

Mu's Kickstart Program | Professional Services

Description of Services

Mu Dynamics offers a two-day Kickstart service to help our customers more quickly leverage the Mu-4000 solution in order to reduce costly downtime of applications, services and network infrastructure. This introduction to the Mu solution provides hands-on exposure to the various features of the Mu-4000 including automation, monitoring and reporting of application, product or service weakness. Mu Kickstart ensures a new customer is familiar with the Mu-4000's automated workflow in their planned environment. Additionally, customers gain valuable insight into how to incorporate the Mu methodology for their product deployment and software development lifecycles.

The Mu Kickstart includes three distinct areas of activity – installation, target analysis and results analysis:

a) System Installation and Configuration Workshop

During this phase, Mu Dynamics provides hands-on assistance with the initial configuration of the Mu-4000 appliance in the customer's own environment. Configuration of the Mu-4000 solution consists of establishing the following:

- i. IP connectivity of the Mu-4000 appliance to the application, product or network service to be analyzed within the designated customer network environment.
- ii. Connectivity to the Mu-4000 allowing administration via the web interface.
- iii. An automated service assurance test bed consisting of the Mu-4000 analyzer and a designated target located within the customer environment.

Depending on a Mu Kickstart customer's priorities during the initial period, processes often include several activities:

- Identify likely areas of service or product weakness, creation of sample XML templates
- Shareable templates to automate the monitoring and correlation of products or services under analysis
- Applying templates and custom automation framework
- Identification, documentation of all application, product or service areas subject to reliability, availability or securing weaknesses – depending on protocol modules, DoS module and PVA (known or published vulnerability analysis module purchased)

b) Initial Target Analysis

After initial Mu Kickstart configuration Mu Dynamics executes a Mu-4000 analysis of the designated product or service. On occasion, the configuration of customer network



environments requires longer than the allotted period of time for Kickstart services. If this is determined in advance or if the customer analysis target is not available, the customer may choose either an extension of the engagement or opt for an analysis against an alternate Mu-supplied target.

c) Results Analysis

Once testing is complete, Mu Dynamics will assist the customer in qualifying and interpreting the results. Depending on the available time and analysis scenario, the onsite consultant may help the customer with the following:

- Deeper-dive results analysis
- Results interpretation and prioritization guidance
- Root cause analysis guidance

Depending upon the customer's stated priorities, Mu Kickstart may also include:

- Identifying likely areas of service or product weakness and creating sample XML templates.
- Developing shareable templates to automate monitoring and event correlation of products or services under analysis.
- Assisting the customer in creating a custom automation framework.
- Assisting the customer in designing a test plan to accomplish their specific goals for determining reliability and availability thresholds, and/or exposing possible security issues.

Engagement Management

Mu Dynamics manages all Professional Services engagements in a practical and structured manner.

Mu Dynamics' best practices leverage extensive experience at leading network operators and their suppliers to best meet the customer's needs.

Mu Professional Services engagement management has three (3) specific phases:

1. Engagement Planning Meeting

Customers typically begin their work with Mu through an engagement planning call. This call ensures that Mu Dynamics and its customers share an understanding of the project's requirements and scope, methods of delivery utilized throughout the engagement, resources required, and the engagement schedule.

2. Engagement Accountability

Mu Dynamics remains fully accountable to the customer throughout a Mu Professional Services engagement. The Mu Dynamics engagement manager will work with the customer to establish a frequency and medium for status updates during a Professional Services engagement.

3. Engagement Review Process

All Mu Professional Services deliverables are subject to a rigorous internal review process to ensure the highest level of quality.

Upon completion of an engagement review process, final versions of all documents are made available to the customer in both electronic and printed format. Mu will also review these documents with customer staff to provide detailed explanation and further recommendations.

Additional Services

Additional Services available from Mu Dynamics Professional Services include:

- Advanced Mu-4000 Consulting Services
- Mu-4000 Individual and Group Training Services
- UAT Integration and Automation



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