



No.	Hostname	Type	Serial Number	Location	Qty	License				Advanced Hardware Replacement
						Premium Partner	Advanced Wildfire	Advanced Url Filtering	Advanced Threat Prevention	
PALO ALTO										
1	FW3-D2-JKT-STL	PA-3250	16301015177	DC AoN Sentul LT B3	1	Yes	Yes	Yes	Yes	-
2	FW4-D2-JKT-STL	PA-3250	16301010048	DC AoN Sentul LT B3	1	Yes	Yes	Yes	Yes	-
3	FW2-D2-JT2	PA-5250	13101015876	STO Jtn Arnet Rg NGN Baru	1	Yes	Yes	Yes	Yes	Yes
5	FW3-D2-JT2	PA-5250	13101015874	STO Jtn Arnet Rg NGN Baru	1	Yes	Yes	Yes	Yes	Yes
6	FW4-D2-JT2	PA-5250	13101015871	STO Jtn Arnet Rg NGN Baru	1	Yes	Yes	Yes	Yes	Yes
7	FW1-D2-JTN-HAUD	PA-820	12001072783	DC AoN Jtn LT 4	1	Yes	Yes	Yes	Yes	-
8	FW2-D2-JTN-HAUD	PA-820	12001072778	DC AoN Jtn LT 4	1	Yes	Yes	Yes	Yes	-
9	PANORAMA (VM)	PAN (VM)	702736614	DC AoN Sentul LT B3	1	Yes	Yes	Yes	Yes	-

NO.	Type/Server	Qty	License/Support	Deskripsi
PRINCIPAL SUPPORT				
1	PA-3250	2	Premium Partner	Partner enabled premium support year 1, PA-3250
			Advanced URL Filtering	Advanced URL Filtering Subscription, 1-year, PA-3250 HA pair
			Advanced Threat Prevention	Advanced Threat prevention subscription for device in an HA pair year 1, PA-3250
			Advanced Wildfire	Advanced WildFire subscription for device in an HA pair year 1, PA- 3250
2	PA-5250	3	Premium Partner	Partner enabled premium support year 1, PA-5250
			Advanced URL Filtering	Advanced URL Filtering Subscription, 1-year, PA-5250
			Advanced Threat Prevention	Advanced Threat prevention subscription year 1, PA-5250
			Advanced Wildfire	Advanced WildFire subscription year 1, PA-5250
3	PA-820	2	Premium Partner	Partner enabled premium support year 1, PA-820 HA pair
			Advanced URL Filtering	Advanced URL Filtering Subscription, 1-year, PA-820 HA Pair
			Advanced Threat Prevention	Advanced Threat prevention subscription for devices in HA pair, PA-820
			Advanced Wildfire	Advanced WildFire subscription for devices in HA pair, PA-820
4	Panorama	1	Premium Partner	1x Partner enabled premium support year 1, Panorama 25 devices
LOCAL SUPPORT				
5	Advance Hardware Replacement	3	Advanced Hardware Replacement	Layanan penggantian perangkat yang dilakukan dengan mekanisme advance replacement, yaitu perangkat pengganti dikirimkan kepada Telkom sebelum perangkat yang sedang melalui proses RMA kembali.
6	PM	4	Preventive Maintenance	Aktifitas pengecekan perangkat NGFW secara berkala onsite per triwulan oleh 1 engineer
7	CM	6	Corrective Maintenance	Tindakan perbaikan terhadap gangguan, baik hardware atau software, yang terjadi pada perangkat. Kunjungan dilakukan onsite oleh 2 engineer
8	PMgr	1	Project Manager	Memimpin project MS, membuat document (regular report per 3 bulan dan incident/fault report)
9	SE	1	Senior Engineer	Memberikan technical assistance dan konsultasi, troubleshooting system, sharing knowledge (bila diperlukan), dan mempunyai sertifikasi perangkat yang dioperasikan.
10	JE	1	Junior Engineer	Melakukan pengecekan perangkat per hari, melakukan integrasi on site, melaksanakan PM per triwulan, troubleshooting perangkat.
11	TW	1	Technical Writer	Membuat dokumentasi atau report per bulan dan per triwulan baik hardcopy atau softcopy