



Service Description: Advanced Services – Fixed Price StadiumVision Director - Knowledge Transfer Remote (ASF-SAE-G-SVD-KTR)

This document describes Advanced Services Fixed Price: **StadiumVision Director - Knowledge Transfer Remote.**

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.

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StadiumVision Director - Knowledge Transfer Remote

Service Summary

The StadiumVision Director - Knowledge Transfer Remote Services provides remote knowledge transfer for the administration and operations of Cisco's StadiumVision Director solution.

Deliverables

- Knowledge Transfer

Location of Services

Services are delivered remote to Customer.

Knowledge Transfer

Cisco Responsibilities

- Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop(s). The Knowledge Transfer session is designed to display and explain all aspects of system design, operation, monitoring and troubleshooting, including location and documentation, utilities.
- Within five (5) Business days following completion of the implementation/migration, reach agreement on the commencement date of the Knowledge Transfer workshop(s).
- Provide a one (1) Business Day instructor-led training for up to ten (10) Customer employees. This remote training will include the follow topics: a). Solution Overview, b). Head End overview and troubleshooting, c). DMP overview and troubleshooting, and d). StadiumVision Director including overview, configuration, and operations of groups and zones, event scripting, content insertion, dynamic menu boards, and video playlists.

Customer Responsibilities

- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer workshop.

- Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer Workshop at least five (5) Business Days before the Knowledge Transfer workshop(s) commence.
- Within five (5) business days following completion of the implementation/migration, reach agreement with Cisco on the commencement date of the Knowledge Transfer workshop(s).
- Ensure that Customer's personnel attending the Knowledge Transfer workshop(s) meet all course pre-requisites identified by Cisco.
- 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.
- 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.

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.
- 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.
- Customer shall provide Cisco with direct remote access.
- Customer will be responsible for receiving and tracking of all hardware, software, and licensing related to the project.

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.