



## Service Description: End-to-End Data Center Assessments and Design Service

This document describes End-to-End (“E2E”) Data Center Assessments 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) 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 End-to-End Data Center Assessments 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.

### End-to-End (“E2E”) Data Center Assessments and Design Service

#### Service Summary

The End-to-End (“E2E”) Data Center Assessments and Design Service provides Data Center Assessments consisting of an array of assessment and designs utilizing an end-to-end architecture that supports applications, servers, storage, and switching, Data Center Support and Data Center Learning.

Under this Service, Cisco shall provide the End-to-End (“E2E”) Data Center Assessments and Design Service selected by Customer during Standard Business Hours, unless stated otherwise.

#### Data Center Assessments

##### End-to-End Data Center Virtualization Assessment

- Provide Data Center Architecture Virtualization Assessment. Cisco will consult with Customer via a series of meetings to identify the future architecture requirements for a data center consolidation or data center virtualization. A Data Center Architecture Virtualization Assessment may include, among other information:
  - Review of the current data center infrastructure and future network requirements for consolidation, virtualization, or both
  - Review of the technology architecture layers such as facilities, network, server, and application platforms
  - Analysis of technology feasibility
  - Analysis of consolidation and/or virtualization impact to application business services domains
  - Analysis of server inventory, performance data, and operating system data
  - Analysis of potential server consolidation and/or virtualization costs and savings related to server hardware and infrastructure licenses
  - Report describing the analysis comparing Customer’s current practices to Cisco’s recommended best practices and recommendations for server consolidation and/or virtualization

- Report describing analysis of performance, availability, component inventory and/or inter-dependencies of domains and views, service, and data transport, and recommendations
- Report describing opportunities and steps needed for optimization, consolidation, and /or virtualization with recommendations

### **End-to-End Virtualization Architecture Blueprint**

- Cisco will provide application component discovery, dependency mapping , and data transport profiling that may include the following deliverables:
  - Application Service and Data Transport Assessment Document
  - Application Data Transport Approach Document
  - Application Component Inventory report
  - Application Component Inter-dependencies Domains and views
  - Application Availability Report
  - Application Performance Report
  - Executive review phase
  - Application Data Transport Profiling Document
  - Enterprise financial analysis of virtualized data center architecture
  - Executive presentation on business value
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  - Technology presentation
- Cisco will also provide a server consolidation and virtualization report with findings and recommendations including:
  - System and performance data analysis on existing Windows and Linux servers in the environment
  - High-level financial assessment of the benefits of server consolidation and TCO
  - An assessment report outlining findings and recommendations for improvements to enhance the existing environment which includes network, storage, and compute resources
  - Customer requirements document (CRD)
  - End to End Virtualization high-level design document
  - End to End low-level design document
  - Project plan
  - Weekly status reports
- Virtualization Operations Management Assessment will also be provided as part of this blueprint which will include the following activities and deliverables
  - Infrastructure management assessment
  - Infrastructure operations maturity model
  - Infrastructure management requirements document
  - Infrastructure management future blueprint
  - Infrastructure management best practices
  - Gap analysis and findings
  - Transformation & modernization roadmap

### **Architecture Value Analysis**

- Cisco will provide a comprehensive financial analysis spanning the server environment, storage environment, and networking environment by analyzing costs and operational commitments
- The Cisco Data Center Architecture Value Analysis Service includes the following deliverables:
  - Financial analysis report

- Capital investments required during the project lifecycle
- Savings in infrastructure, facilities, and energy costs
- Executive and technology presentations

### **Energy Efficiency Assessment**

- Cisco will provide a Data Center Energy Efficiency Assessment to assist Customer in establishing benchmarks for the energy efficiency of Customer's data center's physical infrastructure. Cisco will also provide reports on how to reduce energy consumption by providing recommendations and industry best practices.
- Activities include identifying design, installation, or operating practices that compromise efficiency with recommendations for improvement based on the following:
  - Inspect Physical infrastructure to identify systems, configuration, or operational practices
  - Benchmark the data center's physical infrastructure against expected values
  - Model air flow and temperature distribution
  - Project efficiency Impact of changes utilizing load models and operational parameters
  - Conduct scenario analysis based on energy consumption, carbon emissions, energy costs
  - Assess electrical efficiency
  - Estimate ROI for new equipment or other data center upgrades

### **Data Center Support**

#### **Ongoing Service and Project Management**

- Cisco will provide ongoing support and project management support to assist with the overall delivery of Cisco Services for incremental changes to the Network or architecture.

### **Data Center Learning**

#### **Remote Knowledge Transfer Sessions**

- Cisco will consult with Customer to identify requirements and topics for informal training sessions. Remote Knowledge Transfer Sessions are:
  - Delivered in English, with other languages subject to availability.
  - Informal technical updates such as a "chalk talk" on a topic that is mutually agreed upon and relevant to the technologies in the data center. Service to be provided by an account's Advanced Services Engineer or another senior Cisco engineer.
  - Delivered remotely up to four (4) hours in length, with no labs and no printed course materials relevant to the Cisco products and technologies deployed in Customer's production Network

<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 SAN 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.