



## Service Description: Service Provider Program Management Service

This document describes Cisco's Service Provider Program Management 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.

This SP Program Management Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported by Cisco's Foundation Technology Service Provider Optimization Service. Cisco shall provide the SP Program Management 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. Availability of Services described herein and service delivery may vary by geographical region.

### SP Program Management

#### Service Summary

The SP Program Management Service provides program management help for your Network support staff in the form of Communication Management, Business & Technology Roadmap, Certification Program, Finance Management Reporting, Portfolio Resource Management, and SLA Management.

Services performed under this Service Description will build upon Cisco's Foundation Technology Service Provider Optimization Service, but will be focused on the specific program types described in this Service Description.

#### Cisco Responsibilities

Cisco's SP Program Management Service will be delivered during Standard Business Hours (unless stated otherwise). Cisco shall provide the following general support for all Service modules selected by Customer under the SP Program Management Service:

#### General Support

- Designate a Cisco Program Manager to act as the primary interface with the Customer.
- Participate in regular visits to the Customer either via phone or in-person (at Cisco's discretion) to review proactive deliverables and activities and to plan for next quarter. In-person visits will not exceed eight (8) days in aggregate. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.
- Participate in periodic conference calls (usually weekly) to review Customer's program status, planning and the Services being provided.
- Monitor a Customer-specific Cisco email alias to facilitate communication between the Cisco Program Manager and any other personnel on the Cisco SP Program Management team.
- The Cisco Program Manager may utilize Customer provided data or internal tools to assist in collecting data related to the program.

#### Communication Management

To help Customer obtain greater visibility, proactively manage risk and reduce the occurrence of operational surprises, Cisco will provide communications management services, which may include:

- Status reports and scorecard/dashboard
- Collaborative portfolio website
- Risk and mitigation register
- Accumulation, socialization, and documentation of processes and procedures
- Documentation management

#### Business & Technology Roadmap

For Customers that are interested in creating a technical roadmap that supports their corporate vision and goals, Cisco

will help Customer develop a business and technology roadmap, which may include:

- Strategic report (roadmap summary report)
- Tactical report (technical planning council)
- Staffing report (vendor coordination)

### Certification Program

For Customers with defined certification and release criteria, Cisco will help Customer develop a certification program, which may include:

- Certification reports
- Trials coordination
- Business unit/product coordination
- Solution coordination
- Version control

### Finance Management Reporting

Cisco will provide guidance related to financial reporting of network assets, which may include:

- Vendor management
- Standard cost management
- Onsite, 24-hour network asset collection tool
- Financial reporting

### Portfolio Resource Management

Cisco will provide a set of portfolio resource management services designed to help Customer plan, execute, and deliver multiple projects and programs. Portfolio resource management services may include:

- Assessment
- Planning
- Reporting
- Governance
- Quality management
- Release management
- Financial management
- Roadmapping

### SLA Management

For Customers that have Service Level Agreements (SLAs) in place with Cisco, Cisco will provide services to help Customer manage its SLAs. These services may include:

- Dashboard report and maintenance
- Contract management
- Outcome management

### Customer Responsibilities

#### • **General Responsibilities.** Customer will:

- Designate at least one (1) representative in each area covered under the SP Program Management, who must be a Customer employee in a centralized Network support center, to act as the primary interface to the Cisco SP Program Manager. Customer will designate as contacts senior engineers or managers with the authority to make any necessary changes, as required by the program management, to the Customer's organizations / programs. One individual, who is a senior member of Customer's management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Provide reasonable electronic access to Customer's Network and facilities to allow the SP Program Manager to provide support.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software only as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Notify Cisco in writing within ten (10) days of any Customer changes affecting the program(s) being managed. Cisco may require modifications to the fee if the changes cause service delivery to increase beyond the original scope quoted to the Customer.
- Create and manage an internal email alias for communication with Cisco SP Program Manager.
- Retain overall responsibility for any business process impact and any process change implementations.

#### **Program-Specific Responsibilities**

In addition to the General Responsibilities, Customer will:

- Provide a document describing in detail Customer's targets for Communication Management, Business & Technology Roadmap, Certification Program, Finance Management Reporting, Portfolio Resource Management, or SLA Management, in accordance with specific Customer program(s) to be managed. The level of details must be sufficient to be used as input to an implementation plan.
- Ensure key detailed program stakeholders and decision-makers are available to participate during the course of the service
- Permit appropriate access to all relevant Customer material, equipment, facilities and personnel required to manage the program(s)