

NETWORK DOCUMENTATION SERVICE

Service Summary:

The ACR Network Documentation Service allows you to gain insight as to how the network is implemented and provides detailed documentation of the infrastructure. ACR's engineers will collect an array of data over time in order to map out the network infrastructure and device interconnectivity. The main goal of this service is to provide organized and detailed documentation so that everyone in the organization understands the environment and has a common viewpoint into the architecture.

Features and Benefits:

The ACR Network Documentation Service helps to alleviate problems that arise from out of date, incomplete, or nonexistent documentation. As personnel (employees or contractors) leave the organization, it is critical to ensure that the knowledge and information they maintained about the network is still available. Thorough and clear documentation allows for ease of troubleshooting potential issues and quicker times to resolution. Future upgrades can be planned for much more effectively and the business will be able to perform efficiently without the network holding it back.

Approach:

ACR's network professionals will use a variety of tools and analysis techniques to understand the network layout and design. From this, detailed reports and diagrams can be generated to meet the customer's needs.

Key Deliverables:

- A complete understanding of the LAN and WAN topology
- Detailed Visio diagrams showing both the physical and virtual network layout
- VLAN Segmentation diagrams
- Datacenter Rack Layout
- Device inventories
- Wiring diagrams
- Remote Access (VPN) infrastructure
- Server topology
- Flow analysis

Service Requirements:

To conduct a Network Documentation Service, ACR requires the following:

- Basic IP Address scheme of the organization
- Physical Access to the customer's facility and datacenter
- Read-only administrative access to various network devices