



Service Description: Service Provider Program Management Service

This document describes Cisco's Service Provider Program Management Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

This SP Program Management Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported by Cisco's Foundation Technology Service Provider Optimization Service. Cisco shall provide the SP Program Management Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Availability of Services described herein and service delivery may vary by geographical region.

SP Program Management

Service Summary

The SP Program Management Services provide several program management support options thru facilitating best practices processes, tools and methodologies in the form of Program Management, Technical Management, Performance, Quality & Change Management, Network Operation Management, Operations Processes & Network Management, Business & Technology Roadmap, Certification Program, Finance Management Reporting, and Portfolio Resource Management.

Services performed under this Service Description are intended to support the build phase and operate phase of the network life cycle framework as described in the service description.

Cisco Responsibilities

Cisco's SP Program Management Service will be delivered during Standard Business Hours (unless stated otherwise). Cisco shall provide the following general support for all Service modules selected by Customer under the SP Program Management Service:

General Support

- **Planning:** Define program baseline and structure, develop and maintain master schedule, plan projects progress methodology.
- **Resource management:** Allocate resources, optimize resources, analyze resource utilization.
- **Risk/Issues:** Management and escalation, identify and quantify projects risks/issues, develop and implement mitigation plans, analyze issues for program/schedule impact, track and resolve issues.
- **Quality and change management:** quality planning, quality assurance and quality control, maintain and track projects scope, evaluate changes and assess impact.
- **Information Management:** Collective body of information/documents that represent the current status of all aspects of the program, manage program documents and information repository.
- **Communication Management:** Program status reports and scorecard/dashboard, collaborative portfolio website/wiki and share points, accumulation, familiarization, and documentation of processes and procedures, disseminate status via: briefings, status reports, web update/access.
- **Current method of operation assessment:** Assess the current method of operations (CMO); capture snapshot of network performance and baseline it; capture snapshot of operations performance and baseline it; assess the current organizational model, processes, tools, and management architecture.
- **Key Performance Indicators:** Define the Customer's business objectives; business objectives analysis with the Customer; and define performance metrics.
- **Operation Organization Planning:** Develop an operational model that best fit the Customer's business objectives; recommend organizational structure; develop roles, and responsibilities, training and qualification profiles; define Cisco certification paths and recommendation to the Customer's staff.

- Operation Process Design: Develop the operational process for each activity pertaining to the management function; provide customized operation processes improvements based on eTOM and/or ITIL; associate to the process a RACI chart (Responsible, Accountable, Consulted, Informed); identify the supporting tools for each activity.
- ONM tools assessment and recommendation: Audit and assess the current OSS toolset for the operation functions at Customer; develop customized in-house tools when needed to track operational and network KPIs; describe the functional architecture, solution components and inter-operations of the EMS, NMS (including Network Security Management), and OSS components.
- Transfer: Drive the transitioning/handover ready-assessment and gap identification; verify that acceptance tests are performed and signed off according to scope specifications; document and track outstanding issues with ownership and resolution dates; verify inventory of Software, Hardware (active components), and applications against SO's; handover project related documentations with signoff list; collect existing method of operation procedures.

Program Management and Governance (PM)

- Designate a Cisco Program Manager to act as the PMO lead during the build phase and/or the operation phase. And acts as highest level liaison among Customer and provide affective level of CRM; establish and drive steering committee to tacking escalated program issues on regular basis leading to resolution. D
- Develop Program Baseline, including a dynamic RACI chart, risks, constraints, assumptions and then manage the execution of legal Sows/contracts based on set qualities. D
- Manage the generation and communication of Program level executive reports, & Dashboards on periodical basis. M
- Govern and optimize execution of contracted Cisco provided operation services (NOC, FTS, NOS, TS, and PMO functions) targeted at operational KPIs. G

Technical Management (TM)

- Designate a senior architect to act as the lead technical manager of deployed Cisco service and solutions to coordinate among network engineers and Architects on several fronts eliminating potential silos, gaps, and overlaps for cost optimization. D
- Provides architecture strategy and roadmap across related P

Cisco product lines for Customer Network, solution and services. Act as an escalation point for non resolved critical technical issues.

- Acts as the optimizations tasks controller for network upgrades, capacity management, and configuration change management. Provides proactive impact analysis of network additions/modifications, and drives Network KPIs design, updates, and implementation. A

Performance, Quality, and Change Management (PQ&CM)

- Designate a Performance, Quality, and change manager to promote quality, performance improvement and then Change Control Management throughout the network transformation, or implementation, and then Operation.
- Identify frameworks, models and standards that will support Continuous Service Improvement (CSI) for efficient and prompt handling of all changes to controlled IT infrastructure supported by an established Knowledge Management System (KMS) to control the information and knowledge collateral including, contracts, design, change requests, plans, installation documents, configuration Items documents, reports, Software and applications master copies, official letters, correspondence, Training materials, system manual, contacts information, meeting minutes.
- Acceptance test validation/documentation, and Network operation KPIs and SLA monitoring and reporting.

Network Operation Management (NOM)

- Designate a Network Operation Manager to govern all Cisco provided operation services within the Network Operation Services such as NOC, FTS, NOS, and TS).
- Lead the day to day operation of the Network and Manages the Incident and problem management (escalation) process across all related parties and collaborate proactively on execution tasks such as capacity management, upgrades, & tuning.
- Leads the collection and validation of performance data and production of Network operation KPIs and SLA performance.
- Manage weekly, monthly, & quarterly operation Forum with Customer peers discussing network issues and manage day to day communication to track problem management resolution.

Operation Processes & Network Management (OPNM)

- Deploying specialized function to asses, analyze the current method of operations, existing Business Processes, ONM tools, and organization to recommend improvement based on ITIL or eTOM.

- Provides the “HOW TO” procedure; mark responsibility boundaries through a dynamic RACI to define interactions among different groups. And define master communication plan, reporting frameworks and guidelines.
- Describe the functional architecture, solution components and inter-operations of the EMS, NMS (Including Network Security Management), and OSS components.

Business & Technology Roadmap

Cisco will provide a business and technology roadmap, which may include:

- Strategic report (roadmap summary report)
- Tactical report (technical planning council)
- Staffing report (vendor coordination)

Certification Program

Cisco will provide a certification program, which may include:

- Certification reports
- Trials coordination
- Business unit/product coordination
- Solution coordination
- Version control

Finance Management Reporting

Cisco will provide financial reporting of network assets, which may include:

- Vendor management
- Standard cost management
- Onsite, 24-hour network asset collection tool
- financial reporting

Portfolio Resource Management

Cisco will provide a set of portfolio resource management services designed to plan, execute, and deliver multiple projects and programs. Portfolio resource management services may include:

- Assessment
- Planning
- Reporting
- Governance
- Quality management
- Release management
- Financial management
- Roadmapping

Customer Responsibilities

- **General Responsibilities.** Customer will:
 - Designate at least one (1) representative in each area covered under the SP Program Management, who must be a Customer employee in a centralized Network support center, to act as the primary interface to the Cisco SP Program Manager. Customer will designate as contacts senior engineers or managers with the authority to make any necessary changes, as required by the program management, to the Customer's organizations / programs. One individual, who is a senior member of Customer's management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
 - Provide reasonable electronic access to Customer's Network and facilities to allow the SP Program Manager to provide support.
 - Make available VPN accesses to selected members of the team to allow them to access Cisco intellectual information and knowledge base which will help the team utilize the backend office for better support in resolving any problems.
 - If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software only as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
 - In the event of any Customer changes affecting the program(s) being managed, Customer is responsible to notify Cisco in writing within ten (10) days of the change(s). Cisco may require modifications to the fee if the changes cause service delivery to increase beyond the original scope quoted to the Customer.

- Create and manage an internal email alias for communication with Cisco SP Program Manager.
- Retain overall responsibility for any business process impact and any process change implementations.
- Cisco will require a schedule extension of up to sixty (60) days for any personnel change requests made by Customer.
- Should the Customer engage Cisco operation management services as described above in the service description, Customer shall provide an equipped NOC with support typically referred to as Tier 1 and Tier 2.

Program-Specific Responsibilities

In addition to the General Responsibilities, Customer shall:

- Provide a document describing in detail Customer's targets for Communication Management, Business & Technology Roadmap, Certification Program, Finance Management Reporting, Portfolio Resource Management, or SLA Management, in accordance with specific Customer program(s) to be managed. The level of details must be sufficient to be used as input to an implementation plan.
- Ensure key detailed program stakeholders and decision-makers are available to participate during the course of the service
- Permit appropriate access to all relevant Customer material, equipment, facilities and personnel required to manage the program(s)
- Customer executive's support is required to ensure the success and the full cooperation from the Customer team on the ground in operation to work closely with Cisco team.
- Customer needs to identify an appropriate management "single point of contact" for coordination, prioritization of tasks and escalation of issues.
- On-site office facilities will be made available to Cisco in support of this project, as necessary. This includes a desk location, with telephone and appropriate connection to the Customer network and the internet.
- Customer will provide Cisco with all requested information relevant to successfully completing the activities described in this proposal.
- Customer will provide details of their Health and Safety policy in order for Cisco to identify if any specialized equipment or clothing needs to be acquired for the project and the means of initiating the procurement of such items
- Customer shall ensure that all licenses, permits, authorizations and approvals have been secured in order to perform the activities described in this proposal.
- All outside plant activities (OSP) shall be the responsibility of the Customer.
- The Customer will take and implement recommendations on processes, tools and organization to make affective change in the performance.
- Field support function and relevant staffing will be under the control of Customer. This includes management of the staff, hiring, training, etc. Spare parts logistics, e.g. receiving the advance replacement, field replacement of faulty parts, return of faulty parts to Cisco, will be under the management of Customer in accordance with Advanced Replacement support services provided under a separate support contract.
- It is understood and agreed that the Customer is responsible for ensuring that they have the resources available to fulfill the Customer's obligations detailed herein in a timely manner. In the event that the Customer is unable to provide the necessary resources or, for any reason whatsoever, is unable to perform its obligations in a timely manner, and Cisco is unable to perform the obligations described herein, the Customer acknowledges and accepts that the Cisco will not be liable for the completion of any Services (as well as their dependencies) that are dependent on the timely performance of the Customer's obligations