



Service Description: Advanced Services – Fixed Price

Collaborative Professional Services Unified Communications Development Service - Standard (ASF-CPSA-UCDS)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Communications Development Standard 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/: (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 Unified Communications Development Service - Standard

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Unified Communications (“UC”) Development Standard Service provides remote planning and design development support to Authorized Channel for the deployment of End User’s Unified Communications applications relevant for small and medium businesses (“Services”).

Services may cover up to two (2) from the following set of supported Unified Communications applications:

- Cisco Unified Communications Manager (CUCM)
- Cisco Unified Communications Manager Express (CUCMx)
- Cisco Unity
- Cisco Unity Express
- Cisco Unity Connection (CUC)
- Cisco Unified Presence (CUP)

- Cisco Unified MeetingPlace (CUMP)
- Cisco Unified Contact Center Express (UCCX)

Once Authorized Channel selects the UC applications, the same selected applications cannot be changed or swapped by Authorized Channel at any time during duration of Services.

Deliverables

- CPS Pre-requisite Template
- CPS Detailed Design
- CPS Implementation Plan
- CPS Acceptance Test Plan

Location of Services

Services are delivered remotely to Authorized Channel

CPS Detailed Design Development

The CPS Detailed Design Development service provides recommendations to the Authorized Channel for the End User’s required UC architecture design and configurations for the features and functionalities required. The detailed design includes both high level and low level design components. Services do not include design for any third party systems.

Cisco Responsibilities

- Work with Authorized Channel to understand End User’s UC environment and achieve a common understanding of End User’s requirements.
- Provide the CPS Pre-requisite Template that specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Conduct telephone interviews with designated Authorized Channel verifying the requirements.
- Create and provide the detailed design for the selected UC applications that:
 - compares End User’s requirements with standard Unified Communications 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.
- Create and provide the CPS Implementation Plan. The CPS Implementation Plan document provides Authorized Channel the information necessary for the Authorized Channel to carry out the implementation of the UC applications at the End User site(s) and to verify basic operation and ready-for-service configuration. Ready-for-service means that the network, or a sub-set of it, is functioning as per the specifications documented in the CPS Implementation Plan.
- Review the CPS Implementation Plan with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Complete the Detailed Design Pre-requisite Template for the Unified Communications solution.
- Designate key contacts of Authorized Channel including network architects and personnel who shall be available for on-going information gathering and feedback during the Services including telephone interview sessions as required to understand End User's business and technical requirements for the Unified Communications solution.
- 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 Unified Communications solution design objectives to Cisco (for example, scalability, availability, security, disaster recovery, WAN optimization) as well as 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 document with Cisco, providing comment and approval before it is formally completed and released.

CPS Implementation Plan

The CPS Implementation Plan identifies the processes and Cisco Products necessary to implement and operate the End User's Cisco Unified Communications applications. The CPS Implementation Plan is a guide for the Authorized Channel's implementation engineer. It contains node and site-specific implementation requirements information and records the recommended actions for implementation of UC applications. It also provides references to Cisco Product documentation, such as administration guides and technical notes.

Cisco Responsibilities

Authorized Channel Responsibilities

- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing the CPS Implementation Plan.
- Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment prior to Cisco finalizing the CPS Implementation Plan.
- Provide information on distance and interference limitations of interface cables to be used at installation prior to Cisco finalizing the CPS Implementation Plan.
- 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 finalizing the CPS Implementation Plan.
- Provide Cisco with required documentation that may include the following:
 - site-specific implementation requirements;
 - site contacts, location and considerations;
 - site-specific installation requirements;
 - 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.

CPS Acceptance Test Plan

The CPS Solution Acceptance Test (SAT) plan should be used following completion of implementation to verify that the Unified Communications applications as designed meets End User requirements.

Cisco Responsibilities

- Create and provide the CPS SAT Plan document. The CPS SAT Plan document defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Authorized Channel that are necessary to test the Cisco Product and to declare that the UC applications deployed are ready for use. The UC SAT Plan may include:
 - identifying facility and infrastructure requirements for testing;

- identifying tools required for executing the test cases;
- developing test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels;
- developing the test cases to include test case objectives, step-by-step procedures, expected results, and pass/fail criteria.
- Review the CPS SAT plan document with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide input necessary for Cisco to develop the criteria to be used in the CPS SAT Plan.
- Agree on the specific set of procedures and/or tests in the CPS SAT Plan document developed by Cisco.
- Ensure that all the network, telecom and operations teams are represented in development of test plans and co-ordinate for all meetings.
- Ensure lab manager participates in scheduled review and interview sessions.
- Review the Detailed Design 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 periods signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.