



Service Description: Advanced Services – Fixed Price

Azure Stack Appliance Installation Support Service (ASF-DCV1-G-AZRINST)

This document describes Azure Stack Appliance Installation Support 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. 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 for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Azure Stack Appliance Installation Support Service

Service Summary

The Azure Stack Appliance Installation Support Service provides on-site and installation of the Microsoft Azure Stack Appliance with Unified Computing System (UCS) Fabric Interconnects and Servers per Microsoft certified configuration.

This includes a one (1) day on-site pre-installation interview to review Customer pre-installation tasks for Azure Stack Appliance Installation and four (4) days on-site Azure Stack Appliance Installation.

Cisco will verify upon completion of these services that the Azure Stack configuration meets current Microsoft specifications.

Services do not include rack and stack of appliance components, acquisition, verification and or configuration of certificates, advanced configuration changes of the appliance or modifications of application(s). Services do not include Platform as Service (PaaS) deployments. Services only cover Infrastructure as a Service (IaaS) deployments. Services will cover a single Azure Stack appliance deployment with up to sixteen (16) servers.

Deliverables

Project Schedule
Azure Stack Pre-Installation Checklist
Azure Stack Test Results System Information Sheet

Location of Services

Services are delivered on-site to Customer.

Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described. Project management services will be provided for the duration of the project.

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders.

- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
 - Provide the following: a). Kick-off Meeting; b). Schedule Resources; and c). Project Schedule.
 - Manage the project based on the Project Schedule.
 - Provide the Service Deliverables.
 - Schedule and participate in project review meetings or conference calls, if required.
 - Deliver a weekly project status report to the Customer.
 - Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.
- Verify rack and stack of UCS and Nexus components per installation pre-requisite specifications.
 - Verify all components of the appliance are powered on and operating without defect.
 - Once all Customer pre-requisite installation tasks have been confirmed completed and accurate, install and configure UCS in a single data center including connecting to the customer's network.
 - Configure UCS nodes and install Azure Stack software per Microsoft specifications.
 - Run Azure Stack Test.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.
 - Work with the Cisco Project Manager to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
 - Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
 - Review the project schedule, objectives, Services, Deliverables, roles, and responsibilities with Cisco.
 - Schedule the necessary facilities for on-site meetings (such as conference rooms, projectors and conference bridges).
 - Participate in regularly scheduled project review meetings or conference calls.
 - Work with Cisco to identify specific objectives and critical success factors, inclusive of completion of all necessary Azure Stack Appliance Pre Installation tasks.
 - Identify any delays in completion of any of the Azure Stack Appliance Pre Installation tasks and relay them to Cisco.
 - Confirm execution of any third party contract and schedule communications for activities, deliverables or schedules as required for Cisco's completion of the services.
 - Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.
- Provide, installation and final verification of Azure Stack product configuration, software installation, and initial configuration in accordance with the latest certified Azure Stack configuration and Cisco Product bill of materials (BOM).
 - Identify any installation elements that are considered non-standard or not meeting standard Microsoft Azure Stack deployment best practices and ensure that these are corrected.
 - Present the installed system to Customer ready for application configuration.
 - Review with Customer the Azure Stack System information sheet for comment and approval.
 - Provide the Customer-approved Azure Stack System information sheet confirming completion of implementation and active nodes are available for use.

Customer Responsibilities

- Inspect Cisco equipment delivered to ensure Products received are in accordance with the Customer order; conduct an inventory listing and verify that Hardware components per the Cisco Products BOM are in accordance with the Customer order.
- Lead rack and stack of Azure Stack hardware components in Customer's data center per specified configuration
- Ensure all Azure Stack Appliance Pre-Installation tasks identified in the Pre-Installation workshop are completed before scheduling of on-site resources for Azure Stack Appliance Installation.
- Management and acquisition of all relative Certificates necessary for the Azure Stack Appliance Installation.
- Inspect and review with Cisco the installation, including the Azure Stack System information sheet, providing validation that the installation is complete. If there are any issues found during post-installation, Customer must inform Cisco of any related installation discrepancies for resolution within five (5) Business Days.

Installation of Azure Stack Appliance

Cisco Responsibilities

- Perform installation tasks for one (1) Azure Stack Appliance, including:
 - Manage the installation tasks, including:
 - One (1) Day On-site pre-installation interview to review Customer pre-installation tasks for Azure Stack Appliance Installation;
 - review Site Plan;
 - customer design (diagram) review.

Knowledge Transfer

Cisco Responsibilities

- Conduct a one (1) hour Knowledge Transfer session consisting of a review of the system information sheet and a question and answer session.

Customer Responsibilities

- Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the Knowledge Transfer Session commences.
- At project kick-off, reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer Workshop. The commencement date must take place within the duration of Services, as defined in the PMP.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Ensure that the relevant software license for Microsoft Azure Stack is purchased prior to commencement of Services; Customer will make available the Microsoft Azure Stack software license to Cisco for completion of Services.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will ensure that proper security procedures and access requirements are met in advance so that delivery personnel are able to enter the facility and perform the delivery with the necessary tools.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners, including Azure, which is a registered trademark of Microsoft Corporation.