



# Frequently Asked Questions

Managed FortiGate Service Q1, 2024



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Email: [techdoc@fortinet.com](mailto:techdoc@fortinet.com)



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Managed FortiGate Service Q1, 2024 Frequently Asked Questions

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# TABLE OF CONTENTS

<b>Change Log</b> .....	<b>5</b>
<b>Service overview</b> .....	<b>6</b>
What is Managed FortiGate Service? .....	6
What do I get from this service? .....	6
What value does this service bring? .....	7
What ITIL methodologies are followed? .....	7
What is the availability of this service? .....	7
Where is the Managed FortiGate Service team located? .....	7
How is it compatible with existing MSP offerings? .....	7
How does it relate to other Fortinet service offerings? .....	7
What are the technologies or tools that the Managed FortiGate Service is based on? .....	7
How is Fortinet able to provide this service? .....	7
In which regions is the Managed FortiGate Service available? .....	8
Does this service include any on-site? .....	8
In which languages is the service delivered? .....	8
What is the structure of your team? .....	8
How do you understand our network needs? .....	8
Does this service include network design and planning? .....	8
How responsive are you? .....	8
How can customers raise a firewall policy change request? .....	9
Will this service cover configuration assistance on third party software/applications? .....	9
Can we apply changes to the FortiGate ourselves as well? .....	9
Do I have read/write access to the FortiManager Cloud instance used by the MFGS team to manage my FortiGates? .....	9
Are firmware upgrades covered by this service? .....	9
What complexity of change requests/device provisioning is covered by the service? .....	10
Does this service cover OT environments? .....	10
What options do we provide if customers are looking for features not yet supported in the current offering? .....	10
If I'm already subscribed to the service as customer, how can I add additional FortiGates? .....	10
If I already have a FortiManager on-premise or a FortiManager cloud instance can I migrate it to MFGS? .....	10
Does Managed FortiGate Service work with SOCaaS .....	10
<b>Subscription and onboarding</b> .....	<b>11</b>
What types of devices can be managed by the service? .....	11
What are the license terms? How much does it cost? .....	11
How long does it take to set up the service? .....	11
How can I try this service before the purchase? .....	11
How do I purchase this service? .....	11
How is this service delivered to me? .....	11
How can I interact with your service team? .....	11
If I have a pair of FortiGates operating as a cluster, do I need to purchase two service entitlements? .....	12
What is the maximum number of managed devices that can be enrolled to the service? .....	12

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Why do I get the warning message “This FortiGate is currently managed by a FortiManager Device. All changes should be performed from a FortiManager to avoid conflict” when connecting to the GUI of a managed FortiGate? .....	12
<b>Requirements .....</b>	<b>13</b>
What are the requirements to use this service? .....	13
<b>Managed FortiGate Service portal .....</b>	<b>14</b>
<b>Data security and compliance .....</b>	<b>15</b>
Is the service compliant with security and privacy regulations and standards? .....	15
How is my data secured and protected? .....	15
Where is my data stored? .....	15
<b>Customer support .....</b>	<b>16</b>
If I need support on a managed FortiGate who do I contact? .....	16
I created a service request in the MFGS portal but I do not see a ticket created on FortiCare. Why? .....	16
Does this service cover RMA/hardware replacement? .....	16
Can customers call the MFGS team? .....	16

# Change Log

Date	Change Description
2024-02-14	Initial release.
2024-03-18	Updated <a href="#">Subscription and onboarding</a> on page 11.

## Service overview

### What is Managed FortiGate Service?

Managed FortiGate Service (MFGS) is a remote cloud-based managed network operations service run by Fortinet NOC experts.



### What do I get from this service?

The Managed FortiGate Service helps organizations manage their network infrastructure efficiently by providing:

- **FortiGate Provisioning:** Simple device provisioning according to the supported use cases. The list of supported use cases is available in the [Managed FortiGate Service Use Cases](#) document.
- **Change Management:** Evaluation / Implementation / Verification of change requests according to Fortinet Security Best Practices (FSBP) and ITIL methodology.
- **System Hardening:**
  - SOCaaS Incident Remediation: Configuration assistance to respond/remediate SOCaaS escalated events.
  - System Audit / Security Posture Review: Auditing of FortiGate configuration according to Fortinet Security Best Practices.
  - Outbreak Alert: Configuration assistance on how to protect from an outbreak.
  - PSIRT Advisories: Configuration assistance on applying a workaround or a permanent fix.
  - FortiGate Firmware Upgrade: Remote FortiOS firmware upgrade activity for onboarded FortiGates from/to supported firmware versions.

## What value does this service bring?

The service is run by network security experts skilled in maximizing performance and uptime of mission critical environments. By following Fortinet best practices and ITIL™ methodologies, the service aims at controlling risks to minimize the impact that configuration changes may have on the business.

## What ITIL methodologies are followed?

Change management is performed according to the ITIL framework.

## What is the availability of this service?

The service runs on a 24x7x365 basis.

## Where is the Managed FortiGate Service team located?

The MFGS team is located in North America, EMEA, and APAC regions to ensure global coverage.

## How is it compatible with existing MSP offerings?

The service is designed to complement MSP offerings to help streamline best practices and to scale operations.

## How does it relate to other Fortinet service offerings?

Managed FortiGate Service is part of a broad range of offerings to help MSP scale up operations, which includes:

1. *Quick Start Services*: PS-led service to help initialize customers on-board to the optimal best practices.
2. *Managed FortiGate Service*: This service.
3. *SOC as a Service*: Automated detection, investigation, and escalation of confirmed incidents to MSP SOC teams.
4. *Managed Endpoint*: Full set of options, including managed EDR, Forensics, ZTNA and others.

All of these services are designed from ground up to interface with MSP SOC teams as the customer interface.

## What are the technologies or tools that the Managed FortiGate Service is based on?

This service leverages:

- FortiSOAR to automate, orchestrate, and facilitate handling of service requests.
- FortiManager Cloud as the cloud-based management platform.
- A custom-built service portal.

## How is Fortinet able to provide this service?

This service provides a unique blending of:

- People: Fortinet network security experts.
- Processes: Fortinet best practices and ITIL.
- Technology: Fortinet owned products and services.

## In which regions is the Managed FortiGate Service available?

The service is available globally.

## Does this service include any on-site?

No, the service is delivered remotely only.

## In which languages is the service delivered?

Managed FortiGate Service is delivered in English only.

## What is the structure of your team?

The team is structured with NOC Operations (front-end), NOC Engineering (back-end), and Service Delivery.

## How do you understand our network needs?

During the onboarding wizard you will be able to share with us specifics of your deployment. For each onboarded FortiGate, we take a "normal operation baseline" focused on resource KPI to understand your system usage.

## Does this service include network design and planning?

This service provides simple device provisioning according to the supported use cases.

Network design and planning that results in design documents are out of scope but they can be provided by other Fortinet departments.

## How responsive are you?

The below table shows our service SLAs for Change Requests:

Type	Description	Target Evaluation Time	Target Implementation Time
Emergency change	Business critical changes related to events outside the control of the customer that must	1 hour	2 hours



Type	Description	Target Evaluation Time	Target Implementation Time
	be implemented as soon as possible, potentially in response to a critical system issue or a security breach. The process for assessment and authorization is expedited to ensure quick implementation.		
Normal change	Intermediate risk change that is assessed according to the change management process in place.	4 hours	1 business day
Standard change	Low risk change that is assessed according to the change management process in place.	1 business day	2 business days

## How can customers raise a firewall policy change request?

All change requests are raised via the Managed FortiGate Service portal.

## Will this service cover configuration assistance on third party software/applications?

No, this service covers change requests for FortiGate devices only. Third party configurations (e.g. LDAP servers) are out of scope.

## Can we apply changes to the FortiGate ourselves as well?

As this is a managed service, all changes should be done centrally by the Managed FortiGate Service team but you are allowed to make changes locally by connecting to each FortiGate for emergencies or to implement use cases not yet covered by the service.

## Do I have read/write access to the FortiManager Cloud instance used by the MFGS team to manage my FortiGates?

No, customers have read only access to the FortiManager Cloud instance used by the MFGS team.

## Are firmware upgrades covered by this service?

Yes, remote firmware upgrades from/to supported firmware versions are covered by this service.

## What complexity of change requests/device provisioning is covered by the service?

This service covers change requests/device provisioning as detailed in the published use cases. See [Managed FortiGate Service Use Cases](#).

## Does this service cover OT environments?

The service has been designed to fit multiple solutions/verticals that are looking for change management, device provisioning and system hardening according to the supported use cases.

## What options do we provide if customers are looking for features not yet supported in the current offering?

Customers keep their FortiGate local admin account (super\_admin profile with Read/Write access) for emergencies or to implement locally use cases not yet covered by the service.

## If I'm already subscribed to the service as customer, how can I add additional FortiGates?

Customers already onboarded to the service can add new FortiGates by submitting a Device Onboarding service request from the MFGS portal.

## If I already have a FortiManager on-premise or a FortiManager cloud instance can I migrate it to MFGS?

Migrations from existing FortiManager instances, either on-premises or FortiManager Cloud, to MFGS are not supported. During onboarding your existing FortiManager Cloud instance will be deleted and a new MFGS instance will be provisioned under your FortiCare account.

## Does Managed FortiGate Service work with SOCaaS

Yes, for use cases that can be covered by both SOCaaS and MFGS, the integration operates as below:

### **SOCaaS:**

- *Detect*: Identify potential threats.
- *Investigate*: Analyze the threat to make sure it's a true positive versus a false negative.
- *Escalate*: Inform the customer about the threat, and escalate to the MFGS team as well.

### **MFGS:**

- *Contain*: Bring the incident under control as soon as possible (e.g. quarantine).
- *Remediate*: Apply measure in place to prevent it from happening in the future.

Currently 60% of SOCaaS use cases can be contained or remediated by the Managed FortiGate Service.

## Subscription and onboarding

### What types of devices can be managed by the service?

This service is currently available for FortiGates, FortiAP, FortiSwitch, and FortiExtender.

### What are the license terms? How much does it cost?

Each managed FortiGate requires an individual service entitlement to be purchased and registered through a licensed reseller.

FortiAP, FortiSwitch, and FortiExtender do not require separate entitlements; they fall under the umbrella of the FortiGate entitlement they are connected to. For more info about pricing please contact your Fortinet Partner or Fortinet Sales Account Manager.

### How long does it take to set up the service?

New customers can initiate service onboarding by completing the onboarding wizard using the Managed FortiGate Service portal. During this step, customers will provide details of the FortiGates they wish to onboard to the service.

The team is targeting to fulfill onboarding requests within three business days.

### How can I try this service before the purchase?

For customers who are interested in a 30-day trial/POC, please contact your Fortinet Partner or Fortinet sales representative for details.

### How do I purchase this service?

To subscribe to MFGS, purchase the subscription license for each managed FortiGate then register it in FortiCloud.

### How is this service delivered to me?

The service is delivered remotely therefore network connectivity to communicate to the service is required.

### How can I interact with your service team?

To ensure tracking and visibility, all communication is centralized through our service portal.

## **If I have a pair of FortiGates operating as a cluster, do I need to purchase two service entitlements?**

Yes.

## **What is the maximum number of managed devices that can be enrolled to the service?**

The service is currently designed to support up to 50 sites (small network). For larger deployments, please consult with your consulting system engineer for an assessment.

## **Why do I get the warning message “This FortiGate is currently managed by a FortiManager Device. All changes should be performed from a FortiManager to avoid conflict” when connecting to the GUI of a managed FortiGate?**

This warning is expected as the FortiGate device is onboarded to the Managed FortiGate Service and managed via FortiManager Cloud.

# Requirements

## What are the requirements to use this service?

Service requirements are detailed in the MFGS user guide. See [Managed FortiGate Service User Guide](#).

# Managed FortiGate Service portal

Service Portal utilization is detailed in the MFGS User Guide. Please see the [Managed FortiGate Service User Guide](#).

# Data security and compliance

## Is the service compliant with security and privacy regulations and standards?

The service is aiming to achieve ISO27001 and SOC2 Type 2 certification by 2024.

## How is my data secured and protected?

We have implemented data handling best practices in line with ISO27001, SOC 2 guidelines, and global and regional practices.

## Where is my data stored?

Configuration objects are stored in our datacenters located in San Jose and Frankfurt.



For more information on data security and compliance, please see the *Fortinet Data Privacy Practices* datasheet.

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# Customer support

## If I need support on a managed FortiGate who do I contact?

Troubleshooting break/fix is not covered by the Managed FortiGate Service team.

For technical support assistance customers can reach out to [Fortinet TAC](#) directly where support will be provided based on the purchased level of service.

## I created a service request in the MFGS portal but I do not see a ticket created on FortiCare. Why?

Service Requests raised through the MFGS portal are not visible in FortiCare.

## Does this service cover RMA/hardware replacement?

RMA services are not covered by this service.

Customers should reach out to Fortinet TAC/RMA directly so that the process based on the purchased level of service can be followed (e.g. Advanced replacement, PRMA, etc.).

Once the replacement device received and configured with basic connectivity to make it reachable from the internet, a device onboarding request should be raised to add the newly received device to the service.

## Can customers call the MFGS team?

Not at the moment. In the future the MFGS team will be reachable by phone for emergency changes only.





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