



Service Description of Architecture Management Office Service

This document describes Cisco's Architecture Management Office ("AMO") 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.

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Cisco shall provide the AMO 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 that Cisco shall provide and the period during which such Services shall be provided. 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.

Service Summary

The Architecture Management Office Service provides a process to assist a Customer in assessing his current technical architecture for fit to business objectives, and then addressing the compliance of proposed designs to Customer-specific architecture standards established for a particular technology deployment.

Architecture Management Office ("AMO") Service

Cisco shall provide the AMO Service selected by Customer during Standard Business Hours, unless stated otherwise:

General Support.

- Designate a Cisco contact ("AMO Program Manager") to act as the primary interface to the Customer for architecture management activities, and provide Cisco personnel necessary to perform the AMO Service.
- Participate in regular visits to meet with the Customer in-person as required to review project status.
- Participate in periodic conference calls with Customer representatives and Cisco personnel.
- Create and monitor a Customer-specific Cisco email alias, to facilitate communication with all Customer designated contacts under the Service.

Architecture Management.

- Provide an Architecture Management Office. The AMO provides a range of architecture development and management tasks and may perform, amongst other activities, the following:
 - Objective setting for the AMO.
 - Interviews with Customer to establish performance metrics for AMO.
 - Conducting a discovery workshop with Customer to establish architecture standards to support Customer's business and technical objectives.
 - Assessment of Customer's current architecture.
 - Mentoring related to the technology solution and architecture plan.
 - Establish compliance-governance principles with Customer for guiding the AMO Service.
 - Regular communications and reporting by the AMO.
 - Creation of central repository for all AMO materials.
 - Final reporting and transition plan at end of the Service for continuation of a AMO function managed by Customer.

Customer Responsibilities:

- Designate a Customer contact to act as the primary interface to the AMO Program Manager for AMO activities.
- Ensure Customer stakeholders and decision-makers are available to participate during the planning and delivery of the AMO service.
- Provide information requested by the Cisco AMO Program Manager on Customer business and technical requirements, or on Customer change control and compliance processes, within the scope of the program office activities.
- Meet periodically to review progress with AMO Program Manager.