



Advanced Audit Service



Kemp Advance Audit Service

Kemp Audit services are English speaking technical engagements designed for engineers seeking a best practice and methodical assessment of an existing LoadMaster estate. Kemp's audit service ensures customers not only receive the latest best practice configuration updates but also ensure that administration teams can refresh or extend their knowledge with the inclusion of additional remote LoadMaster administrator training. The goal is to have a guaranteed best practice configuration to meet the business need while ensuring customers understand the latest feature enhancements available to them. The Advanced Audit Service is valid for up to 4 LoadMasters.

Task List
Account Optimizations
Create and confirm a Kemp ID with an email address or distribution group.
Explain "My Inventory" and demonstrate its usage.
Follow appropriate sections in the Help Center that pertain to configuration.
Training on how to create a Support ticket.
Company Review
Introductions to Key Stakeholders of the LoadMaster
Discuss company architecture, locations, DC locations, company size, etc.
Discuss LoadMaster presence in the company and the past issues.
Discuss what firmware to the most appropriate firmware for bug fixes, feature enhancements, and security patches.
Global LoadMaster Optimization Documentation
WUI Session Management
SSL Properties
HA and Interface/Network Configuration
External Logging and Monitoring
User Rights Management/AAA
Reoccurring Backup of Configuration
NTP, MOTD, Local Hostname Configuration
Automatic WAF rule and GEO IP Reputation List updates (if applicable)
Kemp 360 Central Configuration for Centralized LoadMaster Management
Virtual Service Optimization Documentation
Virtual Service Standard and Advanced Configuration
SSL Configuration
Health Checks
Global and Per VS HTTP Optimizations
ESP Configuration
GEO Configuration
Routing and Network Configuration
Content Rules
Identify Excess Unnecessary Configuration
Configuration Rollout
Cutover to defined best practice configuration in documentation.
Create new documentation for new best practice configuration.

Starting the service

Once an order has been received and processed by Kemp a service voucher will be issued electronically. The voucher includes a unique reference number and an email address to contact to when ready to schedule and install. *Kemp request that you contact us at least 7 business days prior to the installation.* Audit Service vouchers require the customer to provide Kemp with relevant LoadMaster configuration backup and logfiles for proper analysis prior to commencement. Kemp may request additional information outside of these files depending on the complexity of the estate and configuration requirements.

Important

Any additional integration tasks not stated in this doc shall be regarded as out of scope. If additional services are required, please contact your Kemp representative and you will be recommended alternative suitable installation packs.

Areas out of scope:

- **Kemp 360 Vision**
- **WAF Configuration**

Completion Criteria

Kemp shall be regarded as having fulfilled its obligations when any one of the following first occurs: Kemp accomplishes the activities described within this schedule of work. No response from Client within 14 days of electronic communication from Kemp confirming if the client accepts the work is complete will be deemed acceptance.

Client has the right to contractually terminate services if it is not implemented in accordance of the schedule of work outlined within 90 days of purchase provided the Client has presented Kemp with any issues identified for investigation by Kemp Professional Services team or Kemp Customer Support team.

Schedule of Work Pre-requisites

Customer Pre-Requisites

- The customer commits to completing an online questionnaire (link will be sent along with the service voucher). This will give the technical team the details required to start the engagement, should Kemp feel that further information is needed the customer agrees to a call prior to the install.
- In the case of hardware, the customer will be responsible for racking and cabling the solution.
- In the case of virtual appliances, the customer will be required to install the virtual machines ready for access.
- The customer will have pre-installed the required system drivers to enable a remote Zoom session with the engineer at the scheduled agreed time of installation and will ensure they have connectivity to the GUI of the devices needing configuration.
- The customer will be responsible for all network, storage, routing and firewall changes needed throughout the configuration process, Kemp will be solely responsible for configuration of the Kemp LoadMaster.

Kemp Commitments

- Kemp commits to completing the tasks outlined in the schedule of works regardless of delivery timescale.
- Customers who need to schedule multiple sessions to complete the schedule of work shall be able to do so without penalty.
- Wherever possible Kemp shall try to accommodate the customers preferred dates but reserve the right to make alternative suggestions based on resource availability.
- Kemp shall follow its best practice methodology in deploying all applications and shall give best practice network recommendations to customer where appropriate.
- Kemp will endeavour to ensure that the same engineer shall deliver the whole schedule of work. In the event Kemp is unable to do this we will work with the customer to minimise any project disruption.
- Kemp will make clear it's full terms and conditions on its website www.kemp.ax.