CISCO

Service Description: Cisco Managed Services for Data Center: SAP HANA

Technology Addendum to Cisco Managed Services for Enterprise Common Service Description

This document referred to as a Technology Addendum describes the Cisco Managed Services for Data Center: SAP HANA.

Related Documents: This document should be read in conjunction with the Cisco Managed Services for Enterprise Common Service Description posted at www.cisco.com/go/servicedescriptions.

Direct Sale from Cisco

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The Service

This Technology Addendum is designed to be read in conjunction with the Cisco Managed Services for Enterprise Common Service Description that provides a baseline understanding of and sets expectations about the Cisco Managed Services, hereinafter referred to as the Service, provided by Cisco. In addition to the activities and deliverables outlined in the Common Service Description, this Technology Addendum outlines the unique activities and deliverables for the Customer's SAP HANA Solution that is being managed by Cisco. Both service descriptions should be read in combination to fully understand the scope of the Service being purchased.

The Service offering described herein and other optional services are intended to supplement a current support agreement for Cisco products, and only available where all the Managed Components in a Customer's SAP HANA Solution are supported through a minimum of core services such as Cisco's SMARTnet. 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 shall provide a Quote for the Service setting out the extent of the Service and the term for which Cisco will provide the Service. Cisco will receive a purchase order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Cisco only provides support for Managed Components, unless specifically noted. For any device, component or solution element not specifically designated as a Managed Component, Cisco shall have no responsibilities whatsoever.

This Technology Addendum describes the services capabilities, supported devices, elective changes, and reports delivered.

Two service packages are available:
- Standard Managed Services
- Comprehensive Managed Services

These service packages are described in detail in the Common Services Description. In addition to activities and deliverables in the two service packages, additional Optional Services can be purchased as needed to augment the selected package. The table below outlines the specific activities and deliverables applicable to the Data Center SAP HANA offer as well as the Optional Services available for the Service.

Activities / Deliverables	Standard Services	Comprehensive Services	Optional Services
Remote Monitoring	X	X	
Backups	X	X	
SAP HANA Standard Reports	X	X	
SAP HANA Advanced Reports	X	X	
Quarterly Patching Service			X
Defined Changes			X
Custom Changes			X

1 SAP HANA Remote Monitoring

Overview
- 24x7x365 monitoring and management by Cisco for Data Center Network Operations Center (NOC) of the relevant Cisco HANA solution components listed in the Supported Device List
- Single point of contact and operations escalation for Cisco and third party technology components and applications

The Service provides real-time monitoring on supported SAP HANA Solution devices under the service packages and proactively declares Incident Events for:
- Unified Fault and Performance Management across:
  - HANA DB
  - Network Infrastructure
  - UCS Servers
  - Storage Components (where relevant)
  - Operating System (SUSE or Red Hat Linux)
- SAP HANA availability
- SAP HANA performance
- SAP HANA capacity
- Proactive threshold crossing alerts

- Hardware environmentals
- Syslog and traps

Customer has web based, read-only access to view the health, performance, availability and key metrics and key performance indicators (KPIs) being monitored by the CMSP HANA Dashboard

2 SAP HANA Backups

Backup activities include backup of the supported Cisco NX-OS device's configuration (Cisco Nexus Switching Family – Nexus 9000/7000/6000/5000/4000/2000/1000). NX-OS backup services do not include the backup of non NX-OS products, or the backup of any third-party devices and/or software.

3 SAP HANA Standard Reports

The delivery platform constantly gathers device level information from the Managed Components covered within the Service. This information is compiled and made available via reports available on the CMSP for HANA Dashboard. Device level reports available are as follows:
- Availability Report
- History Report
- Summary Report

4 SAP HANA Advanced Reports

Advanced Reports provide a detailed look at the Service and the Managed Components covered by the Service. Specific reports are as follows:
- Uptime Report
- Usage Summary Report
- Utilization Report
- Service Critical Alerts
- Infrastructure Business Service Management (BSM)
- Top Hosts Alert Producers
- HANA Distributed Services Availability
- HANA Host CPU Utilization
- HANA HOST Memory Utilization

Customer can create additional reports based on any of the standard information being collected by the CMSP for HANA Dashboard.

5 SAP HANA Optional Quarterly Patching Service

Cisco provides a quarterly HANA DB patching service that includes the required patches per SAP for the recommended HANA DB release. This is in addition to the patches or upgrades required for incident resolution included in the standard and comprehensive service packages.
- Cisco will perform four (4) patches or upgrades per year across the Appliance (DB, OS, UCS, Networking, and Storage) as required by SAP for the recommended HANA DB release.
- Cisco will complete a quarterly Health Check review of the HANA landscape leveraging the CMSP and associated standard and advanced reports.

- Cisco will make a Customer and/or System ID (SID) specific recommendation based on a review of the SAP Service Marketplace, SAP Notes, and/or any open incidents.
- Cisco will review our findings for recommended patches or upgrade(s) with Customer.
- In accordance with the Customer's defined Change Management process, (as outlined in the Operations Manual) Cisco will install the updates on the Customer's pre-production system for Customer required testing.
- Once the Customer testing is complete and Cisco receives approval, the updates will be installed in the Customer's production environment.

6 Responsibilities

6.1 Third-Party Managed Components

- Cisco support for third party software issues is limited to implementing vendor recommended and Customer approved patches, updates, and upgrades.
- Troubleshooting Incidents for third party Managed Components may be dependent on collaboration with third party organizations.
- Cisco requires applicable Letters of Agency in order to coordinate on Customer's behalf for the management of third party components.

As part of its role in providing support for third party Managed Components, Cisco will:
- Engage Customer third parties as necessary to maintain service and resolve issues, including escalation to Customer for third party non-responsiveness.
- Coordinate requisition and fulfillment activities for Managed Component replacement with third party vendors as needed.
- Triage and escalate problems to appropriate support staff or third party suppliers for resolution subject to Customer entitlements and established Letter of Agency between Customer and Cisco.

6.2 Customer responsibilities

- Customer will ensure a service contract is active and valid for all hardware and software components of the HANA Solution for the term of the Service contract. This includes Cisco and all relevant third party vendors
- Customer is responsible for testing and approval of patches and upgrades provided by Cisco, prior to loading into production.
- Customer is responsible for providing any required Letter of Agency in support of all HANA Solution third party components and to ensure Cisco NOC Engineers have appropriate privileges with the third party vendor(s).

7 Customer Requested Change Management

Customers purchase a block of hours that can be used for Move, Add, Change, Delete (MACD) categories and Custom Scoped Elective Changes that a customer has under the Service. The customer must have a sufficient balance of support hours on account to cover the requested change. Additional hours maybe purchased if required.

7.1 Defined Changes

Defined Changes are categorized into Small, Medium, and Large activities. A Defined Change is a change requested by the Customer and is not the result of Cisco Incident Management and Problem Management processes. The Customer identifies the needed type of change and submits a Defined Change Request on the Portal. MACD changes are considered Defined Changes.

7.1.1 MACD CHANGES

Medium MACD (Type 4)

- Request(s) for customer specific service checks
- Customized reports (included with an OPS Manager)

Large MACD (Type 8)

- Customized Dashboards views in the Cisco RMS MAP for SAP HANA
- Patching and upgrading HANA components as a result of a specific customer request (ex: customer identified security vulnerability, new features, etc.).

7.1.2 Custom-Scoped Elective Changes

Custom Scoped Elective Changes are customer requested changes that fall outside Incident and Problem (Standard) changes for restoring service. Custom Scoped Elective changes require a mutually agreed upon statement of work (SOW). See the Common Service Description for more details of Custom Scoped Elective Change support. All changes that are not pre-defined above as MACD Changes are considered Custom-Scoped Changes.