services delivered over the internet.
* Security Professionals: Individuals concerned with monitoring internet traffic for security threats.
* Cloud Operations: Those managing and optimizing applications in multi-cloud environments.

Cisco ThousandEyes serves as a crucial tool for organizations seeking to optimize their network performance, enhance security, and deliver a seamless digital experience to end-users.

# Objectives

The main objectives behind onboarding Cisco Thousand Eyes on to Sify’s Managed Services platform are –

* Improving Network Visibility
* Enhancing Performance Monitoring
* Ensuring Reliable Application Delivery
* Integrating with Other Cisco Products
* Enhancing Security Features
* Leveraging Digital Experience Monitoring
* Utilizing Advanced Diagnostics and Troubleshooting
* Ensuring Scalability
* Support for Multi-Cloud Environments
* Enhancing Integration Capabilities
* Improving Collaboration Capabilities
* Optimizing Network Management Strategy
* Enhancing Reporting and Analytics
* Increasing Network Automation
* Ensuring Compliance Monitoring

# Service Overview

Sify DeepVision will provide comprehensive visibility into network, application, cloud & security performance, including real-time monitoring and historical data analysis.

## Network Performance Monitoring

|  |  |
| --- | --- |
| **Feature** | **Description** |
| Network Path Visualization | Visualize end-to-end network paths, including hops, latency, and packet loss. |
| Internet and Cloud Monitoring | Monitor connectivity and performance to cloud services and internet-based applications. |
| BGP Monitoring | Monitor Border Gateway Protocol (BGP) routing to identify issues affecting network reachability. |
| DNS Monitoring | Monitor DNS resolution and identify issues impacting domain resolution and website access. |
| Web Transaction Monitoring | Monitor web transactions to identify issues affecting the user experience of web applications. |
| Network Device Monitoring | Monitor the performance of network devices, such as routers and switches, to detect issues. |
| Network Metrics and Analytics | Collect and analyze various network metrics, including latency, jitter, and throughput. |
| Enterprise and Endpoint Agents | Deploy agents across the enterprise and on endpoints to monitor network performance from different locations. |
| Multi-Cloud Visibility | Gain insights into network performance across multiple cloud providers. |
| Network Topology Mapping | Automatically map the network topology to understand the relationships between different components. |
| Historical Performance Data | Store and analyze historical network performance data to identify trends and patterns over time. |
| Collaboration and Reporting | Facilitate collaboration among teams and provide reporting capabilities for network insights. |

## Application Performance Monitoring

Key application performance monitoring features that ThousandEyes offers:

|  |  |
| --- | --- |
| **Feature** | **Description** |
| Network Path Visualization | Visualize the end-to-end network path, including hops, latency, and packet loss. |
| Internet and Cloud Monitoring | Monitor connectivity and performance to cloud services and internet-based applications. |
| DNS and Web Transaction Monitoring | Monitor DNS resolution and web transactions to identify issues affecting application performance. |
| Network Metrics and Analytics | Collect and analyze various network metrics, such as latency, jitter, and throughput. |
| Synthetic Transaction Monitoring | Simulate user transactions to proactively identify performance problems before end-users are affected. |
| Enterprise and Endpoint Agents | Deploy agents across the enterprise and on endpoints to monitor performance from different locations. |
| Multi-Cloud Visibility | Gain insights into application performance across multiple cloud providers. |
| Historical Performance Data | Store and analyze historical performance data to identify trends and patterns over time. |
| Collaboration and Reporting | Facilitate collaboration among teams and provide reporting capabilities for performance insights. |

## Cloud Performance Monitoring

Cisco ThousandEyes will support and integrate with various cloud platforms, ensuring seamless monitoring in hybrid and multi-cloud environments.

|  |  |
| --- | --- |
| **Feature** | **Description** |
| Cloud Service Monitoring | Monitor the performance and availability of cloud services, including popular cloud providers. |
| Multi-Cloud Visibility | Gain insights into application and network performance across multiple cloud platforms. |
| Internet Service Provider (ISP) Cloud Monitoring | Monitor and analyze the performance of connections to internet service providers and cloud services. |
| Cloud Provider-Specific Metrics | Capture and analyze metrics specific to various cloud service providers (e.g., AWS, Azure, GCP). |
| Direct Cloud Connectivity Monitoring | Monitor the performance of direct connections to cloud services without reliance on VPNs or other intermediaries. |
| Cloud-Based Application Monitoring | Monitor the performance of applications hosted in the cloud and their interactions with users. |
| Synthetic Transactions in the Cloud | Perform synthetic transactions to assess and monitor the performance of cloud-hosted applications. |
| Integration with Cloud APIs | Utilize APIs provided by cloud service providers for deeper integration and data retrieval. |
| Cloud Resource Utilization Monitoring | Monitor the utilization of cloud resources such as virtual machines, storage, and databases. |
| Cloud Security and Compliance Monitoring | Assess and monitor security and compliance measures within cloud environments. |
| Cloud Cost and Billing Integration | Integrate with cloud providers for visibility into cost and billing related to cloud resources. |
| Alerting and Reporting | Set up alerts and generate reports based on cloud performance and availability metrics. |

## Reporting and Analytics

Cisco ThousandEyes offers reporting capabilities, including customizable dashboards, trend analysis, and alerting mechanisms for network and application performance.

|  |  |
| --- | --- |
| **Feature** | **Description** |
| Real-Time Dashboards | Create customizable dashboards to visualize real-time data on network and application performance. |
| Historical Performance Analysis | Analyze historical data to identify trends, patterns, and changes in network and application behavior. |
| Reporting and Alerting | Generate reports on performance metrics and set up alerts based on specific conditions or thresholds. |
| API Access | Access data programmatically using APIs to integrate with other systems and extract customized insights. |
| Multi-Layered Data Visualization | Utilize various visualization techniques for a comprehensive view of network and application performance. |
| Drill-Down Capabilities | Drill down into specific data points to investigate and troubleshoot performance issues in more detail. |
| Path Visualization and Tracing | Visualize end-to-end network paths and trace the route of packets to identify performance bottlenecks. |
| Synthetic Transaction Reports | View reports on synthetic transactions to assess and monitor the performance of applications. |
| Cloud and Internet Connectivity Reports | Gain insights into connectivity and performance to cloud services and the internet. |
| Role-Based Access Control (RBAC) | Implement RBAC to control access to reporting and analytics features based on user roles. |
| Export and Share Reports | Export reports for offline analysis and share them with stakeholders for collaborative troubleshooting. |
| Integration with Third-Party Tools | Integrate with third-party tools and services to enhance reporting and analytics capabilities. |

# Capabilities

* **Comprehensive Visibility:** The ability of ThousandEyes to provide end-to-end visibility into the entire network path, including internal infrastructure, cloud services, and internet connections, is a critical success factor. Organizations benefit from a holistic view of their network, helping them identify and address performance issues effectively.
* **Real-Time Monitoring:** Real-time monitoring capabilities are crucial for identifying and responding to network issues promptly. ThousandEyes' ability to provide up-to-the-minute data on network performance enables IT teams to take proactive measures to maintain a high level of service availability.
* **Cloud and Internet Intelligence:** As organizations increasingly rely on cloud services and internet connectivity, the ability to monitor and gain intelligence into the performance of these services is essential. ThousandEyes provides insights into how applications are performing across various cloud platforms and internet service providers.
* **Digital Experience Monitoring:** Success with ThousandEyes involves leveraging its digital experience monitoring capabilities. This allows organizations to understand how end users are experiencing applications and services, enabling them to optimize performance and enhance user satisfaction.
* **Advanced Diagnostics and Troubleshooting:** The platform's diagnostic tools play a crucial role in troubleshooting network issues. Successful implementation involves utilizing these tools effectively to identify and resolve problems quickly, whether they originate within the organization's infrastructure or externally.
* **Security Insights:** Security is a critical success factor, and ThousandEyes provides visibility into internet traffic, helping organizations detect and respond to security threats. Integrating security monitoring and response strategies with ThousandEyes enhances overall network security.
* **Scalability:** The ability of ThousandEyes to scale with the organization's needs is essential. As networks grow and evolve, the platform should be able to handle increased data volume and monitor a growing number of endpoints without sacrificing performance.
* **User-Friendly Interface:** A user-friendly interface facilitates effective use of the platform by network administrators. A well-designed and intuitive interface streamlines the monitoring and troubleshooting processes, contributing to the overall success of the implementation.
* **Integration Capabilities:** Successful deployment often involves integrating ThousandEyes with other network management and security tools. Integration with other Cisco products, as well as third-party solutions, enhances the overall effectiveness of the organization's network management strategy.

# Service Components

ThousandEyes as a service typically consists of following components:

* Customer’s existing network landscape, consisting of –
  + Routers
  + Switches
  + Firewalls
  + Load balancers
  + Servers
  + Access points
  + Links, etc.
* Sify’s underlying connectivity products (MPLS/ ILL/ Broadband).
* Service Desk & Escalation Engineers trained on ThousandEyes.
* ThousandEyes licenses of required tier included as an add-on service on top of standard Sify Managed Services offerings.

# Test Types

Cisco ThousandEyes provides a variety of test types to monitor the performance, availability, and behaviour of networks, applications, and services. Here’s a detailed explanation of the specific test types you mentioned:

## Network - Agent to Server (Underlay)

* **Purpose**: This test type measures the performance and health of network connectivity between a ThousandEyes agent (usually hosted in the cloud or an enterprise location) and a designated server or endpoint. It focuses on the network layer (Layer 3 - underlay) to identify issues such as latency, packet loss, and jitter.
* **Metrics Collected**:
  + **Latency**: The round-trip time (RTT) between the agent and the server.
  + **Packet Loss**: Percentage of packets lost during transmission.
  + **Jitter**: Variation in packet arrival times, which can impact real-time applications like VoIP.
  + **Network Path Visualization**: Displays the route taken by packets from the agent to the server, highlighting any problematic hops.
* **Use Cases**:
  + Identifying connectivity issues to critical services like DNS or HTTP servers.
  + Diagnosing performance problems in the network path, such as congestion or routing issues.
  + Proactively monitoring network health to prevent service disruptions.

## Network - Agent to Agent (Overlay)

* **Purpose**: This test type measures the performance and health of network connectivity between two ThousandEyes agents. It focuses on the network’s overlay layer (Layer 7 or application layer), providing insights into the quality of communication across different segments of the network, whether within an enterprise or over the internet.
* **Metrics Collected**:
  + **Latency, Packet Loss, and Jitter**: Similar to Agent to Server tests, these metrics help evaluate the performance of the network between agents.
  + **Path Visualization**: Maps out the path between agents, helping to identify where issues occur, such as specific ISPs or network segments.
  + **Bandwidth Utilization**: Monitors the amount of network bandwidth used between agents.
* **Use Cases**:
  + Monitoring site-to-site connectivity in a multi-branch or hybrid-cloud environment.
  + Troubleshooting inter-office network performance issues.
  + Assessing the impact of ISP or peering changes on network performance.

## Web - HTTP Server (HTTP)

* **Purpose**: This test measures the performance and availability of a specific HTTP or HTTPS endpoint. It is used to monitor web servers, APIs, or other services accessible via HTTP/S protocols.
* **Metrics Collected**:
  + **HTTP Response Time**: Measures the total time to receive an HTTP response, including DNS resolution, TCP handshake, and time to first byte (TTFB).
  + **Status Codes**: Captures the HTTP status code (e.g., 200 OK, 404 Not Found, 500 Internal Server Error) to identify potential issues.
  + **Content Verification**: Option to validate specific content on the page (e.g., presence of specific keywords) to ensure the expected output.
* **Use Cases**:
  + Monitoring the availability and performance of web applications and APIs.
  + Detecting issues with SSL/TLS configurations or certificate expirations.
  + Ensuring that critical web services are responsive and returning expected content.

## Web - Page Load

* **Purpose**: This test evaluates the performance and functionality of entire web pages by simulating user interactions with a browser. It measures the time taken to load all page elements, such as images, scripts, and stylesheets.
* **Metrics Collected**:
  + **Page Load Time**: Total time taken to fully load the page.
  + **Object Load Time**: Time taken to load individual resources like images, CSS, and JavaScript files.
  + **DOM Load Time**: Time taken for the Document Object Model (DOM) to be fully loaded and parsed.
  + **Error Tracking**: Identifies errors in loading resources, such as missing files or failed scripts.
* **Use Cases**:
  + Analysing user experience by measuring how quickly web pages load.
  + Identifying slow-loading elements that impact overall page performance.
  + Monitoring third-party content (e.g., ads, analytics scripts) that may affect page performance.

## Web - Transaction

* **Purpose**: This test simulates complex, multi-step user interactions on a website, such as login sequences, form submissions, or shopping cart transactions. It uses scripts to automate user interactions and monitors each step’s performance and success.
* **Metrics Collected**:
  + **Step-by-Step Performance**: Measures the time taken for each step in the transaction, such as logging in or submitting a form.
  + **Success/Failure of Each Step**: Verifies that each interaction works as expected (e.g., form submission succeeds, correct page loads).
  + **Screenshots**: Optionally captures screenshots at each step to visualize the process.
* **Use Cases**:
  + Monitoring critical user journeys, such as checkout processes or account registrations.
  + Detecting issues that may affect user experience, such as broken forms or failed logins.
  + Proactively identifying and resolving performance bottlenecks in complex workflows.

## Voice - SIP Server

* **Purpose**: This test measures the performance and availability of Session Initiation Protocol (SIP) servers, which are critical for managing VoIP calls. It simulates SIP signalling, including registration and call setup processes, to ensure that the SIP server is responsive and functioning properly.
* **Metrics Collected**:
  + **SIP Registration Time**: Time taken to register a client with the SIP server.
  + **Call Setup Time**: Time taken to establish a call.
  + **SIP Response Codes**: Status codes received from the SIP server (e.g., 200 OK, 404 Not Found).
  + **Call Completion Rate**: Percentage of successfully completed calls versus failed attempts.
* **Use Cases**:
  + Monitoring the availability and performance of SIP servers in a VoIP environment.
  + Troubleshooting call setup issues or registration failures.
  + Ensuring that VoIP services are available and functioning as expected.

## Voice - RTP Stream

* **Purpose**: This test measures the performance of Real-Time Protocol (RTP) streams, which are used to transmit voice or video data in real-time communications like VoIP. It evaluates the quality of the audio stream by simulating calls and measuring factors affecting call quality.
* **Metrics Collected**:
  + **Latency, Jitter, and Packet Loss**: Key metrics affecting the quality of the RTP stream.
  + **MOS Score**: Mean Opinion Score, a rating of voice quality on a scale from 1 (poor) to 5 (excellent).
  + **Out-of-Order Packets**: Number of packets received out of sequence, which can affect audio quality.
* **Use Cases**:
  + Monitoring the quality of VoIP calls across the network.
  + Troubleshooting issues like poor audio quality, delays, or choppy voice streams.
  + Assessing network performance for real-time applications like video conferencing.

## DNS Server (One Server)

* **Purpose**: This test measures the performance and availability of a specific DNS server by sending queries and analysing responses. It helps ensure that the DNS server is correctly resolving domain names to IP addresses and is responsive.
* **Metrics Collected**:
  + **DNS Response Time**: Time taken for the DNS server to respond to a query.
  + **Query Success Rate**: Percentage of successful DNS queries.
  + **TTL (Time-to-Live)**: The TTL value returned by the DNS server, indicating how long the response can be cached.
* **Use Cases**:
  + Monitoring the health and performance of DNS servers.
  + Detecting issues such as slow responses or failed lookups.
  + Verifying that DNS records are correctly configured and resolvable.

## DNS Trace

* **Purpose**: This test traces the path a DNS query takes through the DNS hierarchy, from the root servers down to the authoritative server. It identifies any delays or issues at each step in the DNS resolution process.
* **Metrics Collected**:
  + **Response Time at Each DNS Level**: Measures the time taken for each DNS server in the chain (root, TLD, authoritative) to respond.
  + **Number of Hops**: The number of servers involved in resolving the query.
  + **Resolution Success Rate**: Whether the query was successfully resolved at each hop.
* **Use Cases**:
  + Troubleshooting DNS resolution issues and identifying slow or unresponsive DNS servers.
  + Analysing the DNS resolution path to detect misconfigurations or delays.
  + Monitoring the performance of DNS infrastructure and ensuring efficient query resolution.

These test types provide comprehensive monitoring capabilities for networks, web applications, voice services, and DNS infrastructure, helping organizations proactively identify and resolve performance issues.

# Service Tiers

The Tiers are differentiated from each other by the frequency of the tests being performed.

## Trial

* Metrics collection Interval: 60 Minutes

## Bronze

* Metrics collection Interval: 30 Minutes

## Silver

* Metrics collection Interval: 15 Minutes

## Gold

* Metrics collection Interval: 10 Minutes

## Diamond

* Metrics collection Interval: 5 Minutes

# Service Deliverables

* **Implementation and Configuration**
  + Agent Installation in customer campus/cloud and end user machines.
  + Set up and configure Cisco ThousandEyes according to the client's requirements and network infrastructure to ensure proper integration with existing systems and applications.
* **Monitoring and Performance Management**
  + Continuous monitoring of network performance, application delivery, and user experience.
  + Real-time visibility into latency, packet loss, and other key performance metrics.
  + Proactive identification and resolution of network issues to maintain optimal performance.
* **Security Monitoring and Threat Detection**
  + Detect and alert security threats, ensuring the protection of sensitive data and infrastructure.
  + Regular security assessments and updates to address evolving cybersecurity challenges.
* **Collaborative Intelligence and Reporting**
  + Providing end-to-end network visibility.
  + Generate comprehensive reports on network performance, application health, and security threats.
  + Collaborate with client teams to interpret data and provide actionable insight.
* **Troubleshooting and Issue Resolution**
  + Swift identification and resolution of network issues to minimize downtime.
  + Root cause analysis for recurring problems and implementation of preventive measures.
* **Optimization and Recommendations**
  + Provide recommendations for optimizing network and application performance.
  + Advise on improvements to enhance the overall digital experience for end-users.
  + Assess scalability and suggest adjustments to accommodate changing business needs.
* **Regular Health Checks and Audits**
  + Perform regular health checks to ensure the ongoing effectiveness of the solution.
  + Conduct audits to assess adherence to security best practices and compliance requirements.

# Service Implementation

Implementing Cisco ThousandEyes as a service involves a systematic process to ensure that the monitoring and visibility solution is effectively integrated into the customer’s network and IT environment. The implementation process generally includes several phases: planning, setup, configuration, testing, and ongoing management. Here’s a detailed process outline:

# Planning and Requirement Gathering

**Initial Consultation**:

* Conduct an initial consultation between Sify and the customer to understand the customer’s specific requirements, business objectives, and use cases for Cisco ThousandEyes.
* Discuss the scope of monitoring, such as which applications, services, and networks need to be monitored.

**Network and Application Inventory**:

* Identify the critical network paths, applications, and endpoints to be monitored.
* Create an inventory of cloud and on-premises resources that are part of the customer’s infrastructure.

**Define Monitoring Objectives**:

* Establish key performance indicators (KPIs) and thresholds for alerting and reporting.
* Determine the required test types (e.g., network, web, voice, or DNS tests) and the frequency of these tests.

**Resource Allocation**:

* Determine the number and location of ThousandEyes agents (cloud or enterprise) needed to cover the monitoring scope.
* Identify the stakeholders and technical contacts from both the customer and the service provider.

# Setup and Provisioning

**Account Setup**:

* Provision the Cisco ThousandEyes account for the customer on Sify’s multi-tenant ThousandEyes platform, if not already existing.
* Configure user access and roles in the ThousandEyes portal based on customer requirements.

**Agent Deployment**:

* **Cloud Agents**: Select and configure cloud agents provided by ThousandEyes in relevant locations.
* **Enterprise Agents**: Deploy enterprise agents on the customer’s network. This may involve:
  + Installing software agents on virtual machines or physical servers.
  + Configuring network and firewall settings to allow communication between the agents and the ThousandEyes platform.
* **User Agents:** If the customer has opted for User Agents for select users.

**Security and Compliance Configuration**:

* Implement security controls such as IP whitelisting, SSL/TLS certificates, and access controls.
* Ensure compliance with data privacy and security policies, especially when monitoring sensitive data or customer networks.

**Integration with Existing Systems**:

* Integrate Cisco ThousandEyes with existing systems like SIEM, NOC tools, or service desk platforms for automated alerting and ticketing.
* Configure API integrations for data export or custom dashboards.

**Configuration of Monitoring Tests**

**Define and Create Tests**:

* Create and configure monitoring tests based on the agreed objectives. This could include:
  + **Network Tests**: Agent-to-Agent, Agent-to-Server tests to monitor network performance and path visualization.
  + **Web Tests**: HTTP server, page load, or transaction tests for monitoring web applications and APIs.
  + **Voice Tests**: SIP server and RTP stream tests for VoIP performance monitoring.
  + **DNS Tests**: DNS server and trace tests for DNS performance and resolution path monitoring.

**Test Scheduling and Frequency**:

* Set the frequency and scheduling for each test type, balancing between real-time monitoring needs and resource utilization.

**Alert Configuration**:

* Configure alert rules and thresholds for each test, specifying the conditions under which alerts should be triggered (e.g., high latency, packet loss, application errors).
* Set up notification channels such as email, SMS, or integrations with collaboration tools like Slack or Microsoft Teams.

**Dashboard and Reporting Setup**:

* Customize dashboards and visualizations to provide relevant insights for different stakeholders.
* Schedule automated reports to be sent to the appropriate teams or individuals.

**Testing and Validation**

**Test Execution and Review**:

* Execute initial test runs to validate that the monitoring configuration accurately reflects the intended setup.
* Verify that data is being collected correctly and alerts are functioning as expected.

**User Acceptance Testing (UAT)**:

* Conduct a UAT session with the customer to review the configuration, dashboards, and alerts.
* Make any necessary adjustments based on customer feedback.

**Final Approval**:

* Obtain final approval from the customer to proceed to full deployment, confirming that all monitoring objectives are met.

**Deployment and Go-Live**

**Production Deployment**:

* Move the validated configuration to the production environment.
* Enable all monitoring tests, alerts, and integrations as per the final approved setup.

**Customer Training**:

* Provide training to customer teams on using the ThousandEyes platform and interpreting data.

**Ongoing Management and Optimization**

**Proactive Monitoring and Incident Management**:

* Actively monitor the configured tests and respond to any alerts or incidents as per the agreed SLA.
* Perform root cause analysis (RCA) for any detected issues and recommend corrective actions.

**Regular Service Reviews**:

* Conduct regular service reviews (e.g., quarterly) with the customer to assess service performance, discuss incidents, and identify areas for improvement.
* Adjust monitoring configurations as needed based on changes in the customer’s environment or business needs.

**Continuous Optimization**:

* Optimize test configurations and thresholds based on evolving network conditions and application performance.
* Implement updates or new features from the ThousandEyes platform as they become available.

**Documentation and Support**

**Documentation**:

* Provide comprehensive documentation covering the implementation details, configurations, and operational procedures.
* Update documentation regularly to reflect any changes in the service setup or processes.

**Support and Maintenance**:

* Offer ongoing technical support for managing and troubleshooting the Cisco ThousandEyes service.
* Perform routine maintenance and updates to the ThousandEyes platform and agents as needed.

# Service Assurance

# SLA

# CPQ Related Information

# Terms & Conditions

## General T&Cs

## Payment Terms