



## Service Description: Data Center Wide Area Application Services (“WAAS”) Planning and Design Service

This document describes the Data Center Wide Area Application Services (“WAAS”) Planning and Design Service.

7326/7341/7371, Wide Area Application Services Software

**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.

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

### Data Center Proof of Concept Services

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

- **WAAS Network Assessment**
  - Conduct a WAAS Assessment to identify current practices and recommend changes within the WAAS environment which may include:
    - WAAS infrastructure within the data center design
    - Analysis of change management and incident management practices
    - WAAS scalability, WAAS availability, zoning, domain configuration, interface configuration, backup and restore, data replication, and disaster recovery
- **WAAS Application Analysis**
  - Conduct a WAAS Application Analysis based on observed traffic volume on Customer’s WAN links. Application analysis may include the following:

**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.

**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 Data Center WAAS 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 WAAS Planning and Design Service**

#### **Service Summary**

The Data Center WAAS Planning and Design Service provides Data Center Proof of Concept Services, Data Center Assessment Services and Data Center Design Support Services. The following technologies are supported under this Service Description:

- WAAS Products: NME Wide Area Application Engine (“WAE”) 302 WAAS Module, NME WAE 502/522 WAAS Module, WAE 512/612 WAAE, WAE

- Gather application flow characteristics at the edge of the Data Center Network
- Classify application flows and identify the list of destination servers that account for approximately eighty (80%) percent of the traffic flow (not to exceed 500 servers)
- Identify the applications process name and network port number mapping
- Correlate application transport flow data and application process name data
- Generate customized WAAS classification & policy map
- Conduct planning analysis and provide recommendations
- Hardware resources to identify upgrades and configuration changes required for successful migrations
- Step by step procedures for migration from Wide Area File Services (WAFS) Software or Cisco Application and Content Networking System (ACNS) to Cisco WAAS
- Management, security, port configuration
- Review the migration sequence and scheduling
- Assess the effect on existing Cisco ACNS environment
- Lab Validation

- **Project Management**

- Project management support to assist with the overall delivery of Cisco services for incremental changes to the Network or architecture.

### **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 WAAS Network design requirements and document information such as:
  - Existing WAN topology diagrams
  - Functional requirements
  - Feature recommendations
  - Scalability design considerations

- **Low-Level Design**

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

- **Implementation and Migration Plan**

- Review WAAS migration/implementation plans based on developed design including items such as:

<b>Service Responsibilities of Customer</b>
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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 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.