

# Managed SPEKTRA Edge Appliance Technology Service Description

## Overview

This document provides information relating to the management and monitoring of the SPEKTRA Edge Appliance, at the Client premises, under specific MNS offering. This platform allows bespoke use case specific workloads and applications to run on top of the SPEKTRA Edge Appliance.

The monitoring, configuration, limitations, and available service requests are outlined hereunder.

## Client Responsibilities and Prerequisites

There are no technology specific pre-requisites required, however, a description of the standard pre-requisites for the offering are documented in the MCN Statement of Work.

## Technology Specific Operations

### Monitors

The following monitors can be configured by default.

Monitor	Description	Alert	Performance Info	Resolution	Poll interval (sec)
Port status	Check the port status	✓	N/A	Engineering Teams will investigate and resolve the issue	300
Appliance status	Check the device status	✓	N/A	Engineering Teams will investigate and resolve the issue	300

### 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

Firmware maintenance for the SPEKTRA Edge Appliance is an automated process and is included in the offering. Firmware schedules and frequencies are determined and managed by the SPEKTRA Edge Appliance vendor.

## Supported Configurations

The SPEKTRA Edge Appliance is only supported for Client’s on-premises or co-located data center deployments.

## Limitations

The Managed SPEKTRA Edge Appliance offering does not cover the use case specific workloads or applications. Consult MNS PLM team for Use Case Specific offerings.

## 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.

**Note:**

**Any tasks not explicitly described under the Technology Transition Tasks are implicitly excluded from transition.**

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