



## Service Description: Data Center Networking (“DCN”) Fabric Switch SAN Planning and Design Service

This document describes Cisco’s SAN Fabric Switch 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/](http://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), Advanced Services Agreement (ASA), 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/](http://www.cisco.com/go/servicedescriptions/).

Cisco shall provide the SAN Fabric Switch 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.

### SAN Fabric Switch Planning and Design Service

#### Service Summary

SAN Fabric Switch Planning and Design Service provides Design Workbook Review, Detailed Design, Implementation Support, and Knowledge Transfer.

Under this Service, Cisco shall provide the following SAN Planning and Design Service during Standard Business Hours, unless stated otherwise:

- **Design Work Book (DWB)**
  - The SAN Design Work Book provides a detailed reference for the proposed SAN architecture, including the details of the SAN topology and individual component configuration.
- **Detailed Design Review (DD)**
  - Provide a review of the detailed reference documentation for the proposed SAN architecture which includes:
    - Device configurations
    - Naming conventions
    - IP Addressing
    - Device and port mapping
- **SAN Fabric Switch Knowledge Transfer (KT)**
  - The SAN Fabric Switch Knowledge Transfer activity provides an informal transfer of knowledge throughout the project to your staff that addresses operational processes, activities, and tools necessary to manage the SAN infrastructure.

Under this Service, Cisco shall provide the following hourly support as identified by number of switches and hosts for each of the deliverables during Standard Business Hours, unless stated otherwise:

	DWB	DD	KT
<b>Tier 1: Switches = 1-2; Hosts = 1-16</b>	8	16	4
<b>Tier 2: Switches = 1-2; Hosts = 17-32</b>	12	20	4
<b>Tier 3: Switches = 3-4; Hosts = 1-16</b>	16	24	4
<b>Tier 4: Switches = 3-4; Hosts = 17-32</b>	20	32	4

### 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 Services 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.

### Index of Acronyms

- **AAA** - Authentication, Authorization and Accounting
- **ACL** - Access Control List
- **FCIP** - Fibre Channel over Internet Protocol
- **IP** - Internet Protocol
- **IVR** - Inter VSAN Routing
- **LAN** - Local Area Network
- **MDS** - Multi Layer Director Switch
- **OS** - Operating System
- **OSM** - Original Storage Manufacturer
- **SAN** - Storage Area Network
- **SFTP** - Secure File Transfer Protocol
- **SSH** - Secure Shell
- **TFTP** - Trivial File Transfer Protocol
- **VPN** - Virtual Private Network
- **VSAN** - Virtual Storage Area Network
- **WAN** - Wide Area Network
- **xWDM** - Wave Division Multi-Plexing (can be either coarse (C) or dense (D))