

**SERVICE DESCRIPTION: CISCO DNA CENTER ADVISE AND IMPLEMENT QUICK START  
ASF-EN1-G-DNAC-QS**

**Services Summary**

Cisco Digital Network Architecture (DNA) Center Advise and Implement – Quick Start assists with implementation of the Cisco DNA Center with assurance validation.

Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

**Deliverables**

- Pre-Deployment Questionnaire
- Implementation Execution
- Assurance Assessment Report
- Knowledge Transfer

**Location of Services**

Services are provided remotely unless otherwise expressly set forth.

**Services Assumptions & Exclusions**

**Services Specific**

- Cisco DNA Center appliances are already racked, stacked and cabled.
- All licenses are available to load.
- Knowledge Transfer workshop will be conducted in English (other languages subject to availability).
- Knowledge Transfer does not replace product training related to the solution.

**Out of Scope:**

- Racking/stacking/cabling of equipment
- Network Infrastructure configuration (SNMP, SSH, Routing)
- High Availability (HA) or Clustering of DNA Center
- Device migration configurations standards to be developed by customer
- SD-Access Design, Configuration, or Implementation
- ISE configuration
- API development/integration
- Third-party devices
- Third-party software integration/configuration
- Network device software upgrades

**General Project Management**

**Cisco Responsibilities**

- Provide a list of designated Cisco personnel roles and responsibilities.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date.
- Provide a Project Management Plan (“PMP”). The PMP is a baseline document from which the Cisco Project Manager (“PM”) can manage deliverables, assess progress, and manage change management issues and any ongoing questions.

**Customer Responsibilities**

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Make available key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) are available to participate during the course of the Services (to provide information, participate in review sessions and to make the site(s) available for Services).
- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes, respectively.
- Respond within two (2) Business Days, unless otherwise agreed by

- the parties, to Cisco's request for documentation or information.
- Coordinate with any Customer third parties, such as the country carrier/Telco activities.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.
- Customer is solely responsible for the determination of its requirements and Customer's decision to implement design, business or other recommendations provided by Cisco.

### Pre-Deployment Planning

#### Cisco Responsibilities

- Provide Customer with a pre-deployment questionnaire to identify customer business objectives and technical requirements for the solution and gather information about the Customer's network environment.
- Review existing Customer documentation related to current and planned architectural design(s).
- Review the completed pre-deployment questionnaire received from Customer and follow up on questions or further information which may be required.
- Conduct one (1) remote design workshop of up to 4 consecutive hours to review Customer's requirements, existing environment and future goals.
- Review requirements of the proposed solution gathered during the workshop/interviews, and perform a gap analysis against the current architectural design(s)

#### Customer Responsibilities

- Complete and return the pre-deployment questionnaire to cisco within five (5) Business Days following receipt of the questionnaire.
- Provide Cisco with input for each technology discipline by: a) participating in the requirements workshop; b) participating in interviews; and/or c) returning the completed requirements questionnaire five (5) Business Days from receipt.
- Provide relevant documentation related to the current architectural design(s).
- Provide Cisco with information related to the following during the design review: a) design goals; b) business, technical and operational requirements; c) system and application interoperability requirements; d) network design/topology documents; e) network information and reports; f) existing and planned devices, code versions; g) current disaster recovery process and how disaster recovery can be achieved for the applications.
- Provide Cisco with IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data prior to or during the design review.
- If requested by Cisco, provide physical and logical network schematics for other network elements (e.g. Radius Server) with which the Cisco DNA Center will inter-work.
- Review and approve any Cisco inputs to the Pre-Deployment Checklist
- Provide signoff for Cisco DNA Center Pre-Deployment Planning Services.

## Assurance-Based Wireless Network Assessment

### Cisco Responsibilities

- Work with Customer to understand its existing environment and to qualify Cisco's understanding of Customer requirements for the Assessment Services.
- Using the installed Cisco DNA Center application, conduct a remote LAN and WLAN Assessment for one (1) building, including up to fifty (50) supported network devices (Routers or Switches), one (1) Wireless LAN Controller (WLC), and up to five (5) Aironet Active Sensor devices.
- The Assessment will include review and analysis of the following data provided by Cisco DNA Center Assurance:
  - End-To-End Network Visibility: Health Views, 360 Views, AP Analytics, and Dashboard Library
  - Predictive/Proactive Insights:
  - Global insights
  - Wireless network insights (i.e. Issues, onboarding analysis, and Active Sensor Test results)
  - Wired network insights (i.e. Issues, utilization statistics, and performance insights)
  - Guided Remediation: Suggested Actions
- Draft the Assessment Report to include an Assessment Overview, Key Concerns, Assessed Equipment Summary, Active Sensor Test Results, and Next Steps.
- Provide the Assessment Report for review and approval.
- Conduct a remote executive summary presentation of the Assessment Report for key Customer stakeholders and project sponsors.

### Customer Responsibilities.

- Designate a single point of contact to act as the primary technical interface for Cisco personnel and participate in interviews.
- Five (5) Business Days prior to commencement of interviews with Cisco, provide Cisco with requirements and/or documentation related to the following: a) solution standards, design, configuration, operations, and topology; b) technical infrastructure hardware, software, application, and operation; c) solution connectivity; d) security policy and requirements; e) additional applications and technology related information (e.g., data center, network, mobility, video, security).
- Provide Cisco with the following documentation (if available): a) WLAN architectural design documents; b) WLAN detailed design documents; c) RF design documents.
- Provide Cisco with technical documentation, network diagrams, topologies and network device configurations for all areas within the scope of the LAN WLAN Assessment service.
- Provide Cisco with remote network access (e.g., via IPSec VPN) for all areas within the scope of the LAN and WLAN Assessment service.
- Provide Cisco with network device credentials (WLC and included routers/switches) and allow Cisco to add Syslog and SNMP configurations.
- Provide Cisco digital floor plans with indications for AP locations
- Perform software upgrades of network devices to support Assurance features as identified in the Pre-Deployment Checklist.
- Review and approve the Assessment Report.
- Provide signoff for Assessment Services.

## Implementation Execution

### Cisco Responsibilities

- Install the Cisco DNA Center application in a standalone scenario and configure system settings in accordance with the Assurance Assessment Report.
- Confirm that Customer has procured valid licenses for the software installation.
- Using the installed Cisco DNA Center application, conduct a remote network discovery and create a manually built map with up to fifty (50) supported network devices (Routers or Switches), one (1) Wireless LAN Controller (WLC), and up to five (5) Aironet Active Sensor devices.
- Access Points currently joined to the discovered WLC will be automatically discovered; the Assessment will be limited to Access Points physically located in one (1) building.
- Create a network hierarchy for one (1) site.
- Create one (1) "Simple" Plug-and-Play profile. "Simple" means fewer than 250 lines of configuration commands and using variable substitution, multi-line commands, enable mode commands, and interactive commands.
- Populate the Image Repository with up to 5 software images.
- Create one (1) Configuration Template within the Template Programmer workflow.
- Import floor plan images and place Access Points on the map for

### Customer Responsibilities

- Designate Customer stakeholders responsible for supporting implementation tasks, to include: a) assemble system components in staging area, if required; b) install hardware and software, if required; c) complete cabling and other physical connectivity, if required; d) implementing and configuring the detailed design with the assistance of Cisco engineers; e) executing the Implementation Plan test cases with the assistance of Cisco engineers; and f) evaluating the test results against acceptance criteria with the assistance of Cisco engineers.
- Designate Customer stakeholders responsible for assisting Cisco engineers with updating any of the following: a) solution design; b) detailed implementation procedures and device-specific configurations; c) test procedures based on changes to the implementation test cases; and d) defining and documenting failure recovery procedures.
- 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, which is required to work with, or act as, part of the Cisco-provided equipment.

<p>one (1) floor of one (1) building.</p> <ul style="list-style-type: none"> <li>• Configure telemetry profiles and apply to compatible discovered devices. Validate inbound data from compatible sources.</li> <li>• Advise the customer on placement for up to five (5) Aironet Active Sensor devices.</li> <li>• Create one (1) Sensor Profile and claim up to five (5) installed Aironet Active Sensor devices.</li> <li>• Configure up to five (5) Sensor-Driven Tests to run for the duration of the Assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Dispose of unwanted equipment packaging</li> <li>• Ensure Cisco has access to Customer personnel and/or Customer site (including physical/remote access to solution, devices, and facilities) as necessary for Cisco to perform the Implementation Execution Services.</li> <li>• Manage any Customer internal change management procedures.</li> <li>• Ensure that correct physical cables are accessible to the cabinet, assume responsibility for the installation, labelling and testing of all cabling that Customer supplies</li> <li>• Ensure that all required licenses are available to load.</li> <li>• Ensure that all required hardware is available for application install (Cisco DNA Center Appliance).</li> <li>• Ensure that Aironet Active Sensors are installed and available for configuration.</li> <li>• Ensure all pre-implementation activities, such as ensuring availability of appropriate server hardware, installation and racking of the server hardware, installation of recommended OS and patches, network connectivity, and opening of the firewall as specified by Cisco in the Pre-Deployment Checklist have been performed prior to the scheduled implementation.</li> <li>• Make any corrections to Customer-provided and/or installed equipment, as required.</li> <li>• If applicable, provide input and assist in updating the solution design with final, “as-deployed” information.</li> <li>• Provide signoff for Implementation Execution Services.</li> </ul>
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## Knowledge Transfer

<p><b>Cisco Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop.</li> <li>• The Knowledge Transfer workshop will be facilitated by a Cisco Advanced Services engineer.</li> <li>• Conduct two (2) hour onsite Knowledge Transfer workshop during the onsite implementation week on topics relevant to the Cisco products and technologies deployed in Customer’s production network. The workshop will be held for up to a maximum of ten (10) participants.</li> <li>• Conduct walk through of Assurance Assessment and provide related knowledge transfer material.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide further information about Customer’s requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop.</li> <li>• 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.</li> <li>• Within five (5) Business Days following completion of Testing, reach agreement with Cisco on the commencement date of the Knowledge Transfer workshop.</li> <li>• In the event that the Knowledge Transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the workshop(s), in Cisco’s determination.</li> <li>• Ensure that Customer’s personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.</li> <li>• Provide signoff for Knowledge Transfer Services.</li> </ul>
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## General Customer Responsibilities

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- 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

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### General Assumptions and Exclusions:

- No Cisco Product, including test equipment, is being provided, sold or licensed under this contract.
- All Document Deliverables will be provided to Customer in electronic format and in the English language. If Document Deliverables are required to be provided in another language such translation costs will be Customer's responsibility. In the event of a conflict between any English and any non-English Document Deliverable, the English version shall prevail.
- If applicable, acceptance tests conducted as part of the Services apply only to those Services and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer.
- Cisco's recommendations are based upon Customer information provided to Cisco at the time of Services and Cisco shall not be liable for the accuracy or completeness of Customer information contained in Cisco's recommendations.

**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.

**Incorporation by Reference:** The [Glossary of Terms](#) and [List of Services Not Covered](#) posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/) are incorporated by reference into this Service Description.

**If you purchased the Services directly from Cisco,** your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

**If you purchased the Services through a Cisco Authorized Reseller** then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).