



## Service Description: Advanced Services – Fixed Price

### Cisco Collaborative Professional Services - End Point Security Development Service (ASF-CPSA-EPSP)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services End Point Security 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 End Point Security – Planning & Design 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 End Point Security Development Service

##### Service Summary

The Cisco Collaborative Professional Services ("CPS") End Point Security Development Service provide remote planning and design assistance (the "Services") to Authorized Channel for the deployment of End User's End Point Security which includes High-Level Design Development, Detail Design Development, Network Implementation Plan and System Acceptance Test Plan Development.

##### Location of Services

Services are delivered remotely to Authorized Channel.

#### High Level Design Development

Analyze the prerequisite End User's information provided by Authorized Channel in order to develop a High Level Design (HLD) that will consider the End User's network future growth requirements and Cisco leading practices.

#### Cisco Responsibilities

- Work with Authorized Channel to understand End User's environment and achieve a common understanding of End User's requirements.
- Provide the HLD Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the High Level Design to include the following: a). comparison of solution level requirements with Cisco Security solutions and architectures; b). gap analysis on the provided documentation and developing recommendations to resolve gaps, as required; c). identification of change recommendations to the bill of materials, as required; and d). determination of any risks of the design and providing design recommendations and proposed changes to help mitigate risks, if any.
- Review with Authorized Channel the High Level Design for comment and approval before it is formally completed and released.

#### Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including architects and network personnel who shall be available for ongoing information gathering and feedback during the Services.
- Provide all the information as requested by Cisco to be documented in the High Level Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco including: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management, operational processes and high level network architecture design specifications.

- Provide physical and logical network schematics for End User's existing network where applicable.
- Provide information and other details containing: (i) End User's End Point Security Solution design objectives to Cisco (for example, SIEM/STM requirements, change management requirement, compliance requirement, type of devices etc.); (ii) End User's security requirements; and (iii) future growth requirements and solution build-out time frames.
- Provide information and other details of current network topology including access, distribution and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer and features and services that have been enabled on the network.
- Review with Cisco the High Level Design for comment and approval before it is formally completed and released.

### **Detailed Design Development**

A detailed Design component focuses on activities for design of End Point Security solution applications. The detailed design does not include configurations for any third party applications.

### **Cisco Responsibilities**

- Conduct telephone interviews with designated Authorized Channel covering the Detailed Design of the End Point Security solution.
- Provide the Detailed Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create the Detailed Design document which may include the following:
- Design Cisco Secure Access Control Server (ACS):
  - Internet Protocol (IP) address and virtual local area network (VLAN) assignment,
  - ACS application ports,
  - ACS user groups and users,
  - Redundancy and high availability,
  - Logging, and
  - Administration
- Design Cisco Security Agent (CSA):
  - Identify software components,
  - IP address assignments,
  - Naming convention and addressing,
  - Application port requirements, and
  - CSA monitoring and administration.
- Design Network Admission Control (NAC):
  - Local and guest user access,
  - Remote access virtual private network (VPN) user access,
  - NAC appliance management and monitoring,
  - Clean Access Manager management,
  - Redundancy and high availability, and
  - Typical user profiles.
- Provide the Detailed Design document and reviewing the Detailed 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 Detailed Design Pre-requisite Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco. This document shall include the following information: a). Physical and logical network schematics for existing network where applicable; b). Information and other details containing: (i) End User's End Point Security Solution design objectives to Cisco (for example, SIEM/STM requirements, Change management requirement, compliance requirement, type of devices etc.); (ii) End User's security requirements; and (iii) future growth requirements and solution build out time frames; c). CPS End Point Security Solution design; d). security policy, requirements and features already deployed in the End User's current network; e). documentation that defines the current network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the network; and f). Authorized Channel data networking configurations for core routing protocols, LAN/WAN connectivity, quality of service (QoS) and Access Control Lists (ACL).
- Review the Detailed Design with Cisco, providing comment and approval before it is formally completed and released.

### **Network Implementation Plan Development**

Develop a network implementation plan (NIP) that identifies the processes including Cisco Product necessary to implement and operate the Cisco End Point Security solution. The NIP is a guide for the Authorized Channel's implementation engineer to follow. It contains node and site specific implementation requirements information and records the recommended basic tests and actions for implementation. It also provides references to Product documentation, such as administration guides and technical notes.

### **Cisco Responsibilities**

- Provide the NIP Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create a NIP document that details the information necessary for the Authorized Channel to carry out the implementation of the equipment at the End User location.
- Provide the Network Implementation Plan and review the Network Implementation Plan with Authorized Channel 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 NIP Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco. This document shall include the following information or other information as requested by Cisco: a). end user building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing the NIP; b). verified interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment prior to Cisco finalizing the NIP; c). information on distance and interference limitations of interface cables to be used at installation prior to Cisco finalizing the NIP; d). the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco prior to NIP completion; and e). required documentation to include site specific implementation requirements.
- Review the NIP with Cisco, providing comment and approval before it is formally completed and released.

### Systems 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 End Point Security Solution 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 System Acceptance Test Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create the System Acceptance Test Plan document. The SAT Plan may include the following: a). identifying facility and infrastructure requirements for testing; b). identifying tools required for executing the test cases; c). if required, developing test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels; and d). developing the test cases including test case objectives, step-by-step procedures, expected result(s), and pass/fail criteria.
- Provide the System Acceptance Test Plan and review the System Acceptance Test Plan with Authorized Channel 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 System Acceptance Test Plan Pre-requisite Template to include End User's network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide input necessary for Cisco to develop the criteria to be used in 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 contained 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