

Standard installation service scope of work

Service: Application and Performance Optimization

1 Service features and deliverables

- 1.1 To conduct the installation job within normal office hour
- 1.2 Unpack and inspect the equipment
- 1.3 Physical mount the equipment
- 1.4 Install feature license (if any)
- 1.5 Perform the equipment configuration according to customer's requirement

Network setting:

- Configure not more than 10 VLANs
- IP address and static routing configuration
- Configure not more than 10 NAT and SNAT
- Setup system monitoring (syslog/SNMP)

Load balance setting:

- Configure not more than 3 virtual server groups and 10 real servers
- Associated pools profiles
- Import not more than 5 certificates
- Configure persistence profiles (simple, sticky, cookie insert)
- Apply built-in keepalive monitor
- Define not more than 2 Data Centers (for site load balancing)
- Insert not more than 10 DNS records (for site load balancing)

- 1.6 To verify the equipment port status
- 1.7 To verify the failover function if customer purchased two same model and configured equipment and run in high availability (HA) mode
- 1.8 To verify the load balancing function by load balanced the requests between two servers or two sites

2 Customer responsibilities

- 2.1 To provide the technical requirement
- 2.2 To provide the existing network information
- 2.3 To provide less than 10 DNS records (for site load balancing)
- 2.4 To provide a suitable environment like space, power, temperature, etc. for installation
- 2.5 To coordinate with other working parties if required
- 2.6 To facilitate with her ISP for DNS record change during implementation