



## Service Description: Wireless LAN (“WLAN”) Planning and Design Service

This document describes WLAN Planning and Design 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), Advanced Services Agreement (ASA), 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 WLAN 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.

### Service Summary

WLAN Planning and Design Service provides Deployment Planning, Architecture and RF Assessment service modules in support of Cisco’s four (4) Wireless LAN solutions: Secure Mobility, Location-based, Unified Voice, and Guest Access. However, the WLAN RF Assessment is not available for the Guest Access Solution.

#### WLAN Planning and Design Service

Under this Service, Cisco shall provide the WLAN Planning and Design Service during Standard Business Hours, unless stated:

### Wireless LAN Deployment Planning Service

- **Low Level Network Design Collaboration.**
  - Collaborate with Customer during their low level Network detailed design process. Cisco will assist Customer to address the following as part of the collaboration:
    - Examine and evaluate Customer network documentation, and existing network designs.
    - Verify that the chosen platforms, features, and functionality will meet the Customer communicated design objectives.
    - Perform design activities including bandwidth modeling, capacity planning, WAN analysis, architecture review, addressing and routing strategy, scalability and redundancy assessment, and security assessment
  - Assist the Customer in the creation of the low level Network design.
- **Network Implementation Plan Collaboration.**
  - Conduct discovery to gather Network implementation plan requirements, data and other information necessary to assist in the creation of the Network implementation plan. This may include:
    - Examining the Customer Network documentation, Network staging plan and RF site survey results of the representative sites.
    - Reviewing the IP routing, addressing and IP address resolution scheme.
    - Discussing Network implementation strategy with Customer.
  - Creation of configuration templates for Network components including: access point (“AP”) service set identifiers (“SSIDs”), RF channelization, etc.; routers and aggregation devices.
  - Assist the Customer in the creation of the Network implementation plan document for one (1) Customer site. The document may include the following:
    - List of all Cisco networking devices and Cisco applications to be implemented.

- Hardware and Software installation tasks and checklist.
- Hardware and Software configurations tasks and checklist.
- Baseline Network element configurations for all Cisco networking and applications devices to be implemented.
- Installation, commission, and network connectivity test tasks and checklist WLAN network architecture and topology for representative site.
- Implementation plan strategy.

- Assist the Customer in the creation of the high level Network design

#### Wireless RF Assessment Service

- Coordinate and perform an onsite site survey that captures the site details including physical, environmental considerations, electrical - AC/DC supplies, cabling, Network synchronization, peripheral equipment, and remote access.
- Perform critical radio frequency survey to determine the optimal access point placement.
- Analyze the information obtained from the site survey and develop recommendations for site modification and improvements.
- Provide a site survey report detailing the results of the site survey, radio frequency assessment, environmental requirements and optimized placement of wireless access point.

#### Wireless LAN Architecture Service

##### ● Customer Requirements Document (“CRD”) Development.

- Team with the Customer to remotely collect and document Customer’s communicated business requirements to be used by the high level network design. The Customer requirements may include:

- Wireless features and functionality are required to meet business objective.
- Review and analyze the existing Network architecture for performance, traffic analysis, Hardware and Software versioning, security and WLAN/legacy Network integration.

- Provide a Customer Requirements Document (“CRD”) that contains Customer requirements, collected data, information, observations, and the results of the high level analysis.

##### ● High Level Network Design Collaboration.

- Collaborate with Customer during their high level Network detailed design process. Cisco will assist the Customer to address the following issues as part of the collaboration:

- Defining the high-level Network architecture and topology.
- Integration and aggregation points for the WLAN deployment including protocols, security and NMS considerations.
- WLAN application environment, bandwidth requirements, quality-of-service (QoS) and class of service discussions, guidelines for testing the types of WLAN, configuration recommendations.
- WLAN radio frequency (RF) deployment scenarios, recommend best practices for: RF ‘footprints’ types of WLAN, configuration recommendations, frequency plans, power and environmental factors.

#### Service Responsibilities of Customer

Customer shall comply with the following obligations:

- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- Retain overall responsibility for any business process impact and any process change implementations
- Ensure key Customer networking and operational personnel are available to participate in interview sessions as required.
- 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 acknowledges that Cisco’s obligation is to only provide assistance to Customer with respect to the tasks detailed and that such assistance may not result in some or all of the tasks being completed.

The following additional obligations only apply for the Wireless LAN Deployment Planning Service:

- A list of all of the WLAN networking components including but not limited to Hardware, Software and solution configurations;
- A high-level architectural drawing showing the type of Hardware, Software, and application solutions configurations and where they are physically located (for example, geographical location or location within the Network);

- Detailed definitions of the type of application (for example mobile traveler, corporate workforce or verticals) and features; detailed definition of Customer's implementation strategy and schedule;
- Copies of Network implementation plan and product configuration templates.