

Maintenance Window Support & Root Cause Analysis



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This document clarifies the difference between foundational and High Value offer deliverables for Maintenance Windows Support (MWS) and Root Cause Analysis (RCA).

Reactive maintenance window support (MWS) and standard root cause analysis (RCA) are capabilities that are provided by Cisco Technical Assistance Center (TAC) engineers as part of typical problem analysis and resolution.

There are additional enhanced and proactive versions of MWS and RCA that are only available in High Value technical service offers.

FAQ

Q: What are the different capabilities involved?

A: This document is addressing:

- Reactive MWS
- Proactive MWS
- Standard RCA
- Detailed RCA

Q: What is the difference between Reactive and Proactive maintenance windows?

A: **Reactive Maintenance Windows** are scheduled to work on a problem related to a TAC case. TAC supports Reactive MWS to assist with problem resolution.

Examples of Reactive Maintenance Windows are:

- Maintenance windows to perform HW and/or SW upgrades to implement bug fixes
- Maintenance windows to make configuration changes required to solve a problem
- Maintenance windows scheduled to troubleshoot or resolve a problem
- Creating a proactive case for a scheduled maintenance window to work on a problem

Proactive Maintenance Windows are customer-initiated and not related to a problem. TAC does not support Proactive Maintenance Windows. Specialized support personnel provide planning and support activities before, during and after as part of a proactive MWS.

Examples of activities addressed in Proactive Maintenance Windows are:

- Maintenance windows to make changes to the network related to business needs and not related to a problem
- Maintenance windows to perform HW or SW upgrades to implement new features not related to a problem
- Any maintenance window scheduled to make changes to the network not related to a problem

Q: What's the difference between Standard and Detailed Root Cause Analysis?

A: **Standard RCA** includes a brief statement describing root cause and corrective action for a problem that has occurred. TAC will provide Standard RCA, when you request it, after the resolution of your problem.

Detailed RCA documents in-depth analysis in a detailed report and is presented to the customer for approval. This assessment may take several days of effort and produces a complete analysis that is shared with you.

Q: Will TAC stop supporting proactive cases (also known as scheduled dispatch)?

A: No. TAC will continue to support proactive cases as usual, and assist the customer if a problem occurs. Proactive cases (aka scheduled dispatch or standby cases) are not the same as Proactive Maintenance Windows. A proactive case is the capability to open a case and dispatch it to a TAC team to be worked on at a future date/time. A Proactive Maintenance Window is a maintenance window scheduled to work on an activity unrelated to a problem that TAC is helping to fix.

Q: What happens if I need to request a Proactive MWS or Detailed RCA?

A: Your request will be treated like all support requests and your entitlement to the functionality will be validated and options discussed with you if you are not entitled.

Q: What service offers support Proactive MWS and Detailed RCA?

A: The Technical Services portfolio includes Proactive MWS and Detailed RCA in the following High-Value offers:

- TS Advantage Silver, Gold and Platinum
- SP Advantage
- Solution Support for SP NFVI Enhanced and Premium
- Solution Support for SP SW Preferred and Advantage

Deliverables may vary from service to service. For details of what deliverables are included for each service with regards to MWS and RCA, please review the [legal service description](#) for the specific service or contact your Cisco account representative or Certified Cisco Partner.

Summary

The table below summarizes which capabilities are provided in the different technical service offers. Deliverables may vary from service to service. For details of what deliverables are included for each service with regards to MWS and RCA, please review the [legal service description](#) for the specific service or contact your Cisco account representative or Certified Cisco Partner.

	Smart Net Total Care	Software Support Service	SP Advantage	TS Advantage Silver	TS Advantage Gold	TS Advantage Platinum	Solution Support for SP NFVI Enhanced	Solution Support for SP NFVI Premium	Solution Support for SP SW Preferred	Solution Support for SP SW Advantage
<p>Proactive MWS</p>	X	X	✓	✓	✓	✓	✓	✓	✓	✓
<p>Detailed RCA</p>	X	X	✓	✓	✓	✓	✓	X	✓	

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