



## Service Description: Advanced Services – Fixed Price

### Cisco Collaborative Professional Services Private Cloud Development Service – Advanced (**ASF-CPSA-PCDA**)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Private Cloud Development Service – Advanced 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 Private Cloud Development Service - Advanced [ASF-CPSA-PCDA]**

### Service Summary

The Cisco Collaborative Professional Services Private Cloud Development Service is designed to provide remote planning and design assistance to Authorized Channel for the deployment of End User’s desktop virtualization solution on FlexPod based Private Cloud infrastructure which includes Detailed Design Development as well as Network Implementation Plan (“Services”).

The Service also includes up to one (1) of the following desktop virtualization technologies:

- VMware View
- Citrix XenDesktop

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  
Network Implementation Plan Pre-requisite Template  
Network Implementation Plan

#### Location of Services

Services are delivered remotely to Authorized Channel.

#### Detailed Design Development

Analyze the prerequisite End User’s information provided by Authorized Channel in order to develop a design that will consider the End User’s desktop virtualization solution on FlexPod-based Private Cloud infrastructure future growth requirements and be implementation-ready. This design includes both high-level and low-level design components.

#### **Cisco Responsibilities**

- Work with Authorized Channel to understand End User’s Private Cloud environment and achieve a common understanding of End User’s requirements.
- Provide the Detailed Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User. Conduct telephone interviews with designated contact of the Authorized Channel as needed to clarify and understand details gathered.
- Create and provide one (1) Detailed Design Document that:
  - compares End User’s requirements with standard Cisco FlexPod 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;
  - covers 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 and sample configuration
- Review the Detailed Design Document with Authorized Channel for comment and approval before it is formally completed and released.

#### **Authorized Channel Responsibilities**

- Complete the Design Pre-requisite Template for the FlexPod-based Private Cloud deployment.
- Designate key Authorized Channel contacts including network architects and personnel who shall be available for ongoing information gathering and feedback during the Services including telephone interview sessions as required to understand End User's business and technical requirements for the Private Cloud deployment.
- Provide all information as requested by Cisco to be documented in the Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco including
  - Authorized Channel's Private Cloud solution design objectives to Cisco (for example, scalability, availability, security, disaster recovery) as well as the bill-of-material;
  - future growth requirements and network build out time frames.
- Provide physical and logical network schematics of End User's existing network.
- Provide full details of current network topology, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer, features and services that have been enabled on the network as well as existing application flows.
- Review the Detailed Design deliverable 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 to implement and operate the FlexPod-based Private Cloud design. The NIP is a guide meant for the Authorized Channel's implementation engineer to follow and provides device and site specific installation requirement information and records the basic tests and actions for implementation. It also provides references to product documentation, such as administration guides and technical notes.

#### **Cisco Responsibilities**

- Provide the Network Implementation Plan Pre-requisite Template for completion by the Authorized Channel.

- Create and provide a Network Implementation Plan. The NIP document provides the information necessary for the Authorized Channel 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 network, or a subset of it, is functioning as per the specifications documented in the NIP.
- Create and provide one (1) Network Implementation Plan that:
  - includes device layout, naming convention, port allocation scheme and connectivity matrix, as well as
  - IP addressing scheme and device configuration templates
- Review the Network Implementation Plan with Authorized Channel for comment and approval before it is formally completed and released.

#### **Authorized Channel Responsibilities**

- Complete the Network Implementation Plan Pre-requisite Template for the FlexPod-based Private Cloud infrastructure.
- 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 including:
  - End User building layout, including the floor plan, cabling and power location for applicable site;
  - Interface specifications and requirements, including cabling standards and specifications for interconnect of Cisco and End User equipment, and 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 site-specific implementation requirements, site contacts, location and considerations, site specific installation requirements, and site specific information from bill of materials.
- Review the Network Implementation Plan 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.