



Cisco Remote Management Service - Change Management Services

1.0 Introduction

This Service Description describes Cisco's Change Management Services and serves as an addendum to the Cisco Remote Management Service and the Remote Management Service descriptions.

This document outlines and lists in greater detail the processes governing Cisco Recommended Changes and Customer Requested Changes (See Cisco Remote IT-Infrastructure Management Services description, [Section 3.4, "Change Management."](#))

This document also outlines the time frames and framework governing changes. This framework allows Cisco to perform changes in a timely manner, and ensures the appropriate resources are available to complete the work.

Capitalized terms are defined in the [Glossary of Terms](#) at the end of this document.

Please see section 3.0 for pricing and scheduling details.

2.0 Types of Changes

There are two types of changes: Cisco recommended changes and Customer requested changes. Both changes are summarized in the tables below.

Cisco Recommended Changes		
Changes Required To:	Section	Resulting in:
Resolve an Incident (Section 2.1.1)	2.1.1	Logical or physical change
Respond to a critical vulnerability (Section (2.1.2))	2.1.2	Logical change
Address a problem	2.1.4	Logical or physical change

Customer Requested Changes			
Changes Required To:	Section	Category	Change description
Add, Delete or Change physical component on existing Managed Component	2.2.1	Change	Physical change
Change existing logical functionality (Upgrades)	2.2.2	Change	Logical Change; logical voice MACs
Physically move Managed Component	2.2.3	Move	Physical move
Add Managed Components	2.2.4	Add	Physical add
Addition of new functionality	2.2.5	Add	Logical add
Remove Managed Components	2.2.6	Delete	Physical delete

2.1 Cisco Recommended Changes

Cisco recommended changes originate from Cisco Remote Management Services. Before executing a Cisco recommended change, Cisco Remote Management Services will evaluate the change and make a recommendation to the Customer that includes the criticality and timeframe for implementation. Cisco Remote Management Services will not execute a change until the Customer has authorized or pre-authorized the change to be made.

2.1.1 Changes required to resolve an Incident

During the course of the Incident management (See Cisco Remote IT-Infrastructure Management Services description, [Section 3.2, "Incident Management"](#)), Cisco Remote Management Services will be required to make changes to Managed Components in order to resolve Incidents. These changes are usually logical changes to Managed Component configurations for troubleshooting and implementing workarounds.

Changes required to resolve Incidents are implemented as needed by Cisco Remote Management Services in accordance with the Customer's Change Management policy. Please see section 3.0 for pricing and scheduling details.

2.1.2 Changes to respond to a critical vulnerability

Cisco recognizes that certain critical vulnerabilities have the capability to degrade Customers' systems and severely limit Services. As new vulnerabilities are released, Cisco Remote Management Services will evaluate the severity and potential impact to Customers' Managed Components. If the vulnerability is judged by Cisco Remote Management Services to be critical with respect to the Customer's safeguards, and the Customer is impacted by the vulnerability, Cisco Remote Management Services will make changes to Managed Components to correct the issue. Changes will be executed according to the priorities outlined above.

Changes to address critical vulnerabilities will be performed at the earliest possible time, in coordination with the Customer. Please see section 3.0 for pricing and scheduling details.

2.1.3 Changes to address a problem

During the course of the Problem management process (See Cisco Remote IT-Infrastructure Management Services description, [Section 3.3, "Problem Management"](#)), Cisco Remote Management Services will be required to make changes to Managed Components in order to resolve Problems. These changes are usually logical changes to Managed Component configurations for troubleshooting and

implementing workarounds, and can also include working with vendors.

Changes required to resolve Problems are implemented as needed by Cisco Remote Management Services in accordance with the Customer's Change Management policy. Please see section 3.0 for pricing and scheduling details.

2.2 Customer Requested Changes

Customer requested changes are identified and submitted by Customers on the Portal. All Customer requested changes are subject to charges above and beyond the management fees for providing Cisco Remote Operations Services.

Cisco Remote Management Services researches the impact of Customer requested changes and will discuss the implications of a requested change with the Customer. If Cisco Remote Management Services believes the change requires additional information, planning, diligence, or testing, Cisco Remote Management Services reserves the right to refuse Customer requested changes if we believe that the change will adversely affect the operations of the Managed Components.

Please see section 3.0 for pricing and scheduling details.

2.2.1 Change - Physical Change

A Physical Change is a change to a hardware element on an existing Managed Component such as a network module or a hard drive.

The installation process of a Physical Change involves loading and verification of the new Managed Component information in the Cisco Remote Management Services database as-needed.

The configuration process of a Physical Change includes logical configuration changes to ensure that the Managed Component will function.

Physical Changes may be expedited for a fee. Please see section 3.0 for pricing and scheduling details.

2.2.2 Change – Logical

A Logical Change includes changes to software on Managed Components.

Logical Changes are divided into three categories: simple Logical Changes, complex Logical Changes and software upgrades.

Simple Logical Changes require reduced levels of planning and less than four hours of work.

Complex Logical Changes require an increased level of planning. These changes often involve multiple devices and require more than exceed four hours of work. If a change is determined to be complex, it will be treated as a project.

Complex Logical Changes have one or more of the following traits:

- Introduction of a Service or functionality is not currently being used in the network.
- Engineering resources required exceeds four hours.
- Significant planning is required before implementation.
- Requested work is comprised of ten or more devices.

Software upgrades also require an increased level of planning and involve a separate fee as outlined in the pricing and scheduling table.

2.2.3 Move – Physical

A Physical Move is a change required to physically move a Managed Component from one location to another.

For a Physical Move, the Customer or a Partner is responsible for physically moving the component from one location to the next. Cisco Remote Management Services are responsible for making the necessary changes in the Cisco Remote Management Services database and the configuration of the Managed Component to ensure that management can continue in the new location. Cisco Remote Management Services will work with the Customer or Partner to coordinate the Physical Move.

Physical Moves may be expedited for a fee. Please see section 3.0 for pricing and scheduling details.

2.2.4 Add – Physical

A Physical Add is the addition of new components to be managed under the Cisco Remote Management Services. The activities undertaken by the Cisco Remote Management Services for this type of change are the same as described in the Remote Management Activation section (See Cisco Remote IT-Infrastructure Management Services description, [Section 2.0, "Remote Management Activation."](#))

The data-gathering process involves verification and loading of all Managed Component information in the Cisco Remote Management Services database, including serial numbers, maintenance contract information, circuit information, Carrier information, and more as-needed.

The configuration process includes logical configuration changes to ensure that the new component can be managed.

Customers may self-install the physical equipment that Cisco Remote Management Services will manage as Managed Components. In this case Cisco Remote Management Services will charge a reduced fee for configuration verification, support, and database entry.

Physical Adds may be expedited for a fee. Please see section 3.0 for pricing and scheduling details.

2.2.5 Add – Logical

Logical Adds include installation of new software on Managed Components to enhance or introduce new services. Logical Adds are characterized by the installation of software that add functionality to the Managed Component, and do not require a high degree of planning and implications for other Managed Components. If the addition of functionality introduces new services to other Managed Components or end users, or if the functionality requires extensive planning, the Logical Add will be treated as a project.

Logical Adds that will be treated as projects have one or more of the following traits:

- Introduction of a Service or functionality is not currently being used in the network.
- Engineering resources required exceeds four hours (See Section 4.0, "Logical Change Examples").
- Significant planning is required before implementation.
- Requested work is comprised of ten or more devices.

Logical Adds require an additional fee. Cisco Remote Management Services will scope each project and work with the Customer to approve the work to be done.

Most Logical Adds may be expedited for a fee. Please see section 3.0 for pricing and scheduling details.

2.2.6 Delete – Physical

Physical Deletes refer to removing Managed Components from Cisco Remote Management Services. Cisco Remote Management Services further classifies these changes as simple and complex.

A simple Physical Delete involves removing the Managed Component from the Cisco Remote Management Services database so that it is no longer a Managed Component. The device may or may not still exist in the Customer's network.

A complex Physical Deletion requires a Cisco Remote Management Services engineer to make modifications to the Customer's network infrastructure to allow the device to be removed. This could include actions such as transferring functionality to another Managed Component, modifying routing, etc.

Physical Deletes may be expedited for a fee. Please see section 3.0 for pricing and scheduling details.

3.0 Pricing and Scheduling

Cisco Recommended Changes

Category	Type	Turnaround Time	Standard Fees	Notes	Expedite Fees
Change	Change - Logical	Cisco Remote Management Services Determined	\$0	Performed as part of management fees	\$1200 + Time and Materials ¹ /per device ¹
	Change - Physical	Cisco Remote Management Services Determined	\$0	Performed as part of management fees	

Customer Requested Changes

Category	Type	Turnaround Time	Standard Fees	Notes	Expedite Fees
Change	Logical (Section 2.2.2)	72 Hours*	\$0	Please see section 2.2.2 for details about logical changes	\$175/ per request ¹
	Physical (Section 2.2.1)	7 Days*	\$350		\$1200 + Time and Materials ¹ /per device ¹
Move	Physical (Section 2.2.3)	14 Days*	\$350		
Add	Physical (Section 2.2.4)	14 Days*	\$350		
	Physical -Customer self installation (Section 2.2.4)	7 Days*	\$175		
	Logical (Section 2.2.5)	14 Days*	\$350		
Delete	Physical - Simple (Section 2.2.6)	7 Days*	\$0		

Customer Requested Changes

Category	Type	Turnaround Time	Standard Fees	Notes	Expedite Fees
	Physical - Complex (Section 2.2.6)	7 Days*	\$350		
Project	Changes greater than four hours of work	See Note**	Cisco Remote Management Services Professional Services: \$250 per hour with 2 hour minimum	Scope and cost to be determined on an individual case basis	Handled within the Statement of Work process

¹ Timing subject to hardware, vendor, and Cisco Remote Management Services resource availability

* All timeframes stated in calendar days

**Addition of a new managed site requires PDI (Plan, Design, and Implement) work that must be handled by a qualified PDI Partner prior to Cisco Remote Management Services taking the equipment under management.

4.0 Logical Change Examples

Project Examples

To provide additional clarity and examples of projects that would exceed the four hour requirement of logical changes, we have provided a small list of representative projects. This is not a comprehensive list, but should serve as examples of change requests that are large enough to qualify as projects due to the increased amount of planning, design, and work associated with them.

Example #1 – Proactive IP Telephony PRI Servicing

Customer X has two PRI lines, one servicing long-distance and one servicing local calls. For redundancy, Customer X wants each PRI to be able to process the other's call should the other fail. To meet this request, Cisco Remote Management Services must plan and configure the redundancy policy, possibly work with the telecommunications service provider to change configurations on the PRIs, and adjust the dial-plans accordingly. In all, the work (including planning) greatly exceeds four hours.

Example #2 – Changing Routing Protocols

Customer Y is using RIP-2 as a routing protocol on their 20 site network. They decide they would like to use OSPF and request that OSPF be deployed across their network to replace RIP-2. Since this would require design work, planning the actual cut, and the execution itself, the work greatly exceeds four hours.

Example #3 – Extension Mobility

Customer Z has a location with 30 IP Telephony users who constantly travel between corporate locations. In order to facilitate a seamless office, the Customer requests that these 30 users and their phones be configured to use Extension Mobility. Because the planning, installation, and implementation of this software is extensive, the work exceeds four hours and must be quoted as a project.

Example #4 – Unity Call Handlers

Customer X requests that five of their executives have their Unity voicemail boxes configured with Call Handlers so that calls can be screened, and callers are given the option to have

the call forwarded to the intended recipient's cell phone. Because the planning, installation, and implementation of this functionality is extensive, the work exceeds four hours and must be quoted as a project.

Example #5 – Phone Replacement

Customer Y has a site with twenty-five (25) Cisco 7905 IP phones; they are replacing all of them with Cisco 7960 IP phones. Configuration is required in the CallManager to complete this. Because the scale and implementation of this functionality is extensive, the work exceeds four hours and must be quoted as a project.

Non-Project (Simple Logical) Examples

- Changing an entry in a dial plan
- Access policy update
- Static route change
- Adding a phone and/or voice mailbox to a managed IPT server