CISCO

SERVICE DESCRIPTION: SECURE AUTOMATED WAN QUICK START IMPLEMENT
AS-Fixed SKU: ASF-EN1-G-SDWAN-QS

Services Summary	Deliverables
Secure Automated WAN Quick Start Implement assists with implementation of the Cisco SD-WAN solution. This document must be read in conjunction with the How Cisco Provides Services document, which is incorporated into this document by reference.	• As-Built Document • Knowledge Transfer Overview Presentation **Location of Services** Remote

Service Scope	Service Exclusions

Services are limited to the following pre-defined scope covered in the Cisco Validated Design (CVD) SD-WAN Deployment Guide:
 	
• Covers vEdge and IOS XE SD-WAN platforms excluding ISRv and CSR1Kv virtual routers
• SD-WAN configuration must include the following:
   o Amazon Web Services Hosted Controllers (vManage, vSmart, vBond)
   o 1 data center with 2 Edge routers
   o 2 branches with 1 or 2 Edge routers each; with 2 branch designs
   o 2 transport independence options maximum (e.g. MPLS, Internet, LTE)
• vSmart, centralized policies for hub and spoke topology
• Local policy for branch QoS, if applicable
	• ISRv and CSR1Kv virtual routers
	• SD-WAN embedded security for application firewall policies, Intrusion Protection Security (IPS) policies, URL filtering policies and Advanced Malware Protection.
	• Integration to Cisco DNA Center
	• Integration to third-party devices or third-party software.
	• Service Insertion
	• vAnalytics
	• SNMP and external logging

GENERAL PROJECT MANAGEMENT

Cisco Responsibilities	Customer Responsibilities
• The Project Management Service will include a mutually agreed Project Management Plan ("PMP") provided by Cisco. The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions.	• Provide documented Customer requirements (business and technical) and high-level network architecture design specifications. • Provide documented information on Customer's existing network infrastructure design such as: features and services, route plans, addressing schema, call/data flow, security policies, network management and operational processes, respectively. • • If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location. • Provide test equipment.

SOLUTION DESIGN

Cisco Responsibilities	Customer Responsibilities

• Conduct a remote technical workshop with key Customer personnel and/or stakeholders to:
   o a) review program overview and project schedule;
   o c) review SD-WAN solution;
   o d) review existing Customer documentation related to current and planned architectural design(s).
	• Provide Cisco with the following information two (2) Business Days prior to the scheduled kick off meeting; a) known risks and/or known issues (if any); b) completed site specific readiness checklist.
	• Review and approve the As-Built Document.
	• Provide signoff for Solution Design Services in accordance with

o e) identify customer business objectives and technological requirements for the solution and gather information about the Customer's network environment.	Completion of Services.

- Create device and policy templates.
- Draft the As-Built Document which includes the following: a) use case topology diagram, b) logical design, c) planning timeline and schedule, d) roles and responsibilities, e) staging and cutover success criteria, f) sample bill of materials (BOM) for one (1) data center and two (2) remote locations.
- Review and deliver the As-Built Document.

IMPLEMENTATION EXECUTION

Cisco Responsibilities	**Customer Responsibilities**
- Review and confirm the activities and tasks in the agreed upon As-Build Document. - Perform SD-WAN configuration and connectivity validation for the following components: a) Install two (2) instances of vSmart and vBond and one (1) vManage in the AWS hosted site; b) Remotely deploy configuration templates for one (1) data center with two (2) Edge routers and one (1) remote location with one (1) or two (2) Edge router(s) with two (2) branch designs. - Activate necessary vSmart centralized policies. - Activate local policy for branch QoS, if applicable; - Validate the control and data plane connections for applicable transports; - Push configuration from network management system platform to edge devices; - Make guidance for second remote location available upon Customer request made within 10 Business Days after completion of first branch site deployment.	- With Cisco's input, coordinate and develop an implementation schedule that meets the Customer's change and release management processes and Cisco's resource availability. - Manage the delivery, installation, and configuration of equipment not provided by Cisco, that is required to work with, or act as, part of the Cisco-provided equipment. - Perform SD-WAN configuration and connectivity validation for second remote location with one (1) or two (2) Edge routers - Rack, stack, power up, and install operating system, including applying any operating system patches and connecting the server to the network. - Manage any Customer internal change management procedures. - Make any corrections to Customer-provided and/or installed equipment, as required. - Open applicable firewall ports to access controller and network management system to connect to the devices. - Configure the devices to allow Simple Network Management Protocol ("SNMP") communication from/to the network management application. - Provide signoff for Implementation Execution Services in accordance with Completion of Services.

KNOWLEDGE TRANSFER

Cisco Responsibilities	**Customer Responsibilities**
- Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. - Conduct a one Business Day remote Knowledge Transfer workshop via Cisco WebEx for a maximum of four (4) consecutive hours to: - Review and deliver final As-Built document. - Recap Cisco SD-WAN Implementation. - Demonstrate using Cisco SD-WAN features. - Provide a PowerPoint presentation of the Knowledge Transfer workshop, and any related knowledge transfer material, if applicable. - Knowledge Transfer workshop(s) will be conducted in English (other languages subject to availability).	- Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop(s). - Within five (5) Business Days following completion of implementation, reach agreement with Cisco on the commencement date of the Knowledge Transfer session. - Ensure that Customer's personnel attending the Knowledge Transfer session meet all course pre-requisites identified by Cisco. - Knowledge Transfer does not replace product training related to the solution. - Provide signoff for Knowledge Transfer Services in accordance with Completion of Services.

GENERAL CUSTOMER RESPONSIBILITIES

- Customer will provide relevant information to Cisco that is up-to-date and valid for the Customer's current environment. Customer acknowledges that Cisco will rely on such information to provide the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will 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.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections of this Service Description to enable Cisco to (a) perform the Services within a period not to exceed three (3) weeks, which, at the discretion of Cisco, may not be consecutive weeks, and (b) complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services.

GENERAL

General Assumptions and Exclusions:

- No Cisco Product, including test equipment, is being provided, sold or licensed under this contract.