



## Service Description of Program Management Office Service

This document describes Cisco's Program Management Office ("PMO") 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) 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 PMO 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.

### Program Management Office ("PMO") Service

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

#### General Support.

- Designate a Cisco contact ("PMO Program Manager") to act as the primary interface to the Customer for program management activities, and provide Cisco personnel necessary to perform the PMO Service.
- Participate in regular visits to meet with the Customer in-person as required to review project status.

- Participate in periodic conference calls (usually weekly) 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.

#### Program Management.

- Provide integrated program management of Customer projects in the form of Program Management Office ("PMO"). The PMO typically performs, amongst other tasks, the following:
  - Objective setting for the PMO.
  - Program planning and project scheduling.
  - Interviews with Customer to establish performance metrics for PMO.
  - Issues tracking and activity management.
  - Risk tracking and alerting.
  - Coordinate with Customer in assignment of task owners to each action.
  - Regular communications and reporting
  - Creation of central repository for all PMO materials.
  - Final reporting and transition plan at end of the Service for continuation of a PMO function managed by Customer.

#### Customer Responsibilities:

- Designate a Customer contact to act as the primary interface to the Cisco PMO Program Manager for PMO activities.
- Ensure Customer stakeholders and decision-makers are available to participate during the planning and delivery of the PMO service.
- Provide information requested by the PMO 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 the PMO Program Manager.

