



Oct 2021 Update

TSANet Connect 1.0 Timeline

2018

Develop the
system

Working with a Member
driven Technology
Committee, TSANet
Connect was created

2019

Deploy the
system

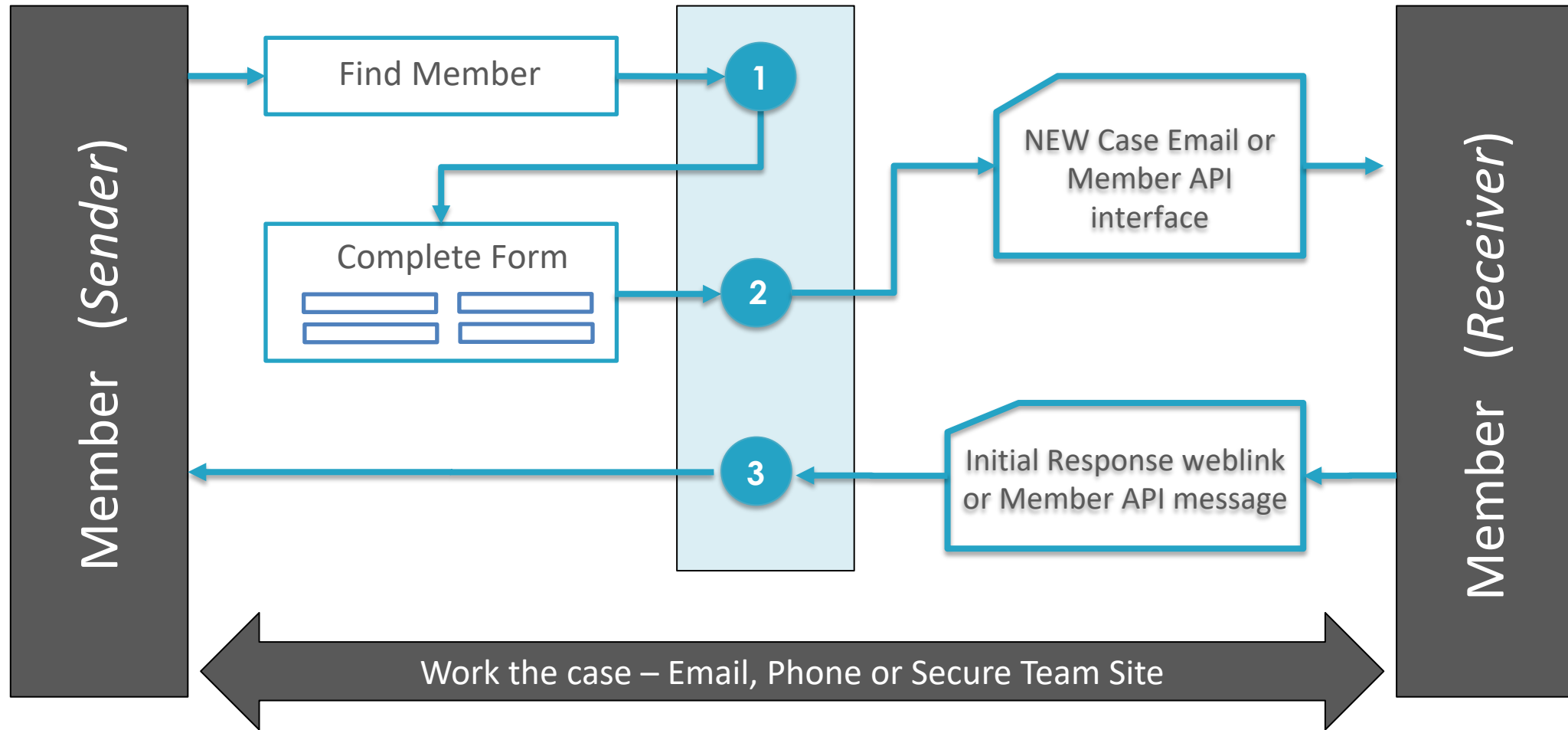
The new system was
deployed in phases.
System improvements
made based on feedback

2020/2021

Improve
Member
Adoption

Work with Members to
improve system adoption.
System improvements
made based on feedback

TSANet Connect Process



Top Outbound Users	# of Cases	Top Inbound Users	# of Cases
Dell EMC	215	Vmware	664
NetApp	212	Red Hat	95
Red Hat	208	Cisco	90
Dell	87	IBM	65
Cisco	87	NetApp	55
Nutanix	86	Dell EMC	52
Pure Storage	57	HPE	47
HPE	53	Veeam	30
Veritas	31	Dell	29
IBM	29	Nvidia	27
Microsoft	28	Citrix Systems	23
Veeam	27	Apple	20
Rubrik	26	Nutanix	19
Lenovo	26	Intel	18
Datrium	25	Commvault	16
Vmware	24	Cloudera	14
Datacore	18	Amazon	13
CommVault Systems, Inc.	11	F5 Networks	12
Citrix	10	Pure Storage	12
Google	7	Juniper Networks	11
Nvidia	7	Veritas	11
Exagrid	7	Google	11

Top Users

- ❑ Top users have most volume
- ❑ Top Members have a lot in common (Partner Programs, Awareness, Customer Experience focused)

TSANet Connect – June Release

- ❑ Changed email to use Microsoft o365 exchange as the mail service. This change was made to improve security and deliverability
- ❑ Upgrade core software packages to the latest versions. This change was made to provide support for future features, ensure support, and improve security of TSANet Connect
- ❑ Resolved issue where the user could get an error when responding to a collaboration request
- ❑ Improved the first time use process to request password for new users
- ❑ Completed yearly penetration testing for both network and application
- ❑ Implemented quarterly automated scans
- ❑ Implemented security improvements to user access including removal of stale logins and lockout for accounts with multiple password attempts
- ❑ Fixed errors with Partner onboarding process
- ❑ Made changes to development, beta, and production environments to implement best practices defined by ISO 27001



TSANet Connect – August Release

- ❑ Created a new email template to be used for systems that are not able to process “Respond to” button
- ❑ Fixed an issue where the logo on the page did not return the user to home
- ❑ Fixed an issue where a deleted internal note remained as an empty note
- ❑ Added Hot Standby site in Germany to be used as failover for disaster recovery process
- ❑ Verified and connected to first Member with Single Sign-on through Microsoft Active directory
- ❑ Added encryption to all backup and recovery processes
- ❑ Setup DKIM in Microsoft 365 to improve email deliverability
- ❑ Completed quarterly system penetration testing and software patching
- ❑ Fixed some errors in the Partner sign up process emails
- ❑ Fixed an issue where the user could get an “internal server error” message when creating a new account through the email authentication method
- ❑ Improvements to the TSANet admin interface for managing users
- ❑ Improvements to security of the site through enabling MFA, login error handling and log file analysis



TSANet Connect – December Release

- ❑ Upgraded to new version of Vue.js (Web Front End) that will improve performance and add functionality
- ❑ Created 2 custom email templates for Members
- ❑ Fixed issue where case history showed encrypted data for cases with long descriptions
- ❑ Updated phone field widget (will fix several issue with phone formatting)
- ❑ Fixed issue where callers could not see company history
- ❑ Fixed issue with Partner sign-up
- ❑ Setup Single Sign-on with first Member with One Login
- ❑ *Quarterly system penetration testing and software patching*
- ❑ *Implement integration to Slack (Webhook to post message for new collaboration request)*



Resources for Admins

<https://tsanet.org/member-resources/>

[TSANet Connect Admin Training – 30 minute Video](#)

[TSANet Connect Partner Groups – 30 minute Video](#)

[TSANet Connect Security \(Updated\)](#)

[TSANet Connect Support Process](#)

[TSANet Connect Business Continuity Plan](#)

[Setup Single Sign-on to TSANet Connect \(SAML 2.0\)](#)

[Inbound Process Best Practices. \(Updated\)](#)

[TSANet Partner Program Playbook](#)

[TSANet Connect training for Support Engineers](#)



TSANet is now ISO27001 Certified!

What is ISO 27001

- ❑ Globally recognized standard for information security management
- ❑ Mandates processes and controls for the establishment, maintenance and certification of an information security management system (ISMS)
- ❑ Requires both internal and external audits every year to maintain certification

Importance for TSANet Connect

- ❑ Data Security is a top priority for our Members - ISO 27001 certification ensures that TSANet Connect, and related processes are secure
- ❑ ISO 27001 is the standard for Information Security management and includes development, operations and ongoing management of TSANet Connect – 143 controls in place to ensure a secure environment



TSANet Connect Current State Summary

Features

- ❑ Designed to connect 2 Members engineers with a simple collaboration request / response process (They then work directly from their ticketing systems)
- ❑ Includes SLA enforcement and escalation process
- ❑ Default Email process or members can request API connection (we interface to target system API)
- ❑ Standard process form with ability to request custom fields
- ❑ Partner Program functionality (Several members with 100+ partners)
- ❑ SSO in place (SAML 2.0)

Metrics

- ❑ 800+ Members connected (Working on 3 members with static process)
- ❑ ~100 Collaborations per month
- ❑ Majority of Premium Members use
- ❑ Less than 50% Basic Members use
- ❑ Small percentage of Limited Members use
- ❑ ~15% SLA exceptions (Some due to missing data on request)
- ❑ 99.99 uptime
- ❑ ISO 27001 Certified
- ❑ 4 releases per year



Version 2.0 Planning

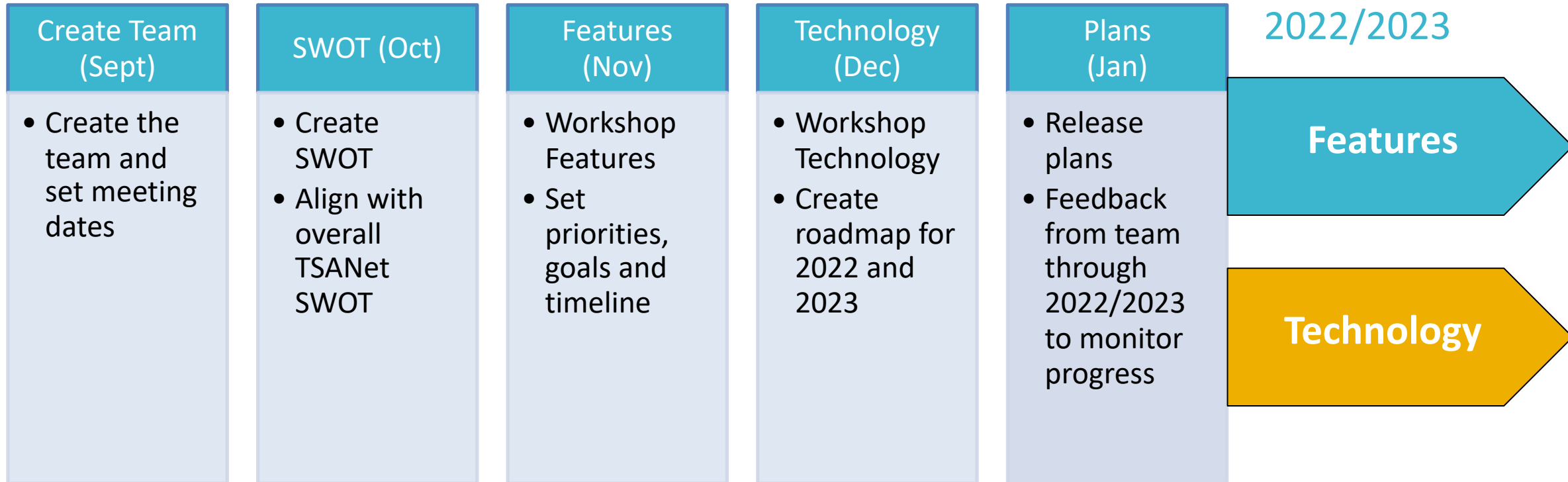
TSANet Connect 2.0 Committee

What: A committee that will help define the features for the next major version for TSANet Connect (2022 and 2023 plans).

Who: Amazon, Cisco, Microsoft, Dell Technologies, IBM, VMware, Google, Nutanix, Salesforce, Veritas



Connect 2.0 - Timeline



Features that will be reviewed



Improve Usage (Focus on the engineer)

- Look at ways to get in the workflow for outbound collaboration
- Expand Scope of usage, Engineering, Knowledge Exchange



Improve Existing Inbound Process

- Enhanced response options to include exceptions
- Improved integration and auto-response options



Post Connection Collaboration

- Look at ways to provide post connection collaboration
- Enhance integrations for connection – ongoing communication



Partner Programs

- Custom onboarding process
- Simplify how Partners are added

Next Steps...

1. Move remaining Members from Static to TSANet Connect process (**3 with Static Process**)
2. Hold Regional Training Sessions for Support Engineers
3. Set plans for TSANet Connect Version 2.0
4. Set roadmaps and budgets for 2022/2023

