



Cisco Services Q & A for Network Service Orchestrator (formerly Tail-f)

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Introduction

This document provides answers to some of the most common questions regarding service offer integration, support and delivery, and service agreement migration for legacy Tail-f products.

Limited Orderability and Service Offer Integration

Q. What is Limited Orderability?

A. Limited orderability enables a targeted group of partners to quote, order and invoice using Cisco® processes and tools. In addition, limited orderability allows the targeted partner and their customers to utilize Cisco service and support tools and processes for products and licensing.

Limited orderability begins on December 15, 2015.

Q. How will the legacy Tail-f product and service offerings be integrated into the Cisco network orchestration portfolio?

A. Tables 1 and 2 show how the Tail-f products and services are being mapped to Cisco products and services.

Table 1. Mapping of Tail-f products to Cisco Products

Tail-f Product Names	New Cisco Names
Network Control System	Cisco Network Service Orchestrator (NSO)

Table 2. Mapping of Tail-f services to Cisco Services

Tail-f Service Offer	Cisco Services
Support and Maintenance	Software Support Service
n/a	Service Orchestration Strategy and Assessment Service
n/a	Service Orchestration Validation Service
n/a	Service Orchestration Design and Deployment Service
n/a	Service Orchestration Optimization Services

Cisco Technical Services

Software Support Service

Q. What is Cisco Software Support Service?

A. As part of the Cisco Technical Support Services portfolio, the Cisco Software Support Service (SSWSS) program provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency. With SWSS for NSO, experts in service orchestration help customers quickly and confidently deploy network services with the assurance that their NSO software is fully supported. SWSS for NSO helps maximize business outcomes, protects their investment, and provides round-the-clock coverage from highly-skilled engineers.

The NSO software is kept current with the latest bug fixes as well as new features through major and minor software releases. Access to online resources makes it easier to resolve issues, download the latest software, and track open cases. Customers can “pay as they grow,” rather than upfront. By paying for additional services as their NSO application requirements increase, they get the exact coverage necessary and can more effectively control costs.

Q. What is included with Software Support Service?

A. Software Support Service offers foundational software application support for network orchestration software applications, including:

- 24x365 access to the Technical Assistance Center (TAC)
- Cisco.com knowledgebase
- Software maintenance, minor and major releases
- Software upgrades
- A single point of contact for faster issue resolution

Q. Why does the purchase of Network Service Orchestrator have a recommended attach of SWSS?

A. Technical service is required to attach at the point of the product sale so that customers get the necessary support and entitlement and the best possible return on investment.

Q. How are users notified of new software releases under the SWSS contract?

A. New releases are announced in product bulletins that are available through the [Cisco Notification Service](#). This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How does a customer obtain software updates using SWSS?

A. Cisco software updates are available for download from the Cisco.com [Software Center](#) for registered customers linked to a Software Support Service contract.

Q. Does SWSS provide support for any customization that has been done to the NSO software?

A. Customized software is not supported by the SWSS for NSO contract. Customers need to contact the entity (service provider, partner, system integrator, independent software vendor [ISV]) who performed the customization and integration into the NSO customer’s deployment.

Q. How can I purchase and renew Software Support Service?

A. You can purchase or renew your Software Support Service through your Cisco account representative or authorized Cisco partner.

[Cisco Advanced Services](#)

Cisco Strategy and Assessment Service for Service Orchestration

Q. What is the Cisco Strategy and Assessment Service for Service Orchestration?

A. The Cisco Strategy and Assessment Service for Service Orchestration helps customers understand the OSS/BSS and Network Services requirements and tooling. Customers will gain an understanding of

Cisco's Service Orchestration solution and look at the desired-end state, as well as, pinpoint critical challenges and gain capabilities overview and impact analysis for a Service Orchestration solution.

Q. What is included with the Cisco Strategy and Assessment Service for Service Orchestration?

A. This service provides:

- Readiness Assessment Workshop
- Assessment Review and Signoff

Q. How can you purchase the Cisco Strategy and Assessment Service for Service Orchestration?

A. Services are available and orderable through the Advanced Services Transaction (AS-T) service type using a Statement of Work (SOW). Partners and customers will need to work with their Cisco Services Account Manager to order these services.

Cisco Validation Service for Service Orchestration

Q. What is the Cisco Validation Service for Service Orchestration?

A. This service establishes a pre-production pilot installation for identified use-case for validation and testing in your environment. This will help you understand the solution, to learn about production requirements and any implications for the Cisco Service Orchestration solution.

Q. What is included with the Cisco Validation Service for Service Orchestration?

A. This service offers:

- Deployment of service orchestration functionality in a non-production environment
- Validation of one or more use cases
- Support for validation of third-party devices

Cisco engineers work with you to make sure your Service Orchestration solution is ready for your production network. They can help you determine your strategic options and deploy an agile solution that can transform your productivity. These experts also share their knowledge so your staff becomes increasingly self-sufficient in maintaining your orchestration solution.

Q. How can you purchase the Cisco Validation Service for Service Orchestration?

A. Services are available and orderable through the Advanced Services Transaction (AS-T) service type using a Statement of Work (SOW). Partners and customers will need to work with their Cisco Services Account Manager to order these services.

Cisco Design and Deployment Service for Service Orchestration

Q. What is the Cisco Design and Deployment Service for Service Orchestration?

A. Cisco's Service Orchestration solution is designed to be tailored for your requirements. This will require understanding of the underlying infrastructure, OSS/BSS integration requirements and orchestration tools and processes. Consultants will work with your team on solution design development with end to end design details to meet your technical and business requirements. Cisco consultants will perform implementation and testing of the solution and provide documentation that accurately reflects the design that has been implemented, thus reducing time to resolve any future issues. This service is recommended for all customers who wish to deploy Cisco's Service Orchestration solution in a production environment.

Q. What is included with the Cisco Design and Deployment Service for Service Orchestration?

A. This service provides:

- Review of customer's environment
- Solution design and review
- Installation and configuration
- Test Plan development and testing support
- Deployment Plan development
- Deployment execution

Cisco engineers document your requirements and use those to build designs, test plans, and deployment plans specifically for your business. We then install and configure, and help test and deploy your Cisco Service Orchestration solution into the production environment. Finally, working side by side with your IT staff, we share our knowledge so your staff becomes increasingly self-sufficient in maintaining your orchestration solution.

Q. How can you purchase the Cisco Design and Deployment Service for Service Orchestration?

A. Services are available and orderable through the Advanced Services Subscription (AS-T) service type using a Statement of Work (SOW). Partners and customers will need to work with their Cisco Services Account Manager to order these services.

Cisco Optimization Service for Service Orchestration

Q. What is the Cisco Optimization Service for Service Orchestration?

A. With the optimization service, you can achieve targeted support expertise for your post-deployment solution by identifying any necessary changes needed based on your evolving needs. This will include Software Strategy for managing software releases and changes, health checks to ensure availability and performance of solution as well as continuous learning activities to help your staff become updated on design and solution changes as well as software features for your environment. This service can help ensure the long-term security and relevance of your investment.

Q. What is included with the Cisco Optimization Service for Service Orchestration?

A. This service includes:

- Create the scoped number of System Baseline Report(s) to capture steady state configuration of OSS / NMS Solution Components
- Collection of key system details and data
- Observe & catch deviation from baseline and take remedial steps to bring the system back to steady state
- Recommendations such as system configuration improvements, correct OSS / NMS application patch levels, and more

Q. How can you purchase Cisco Optimization Service for Service Orchestration?

A. Cisco Certified 1-Tier partners and direct Cisco customers can purchase Cisco Optimization Service for Service Orchestration directly from Cisco using Advanced Services Subscription (AS-S) service type that uses

a legal [service description](#) as the contractual vehicle. Partners and customers will need to work with their Cisco Services account manager to order this service.

Cisco Technical Assistance Center

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Network Service Orchestrator.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** The Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software.
- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it.

Q. How does a customer open a case with Cisco TAC?

A. Customers with an active service contract **for Network Service Orchestrator** can [open a case](#) through Cisco.com. Customers or partners must have their Cisco service contract number, a Cisco.com user ID, and their software product family when opening a case using the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to [Cisco Worldwide Contacts](#).

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. What do customers need to open a TAC request?

A. To open a TAC request, you must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your contract number to your Cisco.com user ID

Q. How do I get a Cisco.com user ID?

A. [Register](#) for a Cisco.com user ID and create a Cisco.com Account Profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

Q. How do I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?

A. Sourcefire customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Account Profile](#). From there, select the “Add Access” button. Click the “Full Access” radio button and then click “Go.” On the next screen enter your Service contract number(s). If you have multiple service contract numbers, please separate them by commas. For access issues or help with contract association, you may send an email to Cisco at web-help@cisco.com.

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- Q.** How does the Cisco TAC prioritize support service requests?
- A.** Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.
- Q.** What support is provided through Cisco.com?
- A.** Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Document website at www.cisco.com/techsupport.

- Q.** What are the problem severity levels and associated responses?
- A.** To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.
- **Severity 1 (S1):** Network is “down,” or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
 - **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
 - **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
 - **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
 - **For S1 or S2 service requests:** If the customer’s production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer’s business operations running smoothly.

- Q.** What is the escalation process?
- A.** If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the [Severity and Escalation Guide](#).

Tail-f Network Control System to Cisco Network Service Orchestrator Migration

- Q.** What are the details of the migration from Tail-f Network Control System to Cisco Network Service Orchestrator?
- A.** Cisco Network Service Orchestrator (“NSO”), a network orchestration software product built upon the technology from the existing Tail-f Network Control System (“NCS”), will be generally available and sold on the Cisco global price list. Once Network Service Orchestrator is generally available, further Network Control System enhancements and features will no longer be developed or available. Only defect fixes for Network Control System 3.4 will be performed. If an existing NCS customer has an active support agreement, those customers can purchase the equivalent NSO software and licenses at 100% discount as a trade-up migration of Tail-f NCS. This free migration is available only until the end of calendar year 2016.
- Q.** What are the planned features of Cisco Network Service Orchestrator?
- A.** Cisco Network Service Orchestrator 4.0 will include Extended Python API support, Enhanced Reactive Fastmap, Network Element Driver Capabilities, NFV MANO Reference Implementation and more web UI admin features. Network Service Orchestrator is backwards compatible to Network Control System and the plan is to release additional feature enhancements every four months. Additional Network Service Orchestrator roadmap includes:
- Support for creating service applications in Python scripting language
 - Huge scale deployment capability
 - Component supporting resource pools for integers and IP subnets
 - Cluster operations tools
 - Smart Licensing
 - Enhanced service reconciliation
- Q.** What are the benefits of upgrading to Network Service Orchestrator?
- A.** The benefits include:
- Existing Network Control System 3.x customers upgrading to Network Service Orchestrator 4.0 will maintain the same pricing and receive higher support levels
 - Network Service Orchestrator is backward compatible with Network Control System 3.x
 - When NSO launches, NCS will no longer be sold for new orders. All future enhancements and upgrades will be done on the NSO product, not NCS
 - Access to technical support services through the Cisco Technical Assistance Center (TAC)
 - Global, scalable, designed for efficiency
 - Multi-language and time zone support
 - Rich and qualified partner ecosystem
 - Highly skilled resources that understand business needs augmented by Cisco’s solutions mean customer success
 - Cisco services span strategy and planning, design and implementation, management and operations

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- Q.** When can customers begin to migrate from Network Control System to Network Service Orchestrator?
- A.** Customers can migrate anytime post Network Service Orchestrator launch, beginning in November 16, 2015. However, a natural transition point is the customer's annual software support renewal date,
- Q.** Can customers migrate when their current Tail-f service contract is still active?
- A.** Yes, customers can migrate using the NSO trade-up offer even if their service contract with Tail-f is still active. Trading up to Network Service Orchestrator involves a manual service contract creation on Cisco tools and a download of latest NSO software from a specified Cisco Software download center. The Network Service Orchestrator license will be subject to the Cisco End User License Agreement (EULA); Supplemental End User License Agreement (SEULA) terms specific to NSO and support will be governed by Cisco's software support service description.
- Q.** What if a customer doesn't have a current service agreement with Tail-f?
- A.** If a customer has an existing Master Services Agreement (MSA) with Cisco, then NSO AND Network Control System support will be governed by the MSA and the MSA may require the inclusion of the Cisco software support service description, which outlines the support terms for Network Service Orchestrator AND Network Control System software. If the customer doesn't have a current service agreement with Cisco, then a new purchase of Network Service Orchestrator is required on the Cisco Global Price List (GPL) using Cisco tools and processes. In addition, the completion of a Cisco MSA is also required, including the terms of the Cisco software support service description
- Q.** Who should a customer contact when they are ready to migrate from NCS to NSO?
- A.** Customers should contact their Cisco NSO Sales Specialist (former Tail-f sales contact) who will guide them through the NSO transition. This sales specialist knows what the NCS contract covers and can advise on what NSO coverage the customer needs.

Cisco Network Service Orchestrator Authorized Technology Provider Program

- Q.** What are the Cisco NSO ordering guidelines for partners?
- A.** Partners selling Cisco NSO offers will be qualified under a Cisco Network Service Orchestrator Authorized Technology Provider (ATP) program. Partner discounts for the Cisco NSO SKUs are specific to the Cisco Network Service Orchestrator ATP program, and standard Cisco Partner program discounts and rebates do not apply to Cisco NSO transactions.
- Note: All new orders and renewals for Cisco NSO will be managed under this program unless they are placed directly from a Cisco customer.
- Q.** What is the objective of the Cisco Authorized Technology Provider (ATP) program?
- A.** The objective of the Cisco ATP program is to develop global market opportunities for emerging technology solutions through qualified Cisco channel partners while making sure of high customer satisfaction. The ATP program is by invitation only and allows Cisco to define the core knowledge and skills required to deploy an emerging technology, while further defining and developing the market opportunity. The ATP partner must complete and submit the online program requirements checklist (PRC) in the ATP invitation tool for review and approval.

The Cisco Network Service Orchestrator ATP program helps a select group of partners sell the software while owning the end-to-end product lifecycle, including technical support and the development of services using the Network Services Orchestrator platform.

For more details about the Cisco Network Service Orchestrator ATP program, go to:
www.cisco.com/web/partners/partner_with_cisco/channel_partner_program/resale/atp/nso.html

- Q.** Why is Cisco offering the new Cisco Network Service Orchestrator ATP program?
- A.** The Cisco Network Service Orchestrator ATP program provides new and existing partners with exclusive access to Cisco Network Service Orchestrator offers.

- Q.** What partners are eligible to join the Cisco Network Service Orchestrator ATP program?
- A.** The Cisco Network Service Orchestrator ATP program is by invitation only. If you are interested in applying for the Cisco Network Service Orchestrator ATP, please reach out to your Cisco account manager.

- Q.** When will the Cisco Network Service Orchestrator ATP program be available?
- A.** The Cisco Network Service Orchestrator ATP is available now, and interested partners should reach out to their Cisco account manager.

Cisco Service Agreements

- Q.** How will customers be informed of their new Cisco Service Agreement Contract after they migrate to Network Service Orchestrator?
- A.** Customers will receive the standard notification that Cisco sends once an order is fulfilled.

- Q.** Will customer's previously purchased Network Element Driver still be applicable?
- A.** Yes, all existing Network Element Driver (NED) will continue to be supported. Any revisions can be downloaded through Cisco Support.

- Q.** What happens to the legacy Tail-f customer software license agreements?
- A.** Those agreements remain for existing Network Control System licenses and support; however Cisco will not be selling additional Network Control System licenses once the Network Service Orchestrator product is launched. Any future software licenses and related support needs to be under the customer's Cisco agreements and not the legacy Tail-f agreements.

Pricing

- Q.** What is the cost to migrate from Network Control System to Network Service Orchestrator?
- A.** Provided the NCS customer is currently paying for support, the trade up from Network Control System to Network Service Orchestrator is at no cost. This free migration is available only until the end of calendar year 2016. If the Network Service Orchestrator license is a direct sale from Cisco then it will be governed by the applicable Master Purchase Agreement between the customer and Cisco, subject to Cisco's End User License Agreement and the Supplemental End User License Agreement specific to the Network Service Orchestrator product. For Network Service Orchestrator software support it is subject to the terms of the Cisco software support service description.

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- Q.** Do customers need a Purchase Order to migrate from Network Control System to Network Service Orchestrator?
- A.** Yes, If an existing NCS customer has an active support agreement, those customers would merely submit a zero dollar Purchase Order as a part of the trade-up migration of Tail-f NCS to Cisco NSO.
- Q.** What is the cost for new license purchases as service renewals?
- A.** All pricing for new Network Service Orchestrator license purchases [beyond the existing NSC software to NSO migration] are subject to Account Manager discretion based on the existing customer's Cisco software license agreements, as well as the overall pricing strategy for the Network Service Orchestrator product. New Network Service Orchestrator licenses will be subject to associated supplemental license terms defined by Cisco and support on Network Service Orchestrator will be subject to the terms of the Cisco software support service description. Price parity will be maintained for service renewals and may need a Commercial Finance (DSA) approval for processing renewals through Cisco tools.

Additional Information

- Q.** Describe the available user manuals and product documentation.
- A.** User manuals and other product documentation are available on Cisco.com at www.cisco.com/public/support/tac/documentation.html.
- Q.** Where can I go for more information?
- A.** For more information visit the following webpages:
Service and Support for Tail-f Acquisition website: www.cisco.com/web/services/acquisitions/tail_f.html



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Printed in USA

11/15