



Service Description: CX DNA Market Initiative for Level 1-3 Accelerators and Ask the Experts

Related Documents

This document should be read in conjunction with the documents posted under “Related Documents” at www.cisco.com/go/servicedescriptions/, including End User Obligations, Glossary of Terms, List of Services Not Covered, and Severity and Escalation Guidelines.

Direct Sale from Cisco

If a Customer purchased these Services directly from Cisco, this document is incorporated by reference into the Customer’s services agreement with Cisco for the delivery of Support Services for perpetual software, subscription software, or Software as a Service (SaaS) offers by Cisco. Such applicable agreement being referred to as the “**Agreement**” in this document. If there is a conflict between this Service Description and the Agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller

If the Customer has purchased these Services through a Cisco Authorized Reseller, this document is for informational purposes only; it is not a contract between the Customer and Cisco. The contract, if any, governing the provision of this Service is the one between Customer and Authorized Reseller. The Authorized Reseller will provide the contract to the end user.

Prerequisite

This service is only available for Customers that have purchased software licenses under the Free DNA Center Appliance Offer.

Accelerator Services

Service Summary

Cisco DNA Accelerators provide 1-on-1 fixed duration advisory coaching engagements covering topics that span DNA Intent Based Networking. Each engagement is delivered between 4-6 hours over a period of 10-15 Business Days (“Services”).

Deliverables

Each engagement will result in a unique outcome to support the Customer’s planned or deployed DNA network.

Location of Services

All Services are delivered remotely

Cisco Responsibilities

- Schedule an overview remotely with Customer to establish training delivery schedule and obtain agreement on pre-determined measurable success criteria
- Provide engagement sessions for up to six (6) hours over a period of 10-15 Business Days that advise, guide, or build demos in the Customer’s lab environment.
- For Accelerators that contain self guided labs:
 - Provide the self guided lab exercises.
 - Provide Customer 3-day remote access to a lab for completion of the hands-on lab exercises.
 - Provide support as needed during the 3-day Customer lab exercises.

- Provide survey to gather Customer feedback from the engagement.
- Upon completion of the services, confirm success criteria has been met.

Customer Responsibilities

- Select the appropriate individual to attend the Accelerator session
- Participate with Cisco in the overview call and approve pre-defined success criteria.
- Work with Cisco to schedule the engagement.
- Designate Customer employee to participate in the engagement
- For Accelerators that contain self guided labs:
 - Schedule access to the lab within one business day after the completion of the two (2) training sessions.
 - Complete the self-guided lab exercises within the 3-day access to the lab.
- Complete feedback survey upon completion of the Service.

Service Assumptions and Exclusions

- An Accelerator engagement can only be consumed one at a time. An additional Accelerator can be ordered after the final session of the current Accelerator is completed.
- Any changes in the production environment will require a statement of work.

Ask the Expert Services

Service Summary

Cisco Ask the Expert (“ATX”) are sessions where experts share experiences and best practices on a Cisco technology. In these sessions, Customers watch demos to get up to speed on new technologies, learn industry insights that serve their business needs, and get best practices on utilizing product features to maximize product value. Each webinar runs between 1-2 hours (“Service”).

Location of Services

- All Services are delivered remotely in two forms:
 - Interactive sessions where technology experts “meet” with Customers in a live Cisco Webex session.
 - Recorded Cisco Webex sessions that are either past ATX sessions or pre-recorded sessions.

Cisco Responsibilities

- Provide notification of interactive sessions.
- Provide the Customer a username and password to access the session.
- Provide survey to gather Customer feedback from the session.

Customer Responsibilities

- Select the appropriate individual to attend the Ask the Expert session.
- Provide Cisco an email address for the username and password to access the session.
- If the Customer has ordered the service for multiple users, it is the Customer's responsibility to distribute the usernames and passwords to the additional authorised users within its organization.
- The Customer consents the usernames and passwords have not been distributed beyond the quantity purchased.
- Complete feedback survey upon completion of the Service.