



Cisco TelePresence

Cisco on Cisco Technology Seminar



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Agenda

Program Approach to TelePresence: Overview, Business Case and Technology Overview

Design Solution for Cisco

Architecture
Network

Deploy Solution

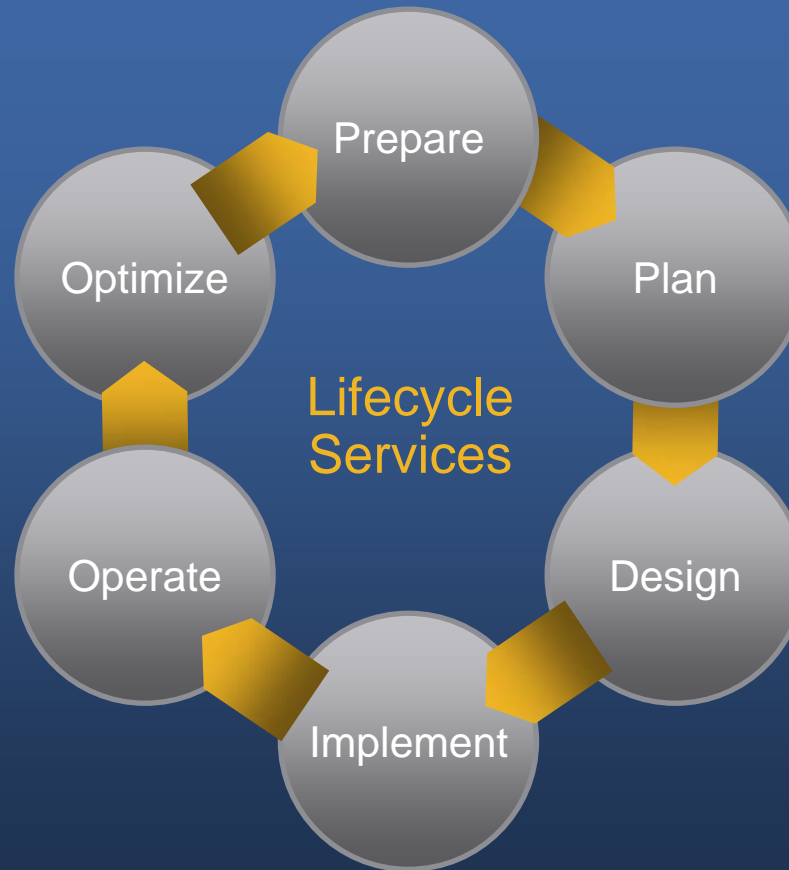
Readiness
Deployment
Experience (RRA, CTX)

Support and Management

Support Engineering
Metrics
Entitlement



Cisco TelePresence Deployment Process



Cisco TelePresence Deployment Process

Prepare

- Qualification Checklists
- **Logistics** (room, retrofit, storage)
- **Hardware** (non Cisco switches or routers, and rack space)
- **Software** (UC, Exchange, IOS)

Plan

- Project Management
- **Requirements** verifications (UC, LAN/WAN and QoS details)
- **Site** Survey, Latency, Loss, Jitter, and Bandwidth
- **System and room** Verifications (call scheduling, handling and duration)

Design

- **Detailed Design**
- (LAN/WAN Design Validation, CallManager Design, QoS Flow Policing, and Dial Plan)

Implement

- Implementation (**Call Manager** Assemble, Load and **Test**, Call Manager Config, CM **Provisioning**, **LAN/WAN** Connections)
- **Acceptance Test** Plan (System and room Test)
- **Administrator** Training (Operations and **Troubleshooting** Guide, including FAQ)

Operate

- Level 1 **Help Desk** support
- **TAC** Support
- **Field** support

Optimize

- On going feedback to the BU

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Site Prioritizations and Phase Approach—
110+ in FY'07

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How We Deployed Cisco-on-Cisco TelePresence Solution

Site Identified/Surveyed for Good Location

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Room Readiness Assessment

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Room Readiness Assessment

Ensure Proper Network

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Advanced Technology Partner Alignment

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Equipment Purchase / Shipping

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How We Deployed Cisco-on-Cisco TelePresence Solution

Logistics Management

- Shipment tracking
- Identify storage at location/destination
- Local facilities contact for managing delivery and move to the room
- Garbage disposal logistics
- Building access and security needs
- Local IT contact for IT related help
- Establishing communication processes with Advanced Technology Partner teams for deployment status update



How We Deployed Cisco-on-Cisco TelePresence Solution

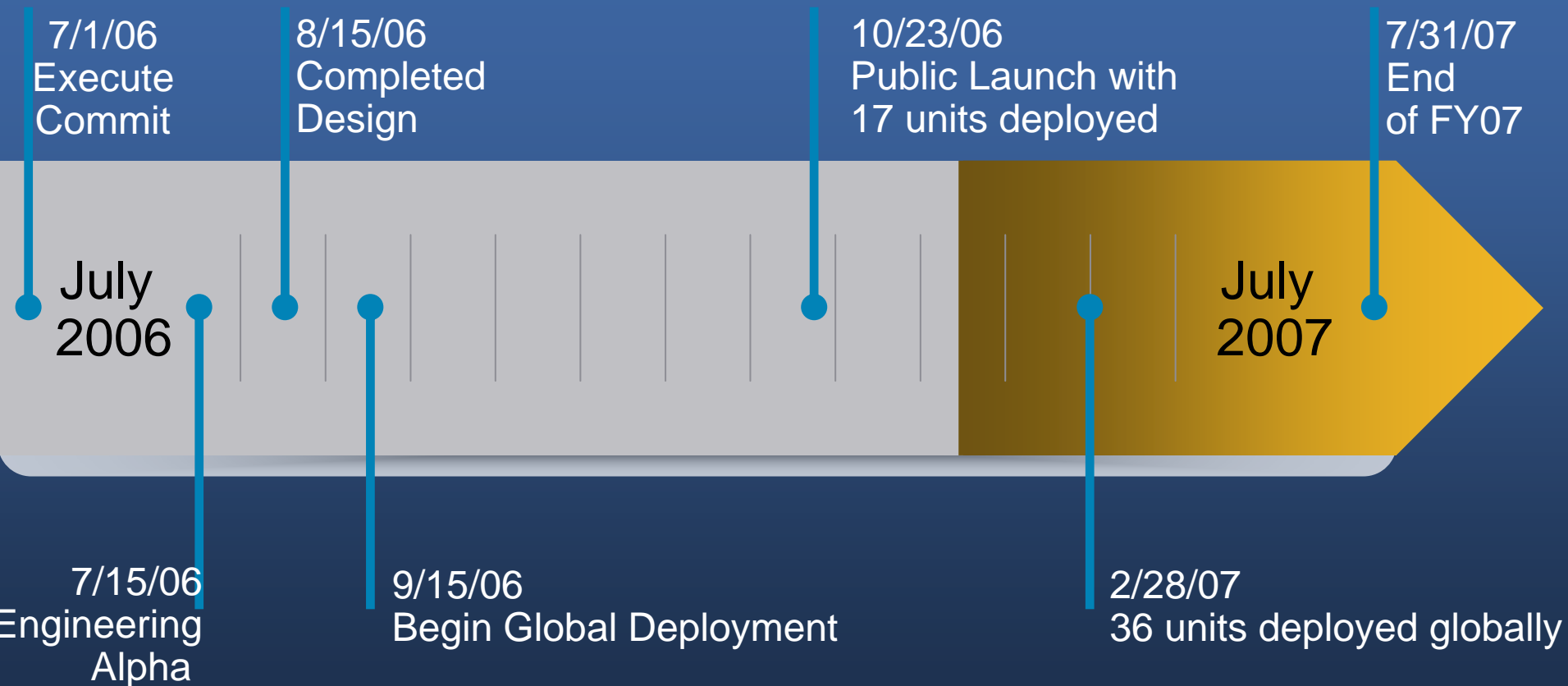
On the Week of Deployment Focus on:

- Delivery of equipment from expeditors/storage to location
- Codec MAC address delivered to Program Engineering team
- Call Manager updated and IP address delivered to site
- Initiate the structure, Codec connections: once complete turn on the system and do network validations
- Complete any Codec upgrades and test the upgrades
- Complete the installation and do test calls
- Complete the execution of acceptance test plan

Experience

- For Cisco, the Cisco TelePresence Experience (CTX) is very important as any Cisco site is a showcase site
- CTX: Cisco TelePresence Experience standard is a must follow
- Use the CTX kit and conduct the CTX certification process for:
 - Room readiness
 - Equipment installation
 - Lighting and overall illumination
 - Acoustics
 - Ambience and call experience
 - Support strategies and management of site
- Targeting for complete green level on each site during installation is key to success

Cisco TelePresence Fast Track FY'07 Implementation



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