



Service Description: Data Center Application Control Engine (“ACE”) Planning and Design Service

This document describes the Data Center Application Control Engine (“ACE”) Planning and Design Service.

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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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Cisco shall provide the Data Center ACE Planning and Design 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 Services (“Quote”) setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Data Center ACE Planning and Design Service

Service Summary

The Data Center ACE Planning and Design Service provides Data Center Proof of Concept Services, Data Center Assessment Services, Data Center Design Support Services and Data Center Learning Services. The following technologies are supported under this Service Description:

- ACE Products: ACE 4710 Appliance, ACE Module in 6500 and 7600, Global Site Selector ACE XML GATEWAY

Under this Service, Cisco shall provide the Data Center ACE Planning and Design Service selected by Customer during Standard Business Hours, unless stated otherwise.

Data Center Proof of Concept Services

- **Proof of Concept Pilot Support**
 - Provide remote deployment and configuration support for Customer-performed pilot deployment of Cisco ACE in Customer’s environment.
 - Provide configuration, deployment and troubleshooting support
 - Assist with development of pilot testing
 - Communicate Cisco leading practices for Cisco ACE design and deployment
 - Recommend performance and configuration optimizations
 - Test and provide lab validation of Customer-specific scenarios
 - Provide knowledge transfer and mentoring

Data Center Assessment Services

- **Data Center Assessment for ACE**
 - Conduct a ACE Assessment to identify current practices and recommend changes within the data center infrastructure which may include:
 - ACE infrastructure within the data center design
 - Analysis of change management and incident management practices
 - ACE scalability, ACE availability, zoning, domain configuration, interface configuration, backup and restore, data replication, and disaster recovery

Data Center Design Support Services

- **High Level Design**
 - Consult with Customer networking staff in a series of meetings to develop a thorough understanding of Customer’s ACE Network design requirements and document information such as:

- Existing LAN topology diagrams
- Functional requirements
- Feature recommendations
- Scalability design considerations
- **Low-Level Design**
 - Provide detailed reference documentation for the proposed ACE architecture which includes:
 - ACE logical and physical topology
 - Scalability and redundancy
 - Security Considerations
 - Features and Functions recommended
 - Software version referral
 - Configuration templates covering all of the Cisco Devices required for a working ACE solutions
- **Implementation and Migration Plan**
 - Review ACE implementation plan to understand deployment time and focus on minimizing service disruptions. Activities include:
 - Analyze and integration Cisco ACE deployment plan into existing infrastructure
 - Review installation and commissioning of test plans
 - Analyze any changes to which operations staff should be alerted
 - Provide implementation plan review report
- **Implementation Support**
 - Provide up to two days of on-site assistance for critical deployment activities.
 - Periodically review outstanding technical deployment concerns
 - Participate in periodic Customer project status and update conference calls
 - Help address technical problems
 - Proactively review implementation plans and notify Customer of any identified technical problems that could effect deployment
 - Implementation Support does not include racking and stacking of equipment, or hands-on support for cable installation.

- **Migration Support**

- Provide up to two days of on-site assistance for one migration event to help transition to:
 - Assist with the execution of the migration plan
 - Provide support for incident management
- Migration Support does not include racking and stacking of equipment, or hands-on support for cable installation.

- **Ongoing Service and Project Management Support**

- Provide ongoing support and project management support to assist with the overall delivery of Cisco services for incremental changes to the Network or architecture.

Data Center Learning Services

- **Remote Knowledge Transfer**

- Provide informal technical update training such as a “chalk talk” on a topic mutually agreed upon and relevant to ACE Products and technologies.

Service Responsibilities of Customer

Customer shall comply with the following obligations:

- Customer shall designate a person to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the Services.
- Customer shall provide reasonable access to computer equipment, facilities, work space and telephone for Cisco’s use during the Service.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco’s request for documentation or information needed for the Service.
- Customer shall ensure that contracts with its own vendors and third parties are fully executed and reflect the correct terms to enable Customer’s business requirements to be met in full. In Addition, Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to, or working on this Service under this Service Description.
- Customer acknowledges that Cisco’s obligation is to only provide assistance to Customer with respect

to the tasks detailed in this Service Description, and that such assistance may not result in some or all of the tasks being completed.

- Customer acknowledges that Cisco is providing Services to assist Customer in support of the initiatives and activities described herein and shall not assume any cost or schedule liability. Customer is the governing authority of all activities and project directives and retains full responsibility for the leadership, review, and approval of actions taken and deliverables completed by Cisco in support of Customer.
- Customer must qualify the ACE configuration prior to Cisco's verification of compliance of Customer's link to the configuration. Customer or the replication application vendor, as applicable, must set the parameters under which the replication application is certified.
- Customer acknowledges that Cisco does not contain a service under this Service Description whereby Cisco provides a traffic generator and analyzer, collects information, and produces an assessment.