



Service Description: Data Center Networking (“DCN”) Director Class SAN Planning and Design Service

This document describes DCN Director Class SAN 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.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Cisco shall provide the DCN Director Class SAN 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.

DCN Director Class SAN Planning and Design Service

Service Summary

The DCN Director Class SAN Planning and Design Service provides a SAN Assessment, Design Support, Implementation Support, and Continuous Learning service modules. The following technologies are supported under this Service Description:

- DCN SAN: all Cisco SAN Switches (e.g. MDS 9120/40, 9020, 9506, 9509, 9513 etc.)

Under this Service, Cisco shall provide the Data Center Networking (“DCN”) Director Class SAN Planning and Design Service selected by Customer during Standard Business Hours, unless stated otherwise.

Assessment Services

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

Design Support Services

- **High Level Design**
 - Consult with Customer networking staff in a series of meetings to develop a thorough understanding of Customer’s Network design requirements and document information such as:
 - Existing storage topology diagrams
 - Functional requirements
 - Feature recommendations
 - Scalability design considerations
- **Low-Level Design**
 - Provide detailed reference documentation for the proposed SAN architecture which includes:
 - Device configurations

- Naming conventions
- IP Addressing
- Device and port mapping

Implementation Support Services

- **Implementation and Migration Plan**
 - Provide guidance for SAN design implementation including items such as:
 - Switch names, VSANs, cables and labels, zoning and aliasing, and cable locations
 - Management, security, port configuration, and VSAN configuration
 - Migration and cutover tasks
- **Implementation Support**
 - Provide up to two days of on-site assistance for one implementation event to help install, configure, and manage the SAN:
 - Supervise racking to ensure optimum cooling
 - Offer best practices recommendations for redundant power supplies
 - Support for initial programming of configurations
 - Support validating the successful implementation
 - 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 the storage area network:
 - Assists with the execution of the migration plan
 - Support for incident management
 - Migration Support does not include racking and stacking of equipment, or hands-on support for cable installation.
- **Post Deployment Health Check**
 - Monitor implementation or migration to track new architecture performance as designed.

Continuous Learning Services

- **Knowledge Transfer**
 - Provide informal technical update training such as a “chalk talk” on a topic mutually agreed upon and relevant to SAN 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 SAN 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.
- **VSAN** - Virtual Storage Area Network

Index of Acronyms

- **DCN** – Data Center Networking
- **IP** - Internet Protocol
- **MDS** - Multi Layer Director Switch
- **SAN** – Storage Area Network