

SERVICE DESCRIPTION EMBEDDED ENGINEER SKU AV-ACS-EE

Introduction

Aviatrix Advanced Cloud Services (ACS) provides a range of services from standard configuration and implementation to fully managed operations. Embedded Engineer (EE) in a staff augmentation role supplements your technical staff to provide advanced management of your network environment with a designated engineer who performs both requested and recommended actions by us related to your use of Aviatrix secure cloud networking software. This includes Incident management, change management, operational health checks, and recommendations on best practices. When performing in a staff augmentation capacity, EE requires read access to your Controller(s) and Cloud Provider infrastructure to implement changes and resolve trouble tickets.

Capitalized terms used here can be found in the Customer Terms of Use or referenced Service Description.

High Level Scope

- Analyze network configurations and architecture to ensure alignment with current network best practices
- Assess current network performance and recommend improvements to meet specific operational needs and maintain optimal network configuration
- Assists in implementing approved change management and provisioning requests for new workloads/services
- Provide periodic and proactive (notification based) health checks to ensure that your network is operating at peak performance and efficiency, recommend and implement corrective actions
- Provide recommendations and implement corrective actions based upon outcome of health checks
- Schedule maintenance windows to ensure the Software is at current version
- FT-EE will manage incident SLAs with 30 minute response times during the hours of 8 a.m. to 5 p.m. Customer local time. QT/HT-EE will manage incidents in accordance with Software Support Services policy
- Ensure network is compliant with security patches, software versions, etc.
- Use infrastructure as code (Terraform) best practices to build network automation including a sandbox environment for testing and training
- Schedule periodic calls and/or share regular updates about work in progress and outstanding issues
- Schedule quarterly operation reviews
- Provide informal technical and product workshops to train operation teams
- Maintain a comprehensive and accurate description of the entire network
- Test new Aviatrix Software features and functionality as well as validating new releases in Customer's development environment
 - Accelerates deployment and availability of new services and applications
 - Accelerates restoration time and minimizes downtime

Incident Management

During the applicable 8x5 Customer local business hours, the FT-EE coordinates with Software Support Services team for any Incident that the EE cannot resolve directly by implementing a known fix. You coordinate directly with Software Support Services for Incidents that occur after hours.

Change Management

EE supports two categories of change management:

1. Assists with change management and provisioning requests for new workloads/services
2. Ensures network is compliant with security patches, software versions, etc.

Customer Responsibilities

- If applicable, and within your policies, provide the EE with access endpoint, e.g., laptop, VPN, etc., staged with system access and user credentials.
- Coordinate maintenance window(s) for required Software updates and any applicable change management request
- Provide information about your network and approve planned upgrades, expansions, and other activities periodically to support your proposed change management requests
- Provide a point of contact for the EE to address all open issues or concerns with network or requested changes

Service Levels

EE is provided on a 8x5 basis and is only available during an active Offer Period.

Incidents: as specified in the Services Description for Software Support Services.

Change Management: Priority as agreed between you and the EE.

Note: * FT means full-time EE, HT means half-time EE and QT means quarter-time EE.