



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services - Unified Security Guidance Service (ASF-CPSS-USG)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Security Guidance 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 Security Planning & Design Guidance 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 Security Guidance Service

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Unified Security Guidance Service provide remote review assistance (the “Services”) to Authorized Channel for the deployment of End User’s Security solution. This includes guiding the Authorized Channel in developing High Level Design (“HLD”), Low-Level Design (“LLD”), Network Implementation Plan and System Acceptance Test Plan documents and reviewing the documents once it’s developed by the Authorized Channel.

This Service offering is comprised of a maximum of four (4) devices from the following sets of devices with only one (1) device from within selected groupings: (a) Cisco ASA Firewalls, IOS Firewall, ASA Service modules; (b) Cisco IPS 4200, ASA 5500 Series IPS Solution, Cisco IDSM, Cisco

ISR IPS Module; (c) Cisco VPN solutions using ASA, IOS Routers; (d) Cisco ACS solution for device administration (e) Cisco Security Manager and (f) Ironport Products

Location of Services

Services are provided remotely to the Authorized Channel.

High-Level Design Review

Review the High Level Design (“HLD”) document developed by the Authorized Channel, considering End User’s network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User’s environment in order to achieve a common understanding of End User’s requirements.
- Provide to Authorized Channel the HLD Review Prerequisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel the HLD developed for the End User and provide informal feedback and guidance as well as Cisco’s recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the HLD document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the HLD Review service.

Authorized Channel Responsibilities

- Provide all the information as requested by Cisco to be documented in the HLD Review Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel’s HLD document developed based on the End User requirement and related information to Cisco ten (10) Business Days following commencement of the Services.
- Attend and participate in the remote review session(s) in order to review Cisco’s recommended changes to the Authorized Channel’s HLD.

Low-Level Design Review

Review the Low-Level Design (“LLD”) document developed by the Authorized Channel, considering End User’s network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide to Authorized Channel the LLD Review Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the LLD provided by the Authorized Channel.
- Review the Authorized Channel’s LLD.
- Summarize and help the Authorized Channel to validate the End User’s detailed design requirements using the following inputs: a) design and configuration of the security solution; b) redundancy and high availability; c) logging; d) administration; e) identify software components; f) IP address assignments; g). naming convention and addressing; and h). application port requirements..
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its detailed design and provide informal feedback and guidance as well as Cisco’s recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the LLD document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the LLD Review Service.

Authorized Channel Responsibilities

- Provide all the information as requested by Cisco to be documented in the LLD Review Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel’s LLD document developed based on the End User requirement and related information to Cisco ten (10) Business Days following commencement of the Service.
- Attend and participate in the remote review session(s) in order to capture and review Cisco’s recommended changes to the Authorized Channel’s LLD document.

Network Implementation Plan Review

Review the Network Implementation Plan (“NIP”) document developed by the Authorized Channel, considering End User’s network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide to Authorized Channel the Network Implementation Plan Review Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather

from End User to enable Cisco to review the NIP provided by the Authorized Channel.

- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its Network Implementation Plan and provide informal feedback and guidance as well as Cisco’s recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the NIP document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the Network Implementation Plan Review Service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the NIP Review Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel’s NIP and related information to Cisco ten (10) Business Days following commencement of the Services.
- Authorized Channel to provide the following information to include: a) building layout, including the floor plan, cabling and power location for applicable site; b) interface specifications and requirements, such as cabling standards and specifications for interconnect of Cisco and End User equipment; c) distance and interference limitations of interface cables to be used at installation; d) test plan and any interconnect processes required by third parties including but not limited to in country carrier/telco; and e) site-specific implementation requirements.
- Attend and participate in the remote review session(s) in order to capture and review Cisco’s recommended changes to the Authorized Channel’s NIP.

System Acceptance Test Plan Review

Review the System Acceptance Test (SAT) plan created by the Authorized Channel based on the End User requirements. The SAT plan should be used following completion of implementation by the Authorized Channel to verify that the Cisco Unified Security solution as designed meets the agreed design. The SAT plan defines and records the specific set of procedures and/or tests developed by the Authorized Channel necessary to test the Cisco product in order to declare it ready for use.

Cisco Responsibilities

- Provide to Authorized Channel the SAT Plan Review Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the SAT plan provided by Authorized Channel.
- Review the Authorized Channel’s SAT plan.
- Summarize and help the Authorized Channel to validate the SAT plan requirements using the following inputs: a). facility and infrastructure requirements for testing; b). tools required for executing the test cases; c). if required, test

case priorities, test lab topology, role and responsibilities, testing processes, and severity levels; and d). test case objectives, step-by-step procedures, expected result, and pass/fail criteria.

- o Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its SAT plan and provide informal feedback and guidance as well as Cisco's recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the SAT plan document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the System Acceptance Test Plan Review service.

Authorized Channel Responsibilities

- o Provide all information as requested by Cisco to be documented in the SAT Plan Review Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- o Provide completed Authorized Channel's SAT plan and related information to Cisco ten (10) Business Days following commencement of the Services; Authorized Channel to provide the following information to include: a) criteria used by the Authorized Channel in development of the Authorized Channel's SAT plan; and b) specific set of procedures and/or tests in the Authorized Channel's SAT plan.
- o Attend and participate in the remote review session(s) in order to capture and review Cisco's 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 its 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.

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.