



## Service Description: Advanced Services – Fixed Price

### Collaborative Professional Services – ISE Planning and Design Guidance Service (ASF-CPSG-TRG)

This document describes Advanced Services Fixed Price: Identity Services Engine (ISE) Planning and Design Guidance 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").

#### ISE Planning and Design Guidance

#### Service Summary

The Collaborative Professional Services ("CPS") ISE – Planning and Design Guidance Services provide remote planning and design review assistance to Authorized Channel for the deployment of End User's Identity Services Engine (ISE) deployment which includes reviewing Authorized Channel's high-level design, detailed design, network implementation plan and system acceptance test plan ("Services").

#### Location of Services

Services are delivered remotely to Authorized Channel.

#### High Level Design Review

Analyze the prerequisite End User information provided by Authorized Channel in order to review the Authorized Channel's high level design (HLD). The HLD will contain the End User's security requirements and information on how the ISE will be implemented to address the requirements at the End User's network based on Cisco ISE leading practices.

#### Cisco Responsibilities

- Work with Authorized Channel to understand End User's environment and underlying network infrastructure to achieve a common understanding of End User's requirements.
- Provide the High Level Design Pre-requisite Document, requiring the Authorized Channel to gather the End User's business, operational, logistical and technical requirements.
- Provide up to three (3), two (2) hour remote review session(s) over a period of up to two (2) consecutive weeks to review HLD with Authorized Channel. The review sessions shall commence within two (2) weeks following Cisco's receipt of the Authorized Channel's HLD document.
- Review the HLD provided by Authorized Channel. This review will include the following:
  - comparing End User security requirements with Cisco ISE and underlying architectures;
  - reviewing the HLD document, including:
    - objectives;
    - ISE design description;
    - business, operational, logistical and technical requirements;
    - design recommendations and proposed network changes to meet design goals;
    - traffic flows in the proposed network design;
    - redundancy requirements of ISE components;
    - bill of materials.
  - performing a gap analysis of the documentation provided by Authorized Channel and developing recommendations to resolve any gaps;
  - determining any risks of the design and providing design recommendations and any proposed changes to help mitigate risks.

- Document any recommended changes to the Authorized Channel's HLD.

#### **Authorized Channel Responsibilities**

- Provide to Cisco all requested information, including all End User network information documented by Authorized Channel in the High Level Design Pre-requisite Document, five (5) Business Days following receipt of the High Level Design Pre-requisite Document from Cisco. Such requested information pertaining to End User's network may include:
  - design objectives (for example, details concerning security policy requirements, scalability, resilience and number of users/endpoints);
  - business, operational, logistical and technical requirements;
  - current physical network and WAN topology;
  - bandwidth attributes of LAN and WAN infrastructure;
  - future growth requirements and network build out time frames;
  - site-specific information;
  - bill of materials.
- Provide the HLD including physical and logical network schematics for End User's existing network (as applicable) within ten (10) Business Days following commencement of the Services.
- Participate in remote session(s) in order to review with Cisco the recommended changes to the Authorized Channel's HLD.

#### **Detailed Design Review**

The Detailed Design Review focuses on review of the Authorized Channel's detailed design of the ISE to implement End User's security requirements. Cisco will review and analyze the prerequisite End User information provided by Authorized Channel, providing any recommended changes to the Authorized Channel's detailed design, considering the End User's security requirement, network future growth requirements and Cisco ISE leading practices.

#### **Cisco Responsibilities**

- Provide the Detailed Design Pre-requisite Document requiring the Authorized Channel to gather End User's business, logistical, operational and technical requirements.
- Review the Authorized Channel's detailed design document and provide recommendations for any changes in consideration of the following:
  - how the Cisco ISE will be implemented
  - End User and device policies to meet design goals;
  - ISE configuration including network access devices.

- Provide up to three (3), two (2) hour remote review session(s) over a period of up to two (2) consecutive weeks to review the detailed design with Authorized Channel. The review sessions shall commence within two (2) weeks following Cisco's receipt of the Authorized Channel's detailed design document.
- Document any recommended changes to the Authorized Channel's detailed design.

#### **Authorized Channel Responsibilities**

- Provide to Cisco all requested information, including all End User network information documented by Authorized Channel in the Detailed Design Pre-requisite Document, five (5) Business Days following Cisco's receipt of the Detailed Design Pre-requisite Document.
- Provide to Cisco complete documentation and information including but not limited to:
  - detailed design;
  - physical and logical schematics for the existing network;
  - proposed ISE design;
  - proposed user and device policies;
  - proposed profiling policies;
  - configuration templates from access devices and all relevant network devices;
  - communication and traffic flows from the respective ISE servers and the client devices.
- Participate in remote session(s) to review with Cisco the recommended changes to the Authorized Channel's detailed design.

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

Review the Authorized Channel's network implementation plan ("NIP") that documents the processes necessary to implement and operate the Cisco ISE.

#### **Cisco Responsibilities**

- Provide the "Network Implementation Plan Pre-requisite Document" which specifies the required business, operational, logistical and technical requirements.
- Review the Authorized Channel's NIP. The Authorized Channel's NIP document provides information necessary for the Authorized Channel or End User to carry out the implementation of the equipment at the End User location and to verify basic operation and ready-for-service configuration. Ready-for-service means that the Cisco ISE, or a sub-set of it, is functioning as per the specifications documented in the Authorized Channel's NIP.
- Provide up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks to review the NIP with Authorized Channel. The review sessions shall commence within two (2) weeks following Cisco's receipt of the Authorized Channel's network implementation plan.

- Document any recommended changes to the Authorized Channel's NIP.

#### **Authorized Channel Responsibilities**

- Provide to Cisco all requested information including End User network information documented by Authorized Channel in the Network Implementation Plan Pre-requisite Document five (5) Business Days following receipt of the Network Implementation Plan Pre-requisite Document from Cisco.
- Provide and verify IP address requirements.
- Provide to Cisco the required documentation which may include:
  - site specific implementation requirements;
  - site contacts, location and considerations;
  - site specific installation requirements;
  - site specific information from bill of materials.
- Participate in remote session(s) to review with Cisco the recommended changes to the Authorized Channel's network implementation plan.

#### **System Acceptance Test Plan Review**

Review the Authorized Channel's system acceptance test ("SAT") plan and recommended changes in accordance with Cisco ISE leading practices.

#### **Cisco Responsibilities**

- Provide the "System Acceptance Test (SAT) Plan Pre-requisite Document" which provides the structure for Authorized Channel's construction of SAT plan based on the End User's business, logistical, operational and technical requirements
- Review the Authorized Channel's SAT plan document. The Authorized Channel's SAT Plan document defines and records the specific set of procedures and/or tests developed by the Authorized Channel necessary to test the Cisco ISE in order to declare it as ready for use. The Authorized Channel's or End User's test execution of the SAT is intended to signify completion of the implementation.
- Review the Authorized Channel's SAT plan, including:
  - if required, review test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels;
  - review test cases to include test case objectives, step-by-step procedures, expected result, and pass/fail criteria.
- Provide up to three (3), two (2) hour remote review session(s) over a period of up to 2 (2) consecutive weeks to review the Authorized Channel's SAT plan and any recommended changes with Authorized Channel. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's system acceptance test plan.

#### **Authorized Channel Responsibilities**

- Provide all requested information including End User network information documented by Authorized Channel in the System Acceptance Test Plan Pre-requisite Document (5) Business Days following Cisco's receipt of the System Acceptance Test Plan Pre-requisite Document.
- Ensure that all network, security and operations teams are available during the review of the SAT plan to provide ongoing information.
- Participate in remote session(s) to review with Cisco the recommended changes to the Authorized Channel's SAT plan.

#### **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's 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.

**DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, 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.

**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.

**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,**