Engage – Simplifying the Change Request Experience

Getting Started

We've added a new option called Change Request to the Engage portal.

You'll be able to action the following types of change requests for **IPVPN** and **MIA** products:

Routing Changes & LAN Features - edit the Local Area Network ports for sites and features.
- LAN (Local Area Network) Port Configuration
- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification.

Monitoring - add or remove the Network & IP (Internet Protocol) Traffic configuration tools.
- Add/Remove Netflow
- Add/Remove SNMP (Simple Network Management Protocol).

Routing Changes & LAN (Local Area Network) Features

There are 4 types of routing and LAN feature changes:
- LAN (Local Area Network) Port Configuration
- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification.

LAN (Local Area Network) Port Configuration

You can modify LAN ports for both **MIA** and **IPVPN** products.

Use the **Search** feature to find and **Select** the sites for which you wish to configure changes.

If your sites are not showing, you can manually enter them.

LAN (Local Area Network) Port Configuration (Cont'd…)

Once you have selected your sites(s) you have the option to add/modify/remove configurations for each of your chosen site(s).

You can also amend LAN features for each site(s).
The following feature changes can be requested:
- HSRP
- DHCP Helper **(IPVPN Only)**
- DHCP Pool **(IPVPN Only)**
- ACL **(IPVPN Only).**

LAN (Local Area Network) Port Configuration (Cont'd…)

Technical Contact

You must provide at least 1 technical contact & max of 3.

First Name *

Last Name *

Email *

Contact Tel *

Mobile

Add Another Contact +

Pre-change Notification Contact

You must provide at least 1 pre-change contact & max of 3.

First Name *

Last Name *

Email *

Contact Tel *

Mobile

Add Another Contact +

Testing Notification Contact

You must provide at least 1 Testing contact & max of 3.

First Name *

Last Name *

Email *

Contact Tel *

Mobile

Add Another Contact +

In addition to company details and billing contact information you will need to provide:
- Technical Contact details
- Pre-Change Notification Contact details
- Testing Notification details.

You must provide **at least one** entry for each of these contacts, and a **maximum of three.**

Schedule

Request Date *	dd/mm/yyyy	A minimum of 10+ working days lead time applies from submission date.
Preferred Start Time *	Please select	
Late Night Hours	- between midnight to 7:00 AM, change request charged at £750.00 per site.	
Out of Hours	- between 5:30 PM to midnight and 7:00 AM to 9:00 AM on weekdays or any time (excluding midnight to 7:00 AM) during weekends or public holidays, change request charged at £750.00 per site.	
In Hours	- between 9:00 AM to 5:30 PM on weekdays (excluding bank holidays), change request charged at £500.00 per site.	

You'll need to select the date you wish your changes to take effect.
Please note changes must be scheduled at least 10 working days in advance of the date required.

You'll also need to select the preferred start time for your change:
- Late Night Hours
- Out of Hours
- In Hours.

Routing Changes & LAN Features
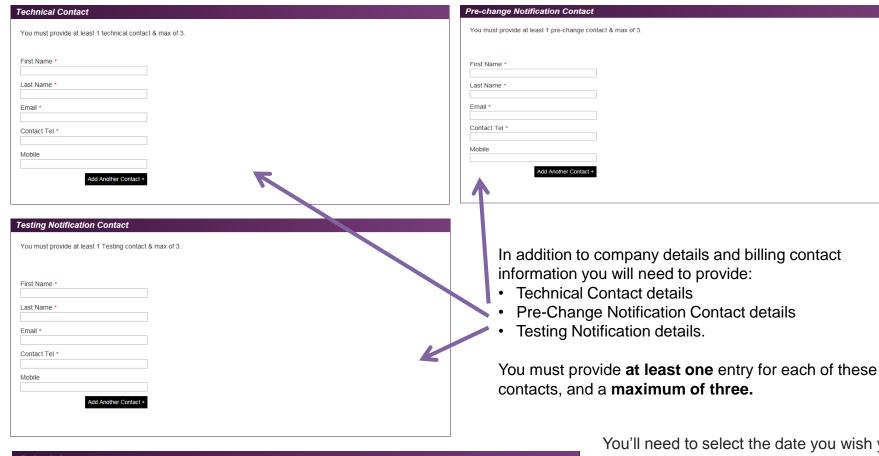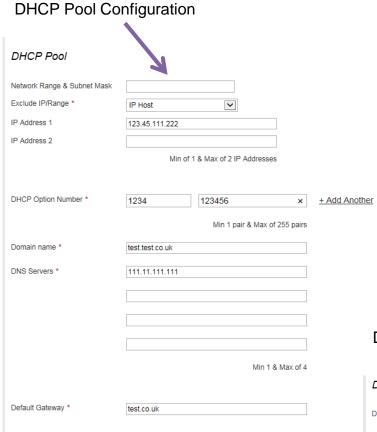
The remaining routing and LAN feature changes are only applicable for **IPVPN** products:

- ACL (Access Control List) Modification
- DHCP (Dynamic Host Control Protocol) Helper Modification
- DHCP Pool Modification

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For each change type selected, you'll need to:

- **Select your sites**
- **Configure each site**
- **Enter contact details**

DHCP Pool Configuration

DHCP Pool

Network Range & Subnet Mask	
Exclude IP/Range *	IP Host
IP Address 1	123.45.111.222
IP Address 2	
	Min of 1 & Max of 2 IP Addresses
DHCP Option Number *	1234 123456 × + Add Another
	Min 1 pair & Max of 255 pairs
Domain name *	test.test.co.uk
DNS Servers *	111.11.111.111
	Min 1 & Max of 4
Default Gateway *	test.co.uk

ACL Modification

ACL

ACL Mode   ◉ Basic   ○ Advanced

Action *	◉ Deny	○ Permit
Transport Values *	○ TCP	○ UDP
	◉ IP	○ ICMP
Source IP Range *	123.11.122.23 111.08.111.09	1000
Destination IP Range *	112.21.112.21 111.22.111.22	1234

+ Add Another

DHCP Pool Helper Configuration

DHCP Helper

DHCP Helpers *	119.10.123.45
	Min 1 & Max of 4

Monitoring

There are 2 types of monitoring changes where you can add or remove the Network & IP (Internet Protocol) Traffic configuration tools:
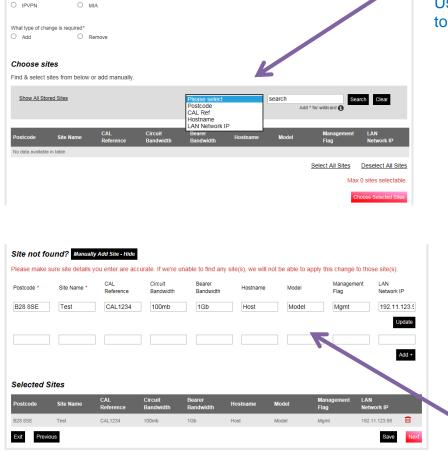
- Add/Remove Netflow
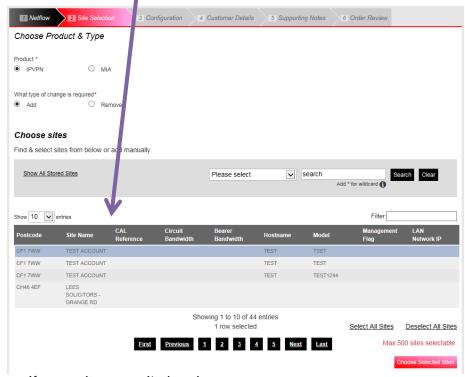- Add/Remove SNMP (Simple Network Management Protocol).

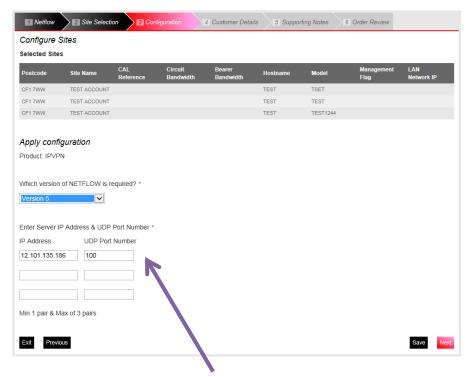## Add/Remove Network & IP Traffic Configs

You can modify Netflow and SNMP for both **MIA** and **IPVPN** products.

Use the **Search** feature to find and **Select** the sites for which you wish to configure changes.
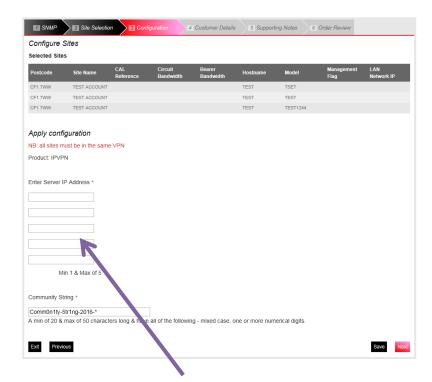

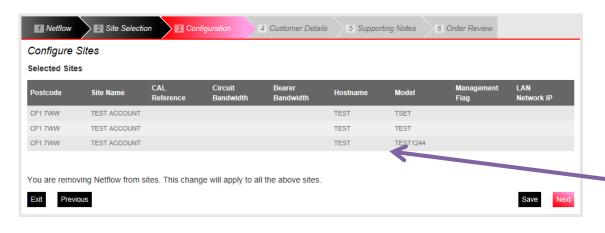If your sites aren't showing, you can manually enter them.

Add/Remove Network & IP Traffic Configs (Cont'd…)

If you have chosen to 'add' Netflow you'll see this screen
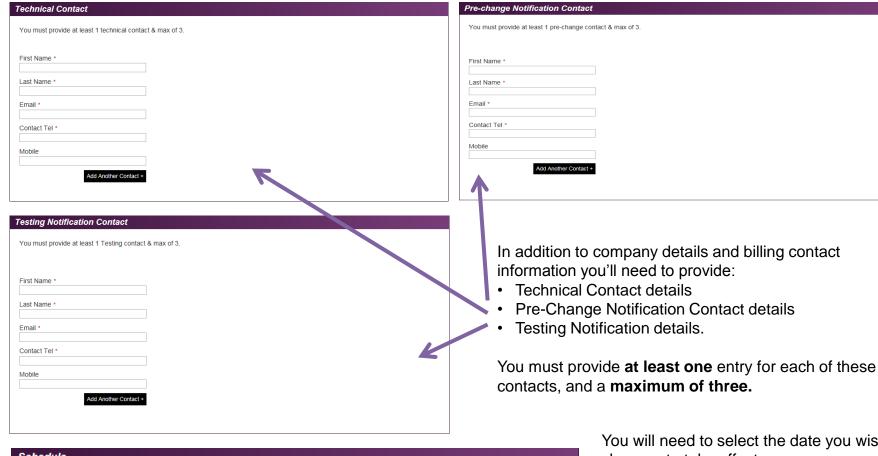

If you have chosen to 'add' SNMP you'll see this screen

N.B. If you make a monitoring change request, the change will be applied to all sites.

If you have chosen to 'remove' Netflow/SNMP you'll see this screen

Add/Remove Network & IP Traffic Configs (Cont'd…)

Technical Contact

You must provide at least 1 technical contact & max of 3.

First Name *

Last Name *

Email *

Contact Tel *

Mobile

Add Another Contact +

Pre-change Notification Contact

You must provide at least 1 pre-change contact & max of 3.

First Name *

Last Name *

Email *

Contact Tel *

Mobile

Add Another Contact +

Testing Notification Contact

You must provide at least 1 Testing contact & max of 3.

First Name *

Last Name *

Email *

Contact Tel *

Mobile

Add Another Contact +

In addition to company details and billing contact information you'll need to provide:
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- Pre-Change Notification Contact details
- Testing Notification details.

You must provide **at least one** entry for each of these contacts, and a **maximum of three.**

Schedule

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You will need to select the date you wish your changes to take effect.
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You will also need to select the preferred start time for your change:
- Late Night Hours
- Out of Hours
- In Hours.

Contact your Account Manager or Service Relationship Manager to find out how to get access!

BUSINESS

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