



Cisco Unified Communications Remote Management Services

1.0 Unified Communications Remote Management Services

This Service Description describes Cisco's Unified Communications Remote Management Services. This Service is just one of the Service modules (WAN/LAN, IP Telephony Management and Security specialized Services) that you can purchase. Please read this document carefully as it contains important information regarding the Services that you have purchased from us.

Capitalized terms are defined in the [Glossary of Terms](#).

NOTE: When purchasing this Service, please ensure that you have also read the [Cisco Remote IT-Infrastructure Management Services](#) and the [Cisco Change Management Services](#). The Cisco Remote IT-Infrastructure Management Services are a prerequisite for Cisco WAN-Management Services, and the Change Management document outlines how we process MACDU.

Unless otherwise specified in this Service Description, the NOC will also follow the processes outlined in the [Cisco Remote IT-Infrastructure Management Services](#).

The objective of Unified Communications Remote Management Services is to manage the converged infrastructure and the call management system as a complete system, as limited by the approved device and Managed Component list, and to maximize the availability of the voice system to complete calls for end users. In addition, Unified Communications Remote Management Services include IP Telephony specific reports.

The following Managed Components are covered under the IP-Telephony management Service:

- Routers.
- Quality of Service.
- Switches.
- Voice Gateways.
- DPAs.
- CallManager Servers.
- Unity Servers.

In addition, the following Services are included:

1.1 Converged Infrastructure-Connectivity Management

The objective of converged-infrastructure connectivity management is to maximize the availability of the WAN and the PSTN connections required to allow end users to complete telephone calls.

Activities:

- Perform ongoing Incident monitoring and Incident management of WAN and PSTN circuits.
- Manage problems on WAN and PSTN circuits.

NOTE: This activity includes working with Customer's Carrier(s) to resolve circuit issues for Managed Components. The NOC will refer Incidents to the Carrier as needed and escalate the Incident with the Carrier within the Carrier's escalation guidelines until the Incident is restored.

Deliverable(s):

- Tickets with status and results.
- Restored WAN or PSTN Service.

1.2 Quality of Service (QoS) Management

The purpose of Quality of Service management is to ensure high call quality telephone calls for end users.

Activities:

- Configure QoS infrastructure devices in accordance with Cisco's best practices.
- Monitor infrastructure real-time for events that impact voice quality.
- Perform Incident and problem management of QoS issues.

Deliverable(s):

- Exception report that identifies infrastructure devices that have experienced QoS-impacting events.
- Tickets updated with status and results.
- Restored Quality of Service.

1.3 Call Management and Voicemail Management (“Phone Support”)

Call management includes the monitoring and management of the CallManager application to ensure that end users can make phone calls across their converged infrastructures. Voicemail management includes the monitoring and management of the Unity voicemail application to ensure that end users can send and receive voicemail messages. The CallManager call-management system and Unity voicemail system are tightly integrated.

This Service includes the management of the CallManager and Unity applications and DOES NOT include the management of hardware telephony devices (IP telephones, analog phones, fax machines, modems, etc.) or IP SoftPhone applications. Cisco will troubleshoot call and voicemail issues to ensure that the applications are working correctly. If the Incident is isolated to the IP SoftPhone application or hardware telephony device, Cisco will refer the Incident to the appropriate Customer contact or vendor for resolution.

Activities:

- Perform Incident monitoring and Incident management on the CallManager application, Unity voicemail application and servers that run the applications.
- Manage problems on the CallManager application, Unity voicemail application and servers that run the applications.

Deliverables:

- Tickets updated with status and results.
- Restoration of Service to enable end users to place and receive phone calls and voicemail messages.

1.4 Reporting and Portal

Cisco will deliver IP Telephony-specific reporting to the Customer online via the Portal. In-depth follow-up and explanations of each report are available as part of the Stewardship optional Service described in the [Cisco Remote IT-Infrastructure Management Services](#).

Deliverable(s):

- CallManager and Unity Server health reports.
- Communication interface statistics.
- Server hardware environmentals.
- Operating system parameters.
- Application metrics specific to CallManager and Unity.
- Availability statistics.
- Cisco IPT-enabled routers.

- Communication interface statistics (all interfaces).
- WAN interface high/low utilization exceptions.
- Frame relay specific statistics (Frame interfaces).
- Cisco Quality of Service (QoS) exception reports on dropped and discarded packets.
- Cisco Voice Gateway devices.
- Communication interface statistics.
- Cisco IPT-enabled switches.
- Communication interface statistics.
- LAN interface high/low utilization exceptions.

2.0 Customer Responsibilities

To ensure that the NOC can provide Services for Managed Components, Cisco requires Customers to supply information, communications, and connectivity. These requirements are critical to the NOC to provide optimal, and in some cases, any Services. In addition to the Customer responsibilities outlined in the [Cisco Remote IT-Infrastructure Management Services](#), the Customer is responsible for the items listed below. More detail around each of these items is provided in the Cisco IP-Telephony Technical Summary Document.

2.1 Connectivity

The Customer is responsible for providing one or more management channels, such as a frame relay PVC or a dedicated VPN tunnel, to a Managed Component at a site on the Customer's network. The size of the management channel can vary depending on the number and type of Managed Components and the Services purchased. In addition, various ports and protocols are needed to deliver Cisco's full suite of management Services. The Customer is responsible for allowing these ports and protocols to be opened in order for Cisco to deliver Services.

2.2 Support for Non-Managed Components

The Customer is responsible for installing and maintaining all non-Managed Components including the IP Telephone handsets, Analog Telephony Devices, IP SoftPhone applications, or any other essential Service or device that is a Non-Managed Component within the IP Telephony infrastructure.

2.3 Support for IP Telephony-Backup Services

The Customer must provide back-up procedures for managed devices that do not have configurations that can be archived remotely. This includes all devices not running CatOS or Cisco IOS. Cisco will assist in the configuration of the backups. The Customer is responsible for ensuring that the backups run successfully.

2.4 Notification of Password Changes

Customer is responsible for informing Cisco of any intended password changes that affect Managed Components, before they take place.

2.5 Support for Unity and Exchange Database

The Customer is responsible for Exchange support if Exchange is located on a separate server.

2.6 Support for Call-Detail Records

Cisco Unified Communications Remote Management Services do not utilize or process call detail records to provide Services. Customer is responsible for administering and using both the Administrative Reporting Tool (ART) and CDR Analysis and Reporting (CAR) tools. Several authorized Cisco Partners can provide software for call-detail record processing, and these packages provide various capabilities for interfacing existing call-detail accounting packages.

2.7 Legacy-Voicemail Systems

Customer is responsible for providing legacy-voicemail system support either directly or through a third party.

2.8 Unity/Unity Express Auto-Attendant Scripts

Customer is responsible for maintaining and updating all scripts used for the auto-attendant Service provided by the Unity/Unity Express server. The Customer is responsible for creating voice recordings for auto-attendant.

2.9 Anti-Virus Software

The Customer is responsible for installing and maintaining a Cisco TAC approved version of anti-virus software on all applicable IP Telephony servers.

2.10 WAN Requirements

Customer must provide a WAN that meets Cisco's best practices standards for QoS in order for Cisco to support QoS management.

2.11 End-User Training

Customer is responsible for all end-user training on IPC applications such as Personal Assistant, Cisco Conference Connection, etc.

2.12 Cisco Security Agent

Cisco will monitor the up/down status of the Cisco Security Agent (CSA) executable (.EXE) file. Customer is responsible for CSA management including installing, troubleshooting, "tuning," and upgrading CSA.

2.13 Quarterly IP Telephony Phones in Service Update Process. After the initiation of Cisco Unified Communications Remote Management Services for a customer, the number of IP Telephony Phones in Service in each Call Manager cluster will be reviewed during the last month of each calendar quarter

and the number of billed IP Telephony Phones in Service will be adjusted accordingly. A report detailing the registered IP Phones is available through the portal. The IP Telephony Phones in Service is the peak value in this report plus any FXS connected phones or modems whose call processing is done by the CallManager. Adjustments in the number of phones will be effective for, and reflected in subsequent billing periods. If the total number of phones actually under management in a quarter exceeds 150% of the amount billed, Cisco may, at its option, bill the change retroactively. Any additional Cisco charges will be at the contracted rates and discounts in effect for the services. Quarterly adjustments will reflect both upward and downward adjustments subject to the initial number of phones ordered that comprises a minimum. If Cisco Unified Communications Remote Management Services Service minimums are applicable to both the prior and revised IP Telephony Phones in Service count, no adjustment will be made.

3.0 Optional IP-Communication Management Services

Optional IP Communication Management Services may be purchased separately.

3.1 Complex Redesign of CallManager or Unity Features

The Cisco Unified Communications Remote Management Services is a remote-operational support Service. It is assumed that dial plans, configurations, and business-oriented scripting have been previously implemented prior to the commencement of support. Under the Service, these existing features will be supported. However, Cisco reserves the right to require separate additional time and material project fees when a significant redesign of these features occurs or addition of new functionality is required. See the [Cisco Change-Management Services](#) document for more information.

3.2 Cisco Personal-Assistant Management Services

[Cisco Remote IT-Infrastructure Management Services](#) and IP-Telephony Management Services are prerequisites for Cisco Personal-Assistant Management Services (Personal-Assistant).

The objective of Cisco Personal Assistant Management Services is to manage the Personal-Assistant server and application to maximize availability and to report on system health.

Cisco will provide management and configuration Services related to the Personal-Assistant server and application. This Service does not provide user education or training on the use of the Personal Assistant application.

The following are covered under the Unified Communications Remote Management Services:

- Personal-Assistant server(s) and application.

Activities:

- Perform Incident monitoring and Incident management on the Personal-Assistant server and application.
- Manage Problems on the Personal-Assistant server and application.

Deliverable(s):

- Tickets updated with status and results.
- Restoration of Service to enable end users to use the Personal-Assistant application.

3.3 Cisco Conference-Connection Management Services

[Cisco Remote IT-Infrastructure Management Services](#) and IP-Telephony Management Services are prerequisites for Cisco Conference-Connection Management Services (Conference-Connection).

The objective of Cisco Conference-Connection Management Services is to manage the Conference-Connection server(s) and application to maximize availability and to report on system health.

Cisco will provide management and configuration Services related to the Cisco Conference-Connection server and application. This Service does not provide user education or training on the use of the Cisco Conference-Connection application.

The following are covered under the Unified Communications Remote Management Services:

- Conference-Connection server and application.

Activities:

- Perform Incident monitoring and Incident management on the Cisco Conference-Connection server and application.
- Manage Problems on the Cisco Conference-Connection server and application.

Deliverable(s):

- Tickets updated with status and results.
- Restored of Service to enable end users to use the Cisco Conference-Connection application.

3.4 IPC Server Monitoring (DHCP, FTP, etc.)

[Cisco Remote IT-Infrastructure Management Services](#) and Cisco Unified Communications Remote Management Services are prerequisites for IPC Server Monitoring.

The objective of the IPC Server Monitoring Service is to monitor the health and availability of the server. The solution

also monitors the status of Cisco-designated .EXE files. It DOES NOT include Incident, Problem, or Change Management on those servers or applications.

Activities:

- Monitor Incidents on the designated IPC server and associated application .EXE files.

Deliverable(s):

- Notification of the Customer-designated contact of an event on the monitored server.

For more information on Change Management, please refer to the [Cisco Change Management Services](#).

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