

AirDefense Enterprise Custom Commissioning

Part Number: COM-WIPS-SV1

Motorola's AirDefense Enterprise Custom Commissioning service provides on-site support for the installation and integration of the Motorola AirDefense Enterprise Wireless Intrusion Prevention System (Wireless IPS) appliance and sensors into a customer's wireless infrastructure. This service delivers an advanced deployment technical consultation for multiple locations with advanced functionality, including but not limited to: commissioning of primary and redundant appliances, as required; integration of the Centralized Management Console (CMC), if CMC is part of the AirDefense Enterprise Wireless IPS solution; license installation of CMC and Advanced Function Modules, if any; the conversion of up to 12 sensors; and one (1) day of hands-on end-user training. Additional services may be included in the Statement of Work, as required.

Motorola Responsibilities

1. **Motorola Advanced Services Consultant.** Motorola will provide an Advanced Services consultant for one (1) customer engagement, consisting of an off-site pre-visit planning and technical review with customer team, and up to five (5) days on-site work to complete the AirDefense Enterprise Wireless IPS appliance commissioning.
2. **Pre-Commissioning Checklist.** Prior to arrival on site, the Advanced Services consultant will provide a pre-commissioning checklist that details the information necessary for the successful commissioning of an AirDefense Enterprise Wireless IPS appliance. This checklist shall be completed by customer representatives and reviewed with the consultant at least one (1) week prior to the scheduled on-site arrival to provide ample time for review of documented requirements.
3. **AirDefense Enterprise Commissioning Process.** Motorola will complete an integrated process to commission the AirDefense Enterprise Wireless IPS appliance and sensors, consisting of the following phases:
 - a. **Systems Planning and Assessment.** During this off-site phase, Motorola will review existing security policies, network infrastructure and WLAN sensor coverage requirements, and will assist customer in establishing the AirDefense Enterprise Wireless IPS policy configuration. In addition, the Advanced Services consultant will:
 - Schedule and coordinate site visits and required customer resources.
 - Gather all security and network infrastructure requirements and details (checklist[s]).
 - b. **Solution Analysis and Design.** During this off-site phase, Motorola will develop an AirDefense Enterprise Wireless IPS system implementation design tailored to the customer's specific wireless security requirements. In addition, the Advanced Services consultant will:
 - Complete a pre-on-site review with the customer.
 - Establish security standards, policies and alarm settings to be configured in the AirDefense Enterprise Wireless IPS software.
 - Develop and/or design integration procedures.
 - Document the AirDefense Enterprise Wireless IPS solution for the customer's records.
 - c. **AirDefense Enterprise Wireless IPS Appliance Implementation.** During this on-site phase, the Advanced Services consultant will:
 - Install the AirDefense Enterprise Wireless IPS appliance(s) and convert up to 12 sensors¹ at the engagement site.
 - Install the AirDefense Enterprise Wireless IPS appliance software and test the solution.

¹ Unlike typical wireless installations, a security installation requires taking into consideration all points of entry related to access, hacking and/or attacks via Internet/intranet and/or LAN/WLAN. Therefore, Motorola estimates a requirement of one (1) sensor for every four (4) access ports, which will provide maximum coverage of ports and allow for best practices security for the WLAN. However, if features such as locationing are required, then customers may need more sensors depending upon the level of exactness that will be required for positioning an unauthorized device.

AirDefense Enterprise Wireless IPS Appliance Implementation (continued)

- Assist customer in properly licensing the AirDefense Enterprise Wireless IPS appliance software and sensor(s).
 - Configure and synchronize the primary and redundant appliances.
 - Convert up to 12 sensors at the engagement site.
 - Demonstrate use of the Sensor Conversion Software to customer.
 - Verify sensors are reporting to the AirDefense Enterprise Wireless IPS software Graphical User Interface (GUI).
 - Complete initial configuration and reporting function management within the AirDefense Enterprise Wireless IPS Dashboard Interface.
 - Deliver a configuration summary detailing the AirDefense Enterprise Wireless IPS appliance installed configuration.
- d. **AirDefense Enterprise Wireless IPS End-User Training.** In conjunction with the completion of all on-site AirDefense Enterprise Wireless IPS appliance implementation activities, Motorola will provide on-site hands-on administrator training at the customer's location, including:
- Use of the production AirDefense Enterprise Wireless IPS system.
 - Specific user training for customer staff with regard to policy-based management, alarms and rogue devices, as well as an overall view of the AirDefense Enterprise Wireless IPS software.
 - Review of the AirDefense Enterprise Wireless IPS operations guide.

Customer Responsibilities

1. **Project Manager.** Customer shall appoint a project manager for the Custom Commissioning engagement to act as an interface to the Advanced Services team and to schedule pre-visit and on-site activities. In addition, the project manager must have the authority to acknowledge completion of the service.
2. **Infrastructure Requirements and Documentation.** Prior to the Advanced Services consultant's arrival on site, customer must complete any and all prior infrastructure requirement documentation, including the AirDefense Enterprise Wireless IPS installation checklist, as well as cabling, power over Ethernet, specifics of the AirDefense Enterprise Wireless IPS appliance being installed, site survey reports and/or WLAN installation. In addition, customer must provide Motorola with documentation pertaining to work processes, WAN/WLAN network details, and network performance data as discovered from any previous network analyses.
3. **Contacts.** Customer must provide reasonable access to all necessary resources, including but not limited to site management and team leaders, as requested by the Motorola engagement team, to answer technical questions related to all phases related to the installation and commissioning of the AirDefense Enterprise Wireless IPS appliance. Customers, partners or consultants involved in the AirDefense Enterprise Wireless IPS commissioning project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.
4. **AirDefense Enterprise Wireless IPS Appliance Readiness.** Customer must supply a fully operational AirDefense Enterprise Wireless IPS appliance conforming to Motorola's published AirDefense Enterprise Wireless IPS requirements. The appliance hardware used must be one of the following AirDefense Enterprise 7.3 and above model appliances:
 - AirDefense Model 1250 – for smaller deployments (up to 100 sensors per appliance)
 - AirDefense Model 1252 – for smaller deployments (up to 100 sensors per appliance)
 - AirDefense Model 3650 – for medium sized deployments (up to 400 sensors per appliance)
 - AirDefense Model 3652 – for medium sized deployments (up to 400 sensors per appliance)
 - AirDefense Model 4250 – for larger deployments (up to 750 sensors per appliance)
5. **Reasonable Access to Information.** Customer must provide Motorola with reasonable access to any information necessary to facilitate AirDefense Enterprise Wireless IPS commissioning. Such requests may include temporary network access, passwords and authorization to examine wireless network traffic using commercial software “sniffing” utilities (provided by Motorola).
6. **Access to Network Infrastructure and Mobile Terminals.** Customer must provide reasonable access to network equipment rooms, appliance equipment and managed wireless infrastructure (such as wireless switches and access ports and managed mobile devices) for the purpose of configuring, installing, testing and troubleshooting the AirDefense Enterprise Wireless IPS solution during commissioning.

Customer Responsibilities (continued)

7. **Access to Telephone and Internet.** Customer must provide access to telephone and Internet connectivity to Motorola during the commissioning engagement. This access will be used solely for contacting Motorola technical resources during the AirDefense Enterprise Wireless IPS commissioning project should it be necessary to expedite troubleshooting of unexpected problems. An Internet connection is required during the licensing process of the AirDefense Enterprise Wireless IPS Solution Software.
8. **Additional End-User Training.** Customer must make the following tools and facilities available for the Advanced Services consultant to provide AirDefense Enterprise Wireless IPS end-user training:
 - a. Conference room accommodating attendees, trainer and equipment described below
 - b. Windows-based PCs for each individual equipped with Ethernet and WLAN network interface and Internet Explorer 6 or higher
 - c. A PC equipped as described is also required for the trainer if network access for his/her personal laptop is not granted
 - d. Ethernet and WLAN network access from the training room to the AirDefense Enterprise Wireless IPS appliance(s) and managed sites so that users may access the live production network during training
 - e. Projector with standard Windows PC interface for use by the trainer
 - f. Access to printer or copy center to produce hard copy material, as needed

Limitations and Restrictions

1. The AirDefense Enterprise Custom Commissioning service applies only to Motorola AirDefense Enterprise Wireless IPS appliances, wireless switches, access points and sensors. The AirDefense Enterprise Wireless IPS hardware, wireless switches, access points, sensors and associated software must be purchased at the customer's expense, and must be fully installed and ready in advance of Motorola performing this service.
2. The AirDefense Enterprise Custom Commissioning service is provided specifically for one (1) AirDefense Enterprise Wireless IPS primary and redundant appliance configuration and up to 12 sensors. Additional appliances or redundant appliances and sensors can be added at additional charge.
3. This service does not cover upgrading/downgrading customer's wireless infrastructure (such as switches and access points) and/or software to be supported by AirDefense Enterprise Wireless IPS. See number 1 above.
4. Motorola will not perform a sensor site survey as part of this service. The sensor site survey, if required, must be ordered separately.
5. Unless otherwise defined, on-site activities for this project will take place at the customer's location where the AirDefense Enterprise Wireless IPS software is installed. Remote activities will be independently completed by customer's resources to be determined based on sites involved.
6. This service does not cover any third-party applications or customer-developed applications.
7. Motorola will convert up to 12 access points and upgrade firmware on the converted access points as necessary. All other access points must be independently converted by customer resources.
8. The AirDefense Enterprise Wireless IPS end-user training defined in Section 3 of Motorola Responsibilities is intended as a "train-the-trainer" session for the team leads overseeing core Wireless IPS user staff and system administrators. Its purpose is to acquaint these individuals with the basic functionality of AirDefense Enterprise Wireless IPS. It is not a substitute for in-depth, classroom technical training on the AirDefense Enterprise Wireless IPS appliance or software, or associated WLAN and mobile terminal technologies.
NOTE: this on-site familiarization may not eliminate the need for further training at customer expense.
9. This service requires at least two (2) weeks advance notice from the acceptance by Motorola of a purchase order to commence engagement activities.

Availability

AirDefense Enterprise Custom Commissioning is available worldwide. To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative by visiting:

www.motorola.com/enterprise/contactus.