



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services - Unified Computing System Development Service (ASF-CPSC-UCSD)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Computing System Development 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").

Cisco shall provide a Quote for Services ("Quote") setting out the appropriate fee that shall be paid by Authorized Channel for the services selected. Cisco shall provide the Unified Computing Systems Development Service described below as detailed on Purchase Order that references the purchaser's email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Collaborative Professional Services Unified Computing System Development Service

Service Summary

The Cisco Collaborative Professional Services ("CPS") Unified Computing System ("UCS") Development Services provide remote planning and design assistance (the "Services") to Authorized Channel for the deployment of End User's UCS which includes Architecture Design Development, Unified Computing Infrastructure Design Development, Migration Plan Development, and System Acceptance Test Plan Development.

Location of Services

Services are delivered remotely to Authorized Channel.

Architecture Design Development

Analyze the prerequisite End User's information provided by Authorized Channel in order to develop an Architecture Design that will consider the End User's UCS network future growth requirements and Cisco Data Center leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User's UCS environment and achieve a common understanding of End User's requirements.
- Provide the Architecture Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the Architecture Design which may include some or all of the following:
 - assessment consisting of remote interactive and group sessions, aligned with a set of industry best practices for the Cisco Unified Computing System;
 - current architecture review, including technical and business-focused interviews, and discussion of Cisco's Unified Computing architecture approach, design principles, values, and benefits;
 - analyzing current state of server and computing architecture and assessing compute/server platform requirements as they relate to projected environment, resource capacity, and user community demands;
 - documenting challenges, critical success factors and risks; reviewing of options for reducing complexity and total cost of ownership (TCO) of the data center;
 - review of End User requirements document (CRD);
 - recommending next steps to increase architectural flexibility and efficiency;
 - designing a specific plan of action with prioritized next steps; recommending changes to the architecture design; and recommending changes to the End User requirements document detailing critical success factors, risks, and challenges.
 - Review with the Authorized Channel the bill of materials and any recommendations to update the architecture design.
- Reviewing the Architecture Design with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including network architects and personnel who shall be available for ongoing information gathering and feedback during the services.
- Provide all information as requested by Cisco, completed and to be documented in the Architecture Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide physical and logical network schematics for End User's existing network.
- Provide full details of current network topology, including access, distribution, and core layers, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer, and features and services that have been enabled on the network.
- Review the Architecture Design with Cisco, providing comment and approval before it is formally completed and released.

Unified Computing System Infrastructure Design Development

An implementation-ready UCS Infrastructure design for the Data Center will be developed for the Authorized Channel. The Infrastructure Design Development does not include configurations for any third party applications.

Cisco Responsibilities

- Conduct telephone interviews with designated contact of the Authorized Channel covering the design of the UCS.
- Provide the UCS Infrastructure Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the Unified Computing Infrastructure Design document which may include some or all of the following:
 - assessment consisting of remote interactive and group sessions, aligned with a set of industry best practices for the Cisco Unified Computing System;
 - current architecture review, including technical and business-focused interviews, and discussion of Cisco's Unified Computing architecture approach, design principles and benefits;
 - definition and capture of all relevant business, functional and technical requirements;
 - analysis of current state of server, network, and storage architectures and assessment of compute/server platform requirements as they relate to the defined requirements.
 - Gather and analyze the following information:
 - security and scheduling parameters;
 - backup/disaster recovery requirements;

- video, data, or groupware integration requirements for Cisco applications only.
- Provide a Unified Computing Infrastructure Design based on the defined and agreed End User requirements. The document may contain some or all of the following sections:
 - infrastructure requirements/design;
 - compute POD design;
 - high availability, load balancing requirements, and design;
 - storage design:
 - local Storage
 - shared Storage;
 - network design:
 - upstream network connectivity
 - upstream storage connectivity
 - management connectivity
 - Virtual Local Area Network (VLAN) naming convention
 - network connectivity considerations;
 - UCS service profile design:
 - naming and format structure for pools
 - naming convention entity counts
 - service profile naming
 - fabric interconnects
 - system name and fabric interconnect cluster IP
 - pool naming
 - Universally Unique Identifier (UUID) pool value convention
 - Media Access Control (MAC) pool value convention
 - World Wide Node Name (WWNN) and World Wide Pool Name (WWPN) pool value convention;
 - UCS configuration backup and recovery design;
 - power and cooling requirements;
 - monitoring requirements/design;
 - management design:
 - Role Based Access Control (RBAC)
 - CALL HOME
 - Terminal Access Controller-Access Control System (TACACS)
 - Lightweight Directory Access Protocol (LDAP)
 - syslog
 - Remote Authentication Dial in User Service (RADIUS).
- Provide the Unified Computing Infrastructure Design document and reviewing the Architecture Design with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Ensure that Authorized Channel key networking personnel are available to participate in telephone interview sessions as required to enable Cisco to understand End User's business and technical requirements for the network.
- Provide all information as requested by Cisco to be documented in the Infrastructure Design Pre-requisite Template to include End User network information ten (10)

Business Days following receipt of the Pre-requisite Template from Cisco.

- Define IP addressing for network devices.
- Provide physical and logical network schematics for existing network where applicable.
- Provide complete documentation and/or information for the following:
 - completed Pre-requisite Template for the UCS infrastructure design.
 - Authorized Channel data networking configurations for core routing protocols, local area network/wide area network (LAN/WAN) connectivity, quality of service (QoS) and Access Control Lists (ACL).
- Review the Unified Computing Infrastructure Design with Cisco, providing comment and approval before it is formally completed and released.

- 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 prior to migration plan completion.
- Provide detailed information on the type of applications used by End User and targeted for migration.
- Provide Cisco with required documentation which may include the following:
 - site-specific implementation requirements that may affect the migration plan
 - location and considerations affecting the migration plan
- Review the Migration Plan with Cisco, providing comment and approval before it is formally completed and released.

Migration Plan Development

Develop a migration plan that identifies the processes necessary to migrate and to operate the UCS solution. The Migration Plan is a guide for the Authorized Channel to follow. It records the basic actions for migration. It also provides references to product documentation, such as administration guides and technical notes found on Cisco.com.

UCS System Acceptance Test Plan Development

The System Acceptance Test (SAT) plan should be used following completion of implementation by the Authorized Channel to verify that the data center as implemented meets the agreed design. The SAT plan defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Authorized Channel that is necessary to test the Cisco product and to declare that it is ready for use.

Cisco Responsibilities

- Provide the UCS Migration Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide a Migration Plan document that details the information necessary for the Authorized Channel to carry out the migration of the equipment at the End User location.
- Identify and assess existing deployment of x86 and non-x86 servers at the data center that will be targeted for migration from existing physical infrastructure to virtual infrastructure on UCS,
- Provide the Migration Plan document and review the Migration Plan with Authorized Channel for comment and approval before it is formally completed and released.

Cisco Responsibilities

- Provide the UCS System Acceptance Test (SAT) plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the UCS System Acceptance Test (SAT) plan document. The SAT plan may include the following:
 - identifying facility and infrastructure requirements for testing;
 - identifying tools required for executing the test cases;
 - developing the test cases to include test case objectives, step-by-step procedures, expected result(s), and pass/fail criteria.
- Provide the System Acceptance Test Plan and review with Authorized Channel the System Acceptance Test Plan for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Migration Plan Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide End User building layout, including the floor plan, cabling and power location for applicable site.
- Provide and verify interface specifications and requirements (for example, cabling standards and specifications for interconnect of Cisco and End User equipment).

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the System Acceptance Test Plan Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide input necessary for Cisco to develop the SAT Plan.
- Agree on the specific set of procedures and/or tests in the SAT Plan document developed by Cisco.

- Ensure that all the network, telecom and operations teams are represented in development of test plans and coordinate for all meetings.
- Review the System Acceptance Test Plan with Cisco for 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.
- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the End User's current environment. Cisco deliverables are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- 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 its solely responsible for the implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information containing in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, 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.

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.