



## Service Description: Advanced Services – Fixed Price

### Cisco Collaborative Professional Services Data Center Guidance Service – Advanced (ASF-CPSZ-DCGA)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Data Center Guidance – Advanced Service available under the Collaborative Professional Services Program (“Program”).

**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. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**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”).

**Cisco Collaborative Professional Services Data Center Guidance Service - Advanced [ASF-CPSZ-DCGA]**

### Service Summary

The Cisco Collaborative Professional Services (“CPS”) Data Center (“DC”) Guidance Services – Advanced provides remote planning and design review assistance to Authorized Channel for the deployment of End User’s Data Center infrastructure that includes reviewing Authorized Channel’s Detailed Design and Network Implementation Plan (“Services”).

Services cover one (1) of the following End User’s Data Center infrastructure

- Nexus
- UCS

The service also includes up to one (1) of the following technologies:

- Application networking
- Data center security

- Data center Wide Area Network (WAN) edge

Once Authorized Channel selects the infrastructure and technology bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during the Duration of Services

#### Deliverables

Detailed Design Pre-requisite Template  
Detailed Design Review Document  
Network Implementation Plan Pre-requisite Template  
Network Implementation Plan Review Document

#### Location of Services

Services are delivered remotely to Authorized Channel.

#### Detailed Design Review

Review the Authorized Channel’s detailed design including high level and low level design provided by the Authorized Channel that will consider the End User’s network future growth requirements and Cisco Data Center leading practices.

#### Cisco Responsibilities

- Work with Authorized Channel to understand End User’s Data Center infrastructure environment and achieve a common understanding of End User’s requirements for this project.
- Provide the Detailed Design Prerequisite 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
- Analysis of the prerequisite End User information provided by Authorized Channel in order to provide any recommended changes for the Authorized Channel’s Data Center infrastructure design that will consider the End User’s network future growth requirements and Cisco Data Center leading practices.
- Create and provide one (1) Detailed Design Review Document that:

- compares End User's requirements with standard Cisco Data Center architectures; and provides design options to resolve gaps, as required;
  - determines any key risks of the design and providing design recommendations and proposed changes to help mitigate risks, if any;
  - reviews aspects of design and deployment model including device placement, physical and logical connectivity, as well as network management and device hardening parameters based on Cisco leading practices
- Participate in up to three (3), two (2) hour, remote design 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 Data Center infrastructure design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's Data Center infrastructure design.
  - Review the Detailed Design Review Document with Authorized Channel remotely for comment and approval before it is formally completed and released

network future growth requirements and Cisco Data Center leading practices.

#### **Cisco Responsibilities**

- Provide the Data Center NIP Review 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 NIP provided by the Authorized Channel.
- Create and provide one (1) Network Implementation Plan Review Document that:
  - reviews device layout, naming convention, port allocation scheme and connectivity matrix, as well as
  - IP addressing scheme and device configuration templates
  - Summarize and help the Authorized Channel to validate the End User's Data Center NIP requirements using Cisco Data Center leading practices
- 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 Data Center NIP. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Data Center NIP document.
- Review the Network Implementation Plan Review Document with Authorized Channel remotely for comment and approval before it is formally completed and released.

#### **Authorized Channel Responsibilities**

- Provide all the 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 including: (i) Authorized Channel's Data Center solution design objectives to Cisco (for example, details concerning scalability, resilience and number of Cisco devices); (ii) Authorized Channel's Data Center features and services planned (for example, load balancing, fabric interconnect, wide area network (WAN) optimization (iv) future growth requirements and network build out time frames.
- Provide design details including physical and logical network schematics for the End User's existing Data Center infrastructure where applicable to Cisco ten (10) Business Days following commencement of services
- Attend the remote Detailed Design review session(s) in order to review the recommended changes to the Authorized Channel's Data Center infrastructure design.
- Review the Detailed Design Review Document with Cisco, providing comment and approval before it is formally completed and released

#### **Authorized Channel Responsibilities**

- Complete the Network Implementation plan Review Pre-requisite Template for the Data Center infrastructure.
- Provide all information as requested by Cisco to be documented in the NIP Review Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco including:
  - End User building layout, including the floor plan, cabling and power location for applicable site.
  - Interface specifications and requirements for example cabling standards and specifications for interconnect of Cisco and End User equipment as well as distance and interference limitations of interface cables 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 prior to NIP completion.
- Provide Cisco with required documentation which may include the following: a). site-specific implementation requirements; b). site contacts, location and considerations; c). site specific installation requirements; and d). site specific information from bill of materials.

#### **Network Implementation Plan Review**

Review of the Authorized Channel created Network Implementation Plan ("NIP") to implement and operate the End User's Data Center infrastructure which may include, providing recommendations (if any) considering End User's

- Review the Network Implementation Plan Review Document with Cisco, providing comment and approval before it is formally completed and released.

### 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.
- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

### License of Deliverables

Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

### 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