



## Service Description: Advanced Services – Fixed Price

### Collaborative Professional Services – Video Development Service - Standard (ASF-CPSA-VDS)

This document describes Advanced Services Fixed Price: Video Development Service – Standard 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”).

#### CPS Video Development Service – Standard

##### Service Summary

The Collaborative Professional Services (“CPS”) Video Development Service – Standard provides remote planning and design assistance to Authorized Channel for the implementation of End User’s TelePresence endpoints, which includes a Detailed Design, Network Implementation Plan and System Acceptance Test Plan (“Services”).

Services cover the following end user’s video system:

- TelePresence Endpoints

Once Authorized Channel selects the video system bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during duration of Services.

##### Deliverables

CPS Detail Design Document  
CPS Network Implementation Plan  
CPS System Acceptance Test Plan

##### Location of Services

Services are delivered remotely to Authorized Channel.

##### Customer Requirements Validation Template Review

Analyze the prerequisite End User information provided by Authorized Channel for Authorized Channel to develop a document that will consider the End User’s network future growth requirements and be consistent with Cisco leading practices.

##### Cisco Responsibilities

- Work with Authorized Channel to understand End User’s Video environment and achieve a common understanding of End User’s requirements for this project.
- Provide Authorized Channel with a Customer Requirement Validation (CRV) Template, to capture the required business and technical requirements that Authorized Channel must gather from End User.
- Review the CRV document limited to: a). technology components that are included in the Services and b). architectural depiction of the technology components and their integration into the End User’s existing network.
- Review with Authorized Channel the Authorized Channel’s completed CRV document.

##### Authorized Channel Responsibilities

- Provide the completed CRV template information as documented in the Authorized Channel’s CRV document within ten (10) Business Days of receipt from Cisco.
- Designate key Authorized Channel contacts including network architects and personnel who shall be available for ongoing information gathering and feedback during the services.
- Communicate TelePresence physical conference room requirements with End User to determine optimal facilities location for the TelePresence system.

- Review with Cisco the Authorized Channel's CRV document.

### **Detailed Design Development**

The detailed design development focuses on activities for the Authorized Channel's design of TelePresence services and applications. The detailed design does not include configurations for any third party applications.

### **Cisco Responsibilities**

- Conduct telephone interviews with designated Authorized Channel covering the TelePresence detail design.
- Create and provide the CPS Detail Design document, which may include the following: a). Video infrastructure, characteristics, including: i). Internetwork Protocol (IP) addressing, ii). Local Area Network/Wide Area Network (LAN/WAN) Quality of Service (QoS) configuration to accommodate TelePresence video, audio and signaling traffic, iii). Network services such as Dynamic Host Configuration Protocol/Domain Name Services/Trivial File Transfer Protocol/Network Address Translation (DHCP/DNS/TFTP/NAT) related to the Video system component requirements, iv). Power, network and physical environment requirements, and v). Video system component characteristics, including: i). Cisco Unified Call Manager(CUCM), Video Conferencing System (VCS), ii). call admission control (CAC), iii) Active Directory, iv). dial plan architecture, v). Video scheduling and Management integration, vi). security requirement(s), and vii). Integration with existing 3rd Party H.323 video-conferencing system.
- Review with Authorized Channel the CPS Detail Design Document 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.
- Review with Cisco the CPS Detail Design Document, providing comment and approval before it is formally completed and released.

### **Network Implementation Plan Development**

A network implementation plan (NIP) that identifies the processes for the Cisco Product necessary to implement and operate the TelePresence system will be developed. The CPS NIP is a guide intended for use by the Authorized Channel's implementation engineer. The NIP contains node 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 remote review session(s) to review the CPS Detail Design with the Authorized Channel with emphasis on the order of the site-specific implementation process within End User's network and to determine: a). core/infrastructure implementation requirements; b). QoS requirements for site-to-site link(s) for TelePresence; c). Call Control dial plan requirements; and d). directory integration requirements.
- Develop and provide a CPS network implementation plan, containing sequenced and detailed order of events for the TelePresence implementation, upon review of Authorized Channel-provided documentation which may include: a). TelePresence facilities qualification; b). TelePresence Network path qualification; c). detail design for TelePresence; d). site-specific installation requirements.
- Review with Authorized Channel the CPS Network Implementation Plan for comment and approval before it is formally completed and released.

### **Authorized Channel Responsibilities**

- Provide and verify interface specifications and requirements within ten (10) Business Days of request from Cisco. For example, cabling standards and specifications for interconnect of Cisco Product and End User equipment.
- Provide information on distance and interference limitations of interface cables to be used at installation within ten (10) Business Days of request from Cisco.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco within ten (10) Business Days of request from Cisco.
- Provide within ten (10) Business Days of request from Cisco, required documentation which may include the following: a). site specific implementation requirements and b). site specific information from BOM.
- Review with Cisco the CPS Network Implementation Plan, providing comment and approval before it is formally completed and released.

### **System Acceptance Test Plan Development**

The TP system acceptance test (SAT) plan should be used following completion of implementation to verify that the Unified Communications system as designed meets system requirements.

### **Cisco Responsibilities**

- Develop and provide the CPS System Acceptance Test Plan. The CPS SAT Plan 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 it is ready for use. Authorized Channel's or End User's successful test execution of the SAT is then intended to signify completion of the implementation services. The CPS SAT Plan may include testing of the following: a). lighting; b). positions of camera(s), display(s), microphone(s) and speaker(s); c). functionality of camera(s), display(s), microphone(s) and speaker(s); d). identification of the TelePresence network path and infrastructure requirements for testing; e). TelePresence directory and scheduler integration; f). TelePresence dial plan; and g). TelePresence video call scheduling, initiation and termination.

- Review with Authorized Channel the CPS System Acceptance Test Plan for comment and approval before it is formally completed and released.

#### **Authorized Channel Responsibilities**

- 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 participation of the Authorized Channel lab manager in scheduled review and interview sessions.
- Review with Cisco the CPS System Acceptance Test Plan, 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 acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- 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 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.