



## Service Description: Advanced Services – Fixed Price

### Collaborative Professional Services – ATP Immersive Shadowing Service (ASF-CPST-AISS)

This document describes Advanced Services Fixed Price: TelePresence Planning and Design Guidance Service available under the Collaborative Professional Services Program (“Program”).

**Direct Sale from Cisco to Authorized Channel.** If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

#### TelePresence Planning and Design Guidance Service

##### Service Summary

The Collaborative Professional Services (“CPS”) TelePresence (“TP”) Planning and Design Guidance Service provides remote planning and design review assistance (“Services”) to Authorized Channel for the deployment of End User’s TelePresence system which includes reviewing Authorized Channel’s High Level Design, Detailed Design, Network Implementation Plan, and System Acceptance Test Plan.

##### Location of Services

Services are delivered remotely to Authorized Channel.

##### Customer Requirements Document Review

The Customer Requirements Document Review provides review of the End User’s requirements to verify that feature parity exists within the TelePresence application, and that Cisco and the Authorized Channel are in agreement with those requirements to meet End User’s expectations.

#### Cisco Responsibilities

- Work with Authorized Channel to understand End User’s TelePresence requirements and achieve a common understanding of End User’s requirements.
- Provide the Customer Requirements Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the document provided by the Authorized Channel.
- Summarize End User requirements, providing guidance to the Authorized Channel to help validate the End User’s requirements using the following:
  - Information provided by Authorized Channel in its completion of the Customer Requirements Pre-requisite Template.
- Review Authorized Channel’s customer requirements document (CRD), providing appropriate recommendations to ensure compliance with Cisco TelePresence best practices and methodologies.
- Participate in up to three (3), two (2) hour remote review session(s) over a period of up to two (2) consecutive weeks to review with Authorized Channel recommended changes to the Authorized Channel’s CRD. The review sessions shall commence within two (2) weeks following receipt by Cisco of the CRD Pre-requisite Template. Completion of the remote review sessions signifies completion of the CRD Review service.

#### Authorized Channel Responsibilities

- Complete and provide the Customer Requirements Pre-requisite Template information ten (10) Business Days following receipt of the Template.
- Collect all the necessary end user information required to develop a customer requirements document (CRD).
- Authorized Channel is responsible for developing the CRD in accordance with Cisco TelePresence service guidelines.
- Communicating the expectation of the solution with the end user.
- Authorized Channel acknowledges that it is responsible for obtaining End User approval of the CRD.
- Provide completed CRD documentation and/or related information to Cisco ten (10) Business Days following commencement of the Services.

- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's CRD.

### Detail Design Review

The Detail Design Review provides review of the Authorized Channel's detailed design.

### **Cisco Responsibilities**

- Provide the Detailed Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Summarize End User's detailed design requirements, providing guidance to Authorized Channel to help validate the End User's requirements using the following inputs:
  - Telephone interviews with designated Authorized Channel key personnel covering the TelePresence detailed design, including understanding of End User's business and technical requirements for TelePresence per the information provided by Authorized Channel in the Detailed Design Pre-requisite Template.
  - Review of the Authorized Channel's Detailed Design document which may include the following:
    - TelePresence system infrastructure and communication services:
      - Internet Protocol (IP) addressing;
      - local area network/wide area network (LAN/WAN) configuration to accommodate TelePresence video, audio and signaling traffic;
      - quality of service (QoS) configuration;
      - network services such as Dynamic Host Configuration Protocol/Domain Name Services/Trivial File Transfer Protocol/Network Address Translation (DHCP/DNS/TFTP/NAT) related to TelePresence system component requirements;
      - power, network and physical environment requirements;
      - Service Provider integration.
    - TelePresence system component characteristics:
      - Call Manager server;
      - call admission control (CAC);
      - directory integration or directory access (Active Directory);
      - dial plan architecture;
      - TelePresence Scheduler integration;
      - security requirement;
      - integration with existing H.323 video-conferencing system.
- Participate in up to three (3), two (2) hour remote review session(s) over a period of up to two (2) consecutive weeks to review with Authorized Channel recommended changes to the Authorized Channel's detailed design. The

review sessions shall commence within two (2) weeks following receipt by Cisco of the Detailed Design Pre-requisite Template. Completion of the remote review sessions signifies completion of the Detailed Design Review service.

### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the Detailed Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed detailed design documentation and/or related information to Cisco ten (10) Business Days following commencement of the Services.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's detailed design.

### Network Implementation Plan Review

The Network Implementation Plan Review provides review of the Authorized Channel's network implementation plan ("NIP"), which may include providing any recommendations considering End User's network future growth requirements and Cisco leading practices.

### **Cisco Responsibilities**

- Provide the NIP Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Summarize the End User's NIP requirements, providing guidance to Authorized Channel to help validate the End User's NIP requirements using the following inputs:
  - Information provided by Authorized Channel in its completion of the NIP Pre-requisite Template and any additional documentation to include:
    - TelePresence facilities qualification;
    - TelePresence Network path qualification;
    - detail design for TelePresence;
    - site specific installation requirements.
- Review the Authorized Channel's detail design with emphasis on the order of the site-specific implementation process within End User's network to include:
  - core/infrastructure implementation requirements;
  - QoS requirements on site-to-site link(s) for TelePresence;
  - CallManager dial plan requirements;
  - directory integration requirements;
  - TelePresence scheduling integration requirements.
- Review the Authorized Channel's detail design with emphasis on the site-specific implementation process within a End User multipoint implementation strategies,

Cisco Unified Communications Manager dial plan requirements for multipoint solutions, and multipoint interoperability requirements with H323 endpoints as applicable.

- Review staging and installation planning at each End User designated facility(ies) for TelePresence
- Review the Authorized Channel's network implementation plan, verifying the sequenced and detailed order of events for the TelePresence implementation.
- Review the parameters that will be used to assess implementation-readiness at each site
- Review documentation developed by Authorized Channel for End User's TelePresence system, including:
  - End User requirements document;
  - TelePresence facilities qualification;
  - TelePresence Network path qualification;
  - detailed design for TelePresence.
- Participate in up to three (3), two (2) hour remote review session(s) over a period of up to two (2) consecutive weeks to review with Authorized Channel recommended changes to the Authorized Channel's NIP. The review sessions shall commence within two (2) weeks following receipt by Cisco of the NIP document. Completion of the remote review session signifies completion of the NIP Review service.

#### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the NIP Pre-requisite Template to include End User network information five (5) Business Days following receipt of the NIP Pre-requisite Template from Cisco.
- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing review of the NIP.
- Provide and verify interface specifications and requirements for TelePresence. For example, cabling standards and specifications for interconnect of Cisco Product and End User equipment.
- Provide information on distance and interference limitations of interface cables to be used at installation.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco.
- Provide Cisco with required documentation which may include the following:
  - site-specific implementation requirements;
  - site specific information from BOM.
- Provide completed NIP and/or related information to Cisco ten (10) Business Days following commencement of the Services.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's NIP.

#### **Systems Acceptance Test Plan Review**

The Systems Acceptance Test Plan Review provides for review of the Authorized Channel's system acceptance test (SAT) plan and includes recommended changes in accordance with Cisco leading practices.

#### **Cisco Responsibilities**

- Provide the SAT Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Summarize End User's SAT plan requirements, providing guidance to Authorized Channel to help validate the requirements using the following inputs:
  - Review of the Authorized Channel's SAT plan which may include the following:
    - lighting;
    - positions of camera(s), display(s), microphone(s) and speaker(s);
    - functionality of camera(s), display(s), microphone(s) and speaker(s);
    - identify TelePresence network path and infrastructure requirements for testing.
  - Review of with Authorized Channel the TelePresence networking and equipment readiness requirements for testing, which may include the following:
    - path qualification;
    - TelePresence directory and scheduler integration;
    - TelePresence dial plan;
    - TelePresence video call scheduling, initiation and termination;
    - End User experience.
- Review with Authorized Channel the tools required for executing the test cases.
- Participate in up to three (3), two (2) hour remote review session(s) over a period of up to two (2) consecutive weeks to review with Authorized Channel recommended changes to the Authorized Channel's SAT plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the SAT plan document. Completion of the remote review session signifies completion of the SAT Plan Review service.

#### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the SAT Plan Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide the completed SAT plan and the criteria used by Authorized Channel in the development of the SAT plan to Cisco ten (10) Business Days following commencement of the Services.

- Ensure that all the network, telecom and operations teams are available during the review of the SAT plan to provide ongoing information.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's SAT plan.

#### **Solution and Site Acceptance Test Execution Report Review**

##### **Cisco Responsibilities**

- Review the Authorized Channel's system and site acceptance test (SAT) execution report and provide recommended changes in accordance with Cisco leading practices.

##### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the SAT execution report
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's SAT execution report.

#### **Video SLA Assessment**

The Video SLA Assessment Report evaluates the ability of the End User's network to support TelePresence data transmission (prior to system implementation), by testing data transmission between the proposed TelePresence end point locations; and, the collected data is measured against latency, jitter and packet loss parameters that are defined at acceptable levels for TelePresence data transmission. The Video SLA Assessment provides report output that contains the network paths that were evaluated and indicates how they performed relative to the latency, jitter and packet loss parameters.

##### **Cisco Responsibilities**

- Provide Authorized Channel the mechanism to perform the Video SLA Assessment from the End User's network through the following:
  - Software download – Authorized Channel can download the Video SLA Assessment Agent software necessary to run the test.
- Analyze the data provided by Authorized Channel and produce the Video SLA output report ("Video SLA Report").
- Conduct a virtual meeting to review with Authorized Channel the Video SLA Report.

##### **Authorized Channel Responsibilities**

- Ensure End User has agreed to the data collection method.
- Provide Cisco the End User's requirements for their TelePresence Network.
- Provide Cisco the data gathered between the End User's TelePresence end point locations.
- Attend virtual meeting scheduled by Cisco to review the Video SLA Report as requested.

#### **TelePresence Network Path Assessment Report Review**

The TelePresence Network Path Assessment (TP NPA) Report Review identifies and analyzes critical network elements in the path of TelePresence endpoints to validate compliance with Cisco TelePresence solution design requirements, performs a gap analysis, and provides appropriate remediation recommendations to help Authorized Channel to ensure optimal TelePresence experience.

##### **Cisco Responsibilities**

- Review the TP NPA report, providing appropriate recommendations to help ensure compliance with Cisco TelePresence best practices and methodologies.
- Provide Authorized Channel the mechanism to perform the TP NPA from the End User's network through the following:
  - Software download – Authorized Channel can download the Agent software necessary to run the test on the End User's network.
- Review critical components e.g. QoS, Hardware Readiness, Path readiness and highlight appropriate network path upgrades as required for TelePresence solution.
- Conduct a virtual meeting to review with Authorized Channel the TP NPA Report.

##### **Authorized Channel Responsibilities**

- Collect information about End User's existing network infrastructure including LAN/WAN architecture, and topologies, network usage, IP QoS, existing IP Telephony infrastructure, MS Exchange infrastructure, IP Security and other critical network elements in the Path of TelePresence endpoints.
- Perform TelePresence PATH characteristics analysis to measure network latency, jitter and packet loss in the identified PATH as appropriate.
- Develop the TP NPA report with recommendations and remediation plan.
- Authorized Channel is responsible for scheduling the review with Cisco.
- Authorized Channel is responsible for communicating with the End User, articulating the

appropriate network changes required as identified in the report.

- Provide resources – personnel, laptops and USB keys to execute the Agent software.
- Provide output files generated from the Agent software.

#### **Onsite Mentoring and Review Endpoint Implementation and Certification**

Endpoint implementation activities are led by the Authorized Channel where Cisco provides an installation engineer to share Cisco best practices, methodologies and templates to enable the Authorized Channel to complete the endpoint implementation on its own.

#### **Cisco Responsibilities**

- Provide one (1) onsite installation engineer to provide knowledge of Cisco best practices and to lead the implementation. The installation engineer will provide onsite support for three (3) days in order to complete the implementation activities for a three (3) screen endpoint.
- Provide documentation, review implementation activities and appropriate recommendations to ensure compliance with Cisco TelePresence best practices and methodologies.

#### **Authorized Channel Responsibilities**

- Ensure two (2) onsite engineers attend the full implementation of the endpoint for up to three (3) days.
- Execute the test cases defined in the User Acceptance Test Plan, which include test case objective, step-by-step procedures, expected results, and pass/fail criteria.
- Ensure installation engineers have the tools and camera required for implementing the endpoints and submit the required information.

#### **General Authorized Channel Responsibilities**

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services

- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Authorized Channel's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls
- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

#### **Limitation**

**AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.**

#### **Representation of Cisco Brand**

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

#### **Invoicing and Completion**

##### **Invoicing**

Services will be invoiced upon completion of the Services.

### **Completion of Services**

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.