



## Service Description: Operations Systems Support (“OSS”) Optimization Support Services

This document describes OSS Optimization Support Services.

**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.

This OSS Optimization Support 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 OSS Optimization Support Services 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.

### OSS Optimization Support

#### Service Summary

OSS Optimization Support Services provides specific help for your network support staff in the form of Design Support, Software Strategy, Network Health Checks and Continuous Learning service modules. The following Network Management Systems (NMS) platforms technologies are supported under this Service Description:

ACS – Access Control System

ANA – Active Network Abstraction

CTM – Cisco Transport Manager

CIC – Cisco Information Center

CNS CE – Cisco Network Services Config Engine

ISC – IP Solution Center

LMS – LAN Management Solution

MSS – Managed Services Solution

NAPA – Network Application Performance Analysis

- Cisco Network Planning Solution (NPS)
- Cisco Application Analysis Solution (AAS)
- Cisco Bandwidth Quality Manager (BQM)

PACE – Proactive Automation and Change Execution

- Network Compliance Manager (NCM),
- Cisco Configuration Assurance Solution (CAS)

Services performed under this Service Description that are comparable to those services performed under Cisco's Foundation Technology Service Provider Optimization Service will build upon the original service and will be focused on the specific technology described in this Service Description.

#### Cisco Responsibilities

Cisco's OSS Optimization Support Service consists of the provision of, at a minimum, Design Support Services, from the Services described below, which Cisco shall provide for the Customer's OSS Infrastructure during Standard Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer under the OSS Optimization Support Service:

#### General Support

- Designate an engineer (“OSS Network Consulting Engineer”) to act as the primary interface with the Cisco project manager appointed for the Customer.
- Participate in regular meetings with the Customer as required by the project manager either via phone or in-person to review proactive deliverables, activities and to plan for next quarter. In-person visits not to exceed eight (8) days in aggregate. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.

- Designate engineer(s) to work with the Cisco project management and the primary OSS Network Consulting Engineer.
- Participate in periodic conference calls (usually weekly) to review Customer's OSS status, planning and the Services being provided.
- Monitor a Customer-specific Cisco email alias to facilitate communication with primary OSS Network Consulting Engineer as well as the engineers on the Cisco's OSS team.
- OSS Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer operations environment.

### Operational Support

#### • Remote OSS Change Support

- Provide Customer with remote resource to act as advisor to the change and as support contact on changes to the OSS system within the change periods, which may include:
  - Collaboration with Customer over the deployment period (approx one to two weeks) to help address issues arising from the deployment of an NMS application and its configuration during deployment into a live production environment in addition to support provided under the standard TAC process.
  - Cisco will make available, upon receipt of not less than twenty-one (21) days prior written request by Customer to Cisco, a designated support contact that can accept calls during Standard Business Hours and consult with Customer on a 24-hour 7-day standby basis to remotely assist Customer and address no more than three support issues identified by Customer during the deployment (typically over a weekend) of major Hardware or Software installations, major site installation and/or major configuration changes.
  - Cisco will provide a review of the change plan provided by the Customer related to the planned deployment.

#### • Remote OSS Application Support

- Provide remote OSS application support on how to use or integration with the application in question, which may include:
  - Addressing issues concerning the operation of the application programming interface
  - Support on how the API should be used within the context of an overall workflow.

**Design Support.** Design support is provided through two primary methods: 1) Detailed Design Report or 2) Design Collaboration.

#### • Detailed Design Report

Consult with Customer's Operations and IT support staff in a series of meetings to develop a thorough understanding of Customer's OSS infrastructure and future requirements, Focus on areas such as:

- Resource Management
- Service Management
- Fault and Performance Management
- Configuration Management for the network

The conclusion of the deliverable will be to provide a detailed design report with recommendations that takes into consideration, among other things, the following:

- Customer's design requirements, priorities, and goals.
- Analysis of impact of new requirements on existing OSS.
- Management protocol selection and configuration.
- Feature selection and configuration of existing OSS applications.
- Security considerations.

#### • Design Collaboration

The activities and deliverables for the Design Collaboration tasks are the following:

- Review of Customer's design requirements, priorities and goals
- Analysis of impact of new requirements on existing Network Management system and management infrastructure
- Review of the NMS application architecture and topology
- Review of NMS Application protocol selection and configuration
- Review of feature selection and configuration of the NMS Application
- Security considerations for the NMS Application
- Report describing design review with recommendations

#### • Implementation Plan Review

- Perform a formal assessments of Customer's Implementation Plan and provide a report with recommendations. The assessment includes a review of the following:
  - NMS Application deployment plan
  - Proposed sample configurations
  - Network Ready For Use tests
  - Migration issues
  - Impact to Network operations

- **OSS Software Support**

- Provide a Software Strategy Report for NMS or OSS applications, containing an overall set of recommendation, which typically include the following:
  - Review of Customer future feature requirements
  - Identification of appropriate Software versions
  - Review of Software Feature Set Upgrade triggers and lifecycle considerations
  - Overall software and feature set recommendation to allow testing to proceed for upgrade deployment
  - Contingency plan for transitioning software in Customer's environment
  - High-level analysis of major issues such as End of Life or End of Sale releases and software advisories
  - Provide critical bug analysis (for P1 and P2 bugs) for identified software versions or key software feature categories

#### Health Checks

- **OSS Infrastructure Baseline and Security Audit and Recommendations**

- Provide the scoped number of baseline or security audit reports. Such audit or performance analysis typically includes, amongst other information, the following:
- Collection of key system details and performance data
- Identification of exception reports
- Analysis of resource utilization
- Assist Customer to define OSS specific performance criteria
- Report on performance optimization recommendations such as system tuning and protocol response times optimization and changes

- **OSS System Performance Audit and Recommendations**

- Documentation of customer issues with application performance
- Review of overall system resource utilization
- Review of system resource utilization by application
- Recommendations on optimizations of existing product configurations and on changes to platform resources

#### Continuous Learning

- **Knowledge Transfer and Mentoring.**

Provide informal technical update training such as a "chalk talk" on an OSS related topic that is mutually agreed upon and relevant to the Products and Cisco technologies. Such training would be provided by the OSS Engineer or another senior Cisco engineer.

- **Formal Training**

Provide formal technical training as developed by the AS Education team.

#### Customer Responsibilities

- **General Responsibilities**

- Designate at least two (2) but not more than six (6) technical representatives in each area covered under OSS, who must be Customer's employees in a centralized Network support center (Customer's technical assistance center), to act as the primary technical interface to the OSS Network Consulting Engineer (s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the OSS configuration. One individual, who is a senior member of 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 OSS to allow the OSS Network Consulting Engineer 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 as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Provide the appropriate information about the OSS systems, network configuration, and information of any new features being implemented as requested by Cisco.
- In the event the number of OSS systems within scope are altered after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the OSS composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with OSS Network Consulting Engineer.

- Retain overall responsibility for any business process impact and any process change implementations.

### **Operational Support**

In addition to the General Responsibilities, Customer shall provide the following:

- Provide the design and process documents describing how Customer OSS is built and engineered to meet a specific set of technical requirements and design goals. The level of details must be sufficient to be used as input to review any of the services being delivered to the Customer.
- Ensure key detailed design stakeholders and decision-makers are available to participate during the course of the service(s).
- Provide or extract additional information required in the design effort (e.g., current and planned operational framework).
- Information on current operating system and application levels of the OSS components in scope of these services.
- Information on Customer business and technical requirements for new Software releases.
- Review details of planned changes with OSS Network Consulting Engineer.
- Information on Customer certification process and lab testing process.
- Information on Customer change control process.

### **OSS Health Checks**

In addition to the General Responsibilities, Customer shall provide the following:

- Information on any service level agreements or Network performance requirements.
- Information on customer's plans for business continuance, consolidation, and virtualization.
- Information on expected Network growth and application mix changes.
- Information on any future advanced technology implementations.

### **Continuous Learning**

In addition to the General Responsibilities, Customer shall provide:

- Details of Customer requirements on the OSS related topics it wants to see covered through transfer and mentoring together with background information on the skill sets of the audience.
- Ensure that facilities and equipment are available to host the informal technical update sessions.