



## Service Description: Data Center Nexus Planning and Design Service

This document describes the Data Center Nexus Planning and Design Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/service-descriptions/](http://www.cisco.com/go/service-descriptions/): (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 Nexus 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 Nexus Planning and Design Service

#### Service Summary

The Data Center Nexus 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 as described below. The following technologies are supported under this Service Description:

- Nexus Products: 7000, 5000, 2000, 1000v

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

#### Data Center Proof of Concept Services

- **Proof of Concept Pilot and Support**
  - Provide remote deployment and configuration support for Customer-performed pilot deployment of Cisco Nexus in their environment.
  - Provide configuration, deployment and troubleshooting support.
  - Assist with development of pilot testing.
  - Communicate Cisco leading practices for Cisco Nexus 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

- **Nexus Assessment**
  - Conduct a Nexus Assessment to identify current practices and recommend changes within the Nexus environment which may include:
    - Integration of Nexus infrastructure within the data center design
    - Analysis of change management and incident management practices
    - Nexus scalability, Nexus availability, zoning, domain configuration, interface configuration, backup and restore, , and disaster recovery
  - Conduct knowledge transfer exchange with Customer specifically around leading practices pertaining to Cisco Nexus design principals

### **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 Nexus Network design requirements and document information such as:
  - Existing LAN/WAN topology diagrams
  - Functional requirements
  - Feature recommendations
  - Scalability design considerations
- Prepare and remotely present a high level unified fabric design that integrates design goals captured balanced with Cisco proven design principals.

#### • **Low-Level Design**

- Provide detailed reference documentation for the proposed Nexus architecture which includes:
  - Device configurations
  - Naming conventions
  - IP Addressing
  - Device and port mapping

#### • **Implementation and Migration Plan**

- Review Nexus migration/implementation plans based on developed design including items such as:
  - Hardware resources to identify upgrades and configuration changes required for migrations
  - Management, security, port configuration
  - Review the migration sequence and scheduling
  - Assess the effect on existing Cisco Nexus environment
  - Lab Validation

#### • **Implementation Support**

- Provide up to two days of on-site assistance for implementation assistance to configure and manage the Nexus appliances/software:
  - Supervise racking to target 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:
  - 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 Nexus 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 Wide Area Application Services ("WAAS") 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.