![NTT DATA]

Managed Cisco Identity Service Engine Technology Service Description

Overview

This document provides information relating to the management and monitoring of Cisco Identity Engine under the standard MCN offering. The monitoring, configuration, limitations, and available service requests are outlined hereunder.

Client Responsibilities and Pre-requisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable:

- Client is responsible for providing suitable SFTP infrastructure to facilitate backup and restore activity.

Technology Specific Operations

Monitors

The following technology specific monitors are configured for Managed Cisco ISE devices:

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
TACACS Port	Check to see if the Cisco TACACS port (49) is open	✅	NA	Engineering Teams will resolve the issue	900
Network Interfaces	Collects network interface performance and operational stats	✅	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	120
Packet monitoring	monitor the tcp/udp packet errors and states	✅	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	300
Total Active Users	Monitor of Active Users on the Cisco ISE appliance	❌	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	180
Active Server Sessions	Monitors the number of active sessions on each Cisco ISE server appliance	❌	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	180
ISE Profiler Service	Profiler is a service that aids in identifying, locating, and determining the capabilities of all attached endpoints on a Cisco ISE network. This a monitor of Active Sessions	❌	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	180

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Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Endpoint Posture	Posture is a service that aids in checking the state (or posture) for all the endpoints that connect to a Cisco ISE network. Cisco ISE utilizes NAC Agent for checking the posture compliance of a device. This is a monitor of the number of active sessions.	❌	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	180
Active Endpoint Sessions	Monitor of active endpoint sessions connected to the Cisco ISE server appliance	❌	Graphs for the parameter measured over time	Engineering Teams will resolve the issue	180
Certificates	Monitoring of SSL certificate expiry	✅	NA	Engineering Teams will resolve the issue	1800

Configuration Management

Device configuration backups are included in the standard offering and are described in more detail in the MCN Managed Configuration Backup Service Description

Firmware Maintenance

There are no specific requirements for firmware maintenance of the technology. Firmware maintenance is administered in accordance with the standard MCN processes. Refer to the MCN Common Network Management Service Description for further information.

Supported Configurations

The following configurations are supported:

- A standalone ISE appliance
- High Availability ISE configurations. i.e. two ISE appliances of compatible models in an active/passive or active/active configuration, both connected at the same time (failure recovery can be manual);
- Direct management of Cisco ISE devices via the built-in administration tools (web based and CLI based)
- Management of Cisco ISE devices via a Managed Cisco DNA Centre service (refer to the MCN - Managed Cisco Digital Network Architecture Centre (DNAC) Service Description).
- ISE hardware appliance(s) or Virtual Appliance(s)deployed in client on-premises data centre / Public Cloud (Azure/AWS/GCP) infrastructure and where the appliance is accessible over IPsec tunnel, allowed management protocols such as SSH, SNMP etc.

Limitations

The following limitations apply:

- End user support and end user facing activities, including OS and PKI related issues.
- Movement of individual users between segmentation groups within Cisco ISE. It is expected that the Client will perform these functions in the IAM source (and not in Cisco ISE)
- Quarantining, un-quarantining or shutting down of network access for individual users. It is expected that the Client will perform these functions themselves.
- Creation of any customized portals, or portal workflows.
- The managed Cisco ISE Service does not include management of customized guest portals beyond what is provided natively by the Cisco ISE appliance.

- The tasks, features and services listed in this document are excluded from any underlying infrastructure hosting virtual Identity Service Engine appliances.

Service Requests

A list of service requests available for this technology can be found in the MCN Request Catalogue.

Technology Transition Tasks

No technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.