

Offer Description: Cisco Collaborative Knowledge Services (Basic and Enhanced)

This Cisco Collaborative Knowledge Services (Basic and Enhanced) Offer Description (“**Offer Description**”) describes the Cisco Collaborative Knowledge Basic and Enhanced services (“**Service**”). It and the Cisco Universal Cloud Agreement located at <http://www.cisco.com/c/en/us/products/universal-cloud-agreement.html> (or similar terms existing between you and Cisco) (the “**Agreement**”) govern your use of the Cloud Services. Capitalized terms used in this Offer Description and/or the Order that are not otherwise defined in Annex A have the meanings given them in the Agreement. If there is a conflict between the terms of the UCA and this Offer Description, the Offer Description takes precedence.

Cisco reserves the right to update this Offer Description at any time upon written notice and the opportunity to cancel the Cloud Service.

1. OVERVIEW

The Service comes in two types – basic service and enhanced service. The basic set of services is a subset of the enhanced services. Cisco Collaborative Knowledge Services incorporates a Cisco approved third party public cloud deployment.

The Cisco Collaborative Knowledge Services (Basic) is comprised of the following components:

- Continuous learning support service has registration and enrollment tracking services
 - Manages formal learning
- Onboarding service
 - Provides tenant and cloud configuration to support Users
- Delivery service for online training
 - Delivers basic online training
- Dashboard and reporting service
 - Develops and delivers a variety of reports to the Customer including such reports as User reports, User activity reports, learning enrollment reports, and User Session detail reports.

The Cisco Collaborative Knowledge Services (Enhanced) delivers the following services in addition to the basic services:

- Social networking service
 - Provides communities of knowledge and learning that can be hidden, public or private allowing Users to exchange information privately within a hidden or private group and thereby experience and share new knowledge.
- Expert tracking service
 - Tracks Users’ expertise, skills and competencies. The User’s capabilities are validated via crowd-sourcing or through formal learning.
- System-wide analytics and semantic graphing service
 - Creates a semantic network that continuously develops within the environment. The network is used to create a visual representation of semantic relationships among key concepts, individuals and other objects.
- Skills improvement service
 - Identifies strengths and gaps of knowledge in real time. The Visual Knowledge Map provides a real time visual representation of knowledge and skills acquired by the User, and where there is need for improvement. It aids in developing next-generation managers and leaders.
- Training Service
 - Provides eight hours of remote training on Cisco Collaborative Knowledge Service each year.

2. SERVICE ACTIVATION

Service activation is applicable to both basic and enhanced services. Service activation will take place when the Customer has chosen the type of Cisco Collaborative Knowledge Service it wants and Cisco has been paid the appropriate fee.

The Cisco Collaborative Knowledge Services subscription term will commence once a User has access to the tenant. The ongoing support of the Services is for each annual subscription period.

3. SUPPLEMENTAL PRIVACY STATEMENT

This section is a supplement to the [Cisco Privacy Statement](#).

Collection and Use of Information

The Service is an enterprise service used for communicating and sharing Content with Users in discussion threads and other repositories that may be controlled by your or others in the Company. Your Content is stored in one of the Cisco approved data centers, which may be located outside the country where the Content is uploaded, including the United States.

The Service is subject to the data handling practices and policies established by your Company. As described below, the manner in which Content and your Personal Information is shared may not be fully within your control and you should direct questions regarding settings and information sharing to your Company administrator.

Along with storing your Content, our servers automatically record certain information about you and your Company's use of this Service for metric and analytic reporting purposes. The Service allows Cisco and your Company's administrators to schedule reports and access to basic user and system statistics such as the total number of unique visitors and entries.

Cisco may use your Personal Information to notify you of certain Service alerts while using the Service.

Access to and Accuracy of Your Personal Information

You can access and update your Personal Information, including any user profile data, by contacting your Company administrator.

Storage and Security of Personal Information

Content transferred in connection with the Service is encrypted in transit. Content stored in connection with the Service, including any download of the Content, is stored unencrypted. Check with your Company administrator on the use of the Service from a personal or public computer.

Sharing Your Personal Information

Cisco provides usage reports to your Company, which may include your Personal Information. The allowable permissions associated with the Service are configured by your Company administrator. Your Personal Information and Content may be accessed by and distributed to other authorized users of the Service wherever they are located and in accordance with the associated assigned permissions, which may be set to sharing as a default. This distribution of Content can happen at any time, and without your consent, at the discretion of other users of the Service. Cisco has no control over, and is not responsible or liable for, the privacy of any Content that you have shared with others. Even after you remove information from a community, copies of that Content may remain viewable elsewhere to the extent it has been shared with others.

Please note that User profile data, which may include contact information, may be visible to other Users as configured by your Company administrator.

4. CUSTOMER RESPONSIBILITIES

In addition to any other Customer obligations identified elsewhere in the Offer Description, Customer agrees to comply with the following:

- Customer shall advise its Users not to download Content on a personal or public computer, if Customer does not want Content to be available to others.

- Customer shall not use any equipment, software or other data which may affect the availability of the Cisco Collaborative Knowledge Services.
- Customer shall make available to Cisco in a timely manner, and free of charge, any documents, information and equipment under its control that may be necessary for the provisioning of Cisco Collaborative Knowledge Services (such as test data, data for uploads, organizational structure)..
- Customer assumes full responsibility to back-up and/or otherwise protect all data against loss, damage, or destruction. The Customer acknowledges that it has been advised to back-up and/or otherwise protect all data against loss, damage or destruction.
- Customer shall ensure its staff are available to participate during the course of the Services to provide information and to participate in scheduled conference calls.
- Customer acknowledges that the completion of Service is dependent upon Customer meeting its responsibilities as indicated herein.

5. OFFER SUPPORT & MAINTENANCE

The Offer Description includes:

Online Support allows access for support via online tools, email and web case submission only. Case severity or escalation guidelines are not applicable. Cisco will respond to a submitted case no later than the next business day during standard business hours. The online tool is the tool located at the following URL: <http://www.cisco.com/go/certsupport>

Phone Support provides Cisco Interaction Network access 24 hours per day, 5 days per week to assist by telephone. Cisco will respond within one (1) hour for Severity 1 and 2 calls received during a business day, and no later than the next business day for calls received outside of a business day. For Severity 3 and 4 calls, Cisco will respond no later than the next business day. US-based customers call 1-800-553-6387. Select Option 4, End User Training and Certification. Next, select option 1, Training or Career Certification. International support numbers can be locate at this URL: <http://www.cisco.com/cisco/web/siteassets/contacts/index.html>

Maintenance & Updates:

- From time to time, Cisco performs scheduled maintenance, to update the servers and software that are used to provide the Service. Cisco will make reasonable efforts to notify Customers in advance of any such scheduled maintenance. Notwithstanding the foregoing, Customer acknowledges that Cisco may need to perform emergency maintenance without providing advance notice.
- Cisco reserves the right to modify and provide updates to the Services.
- Cisco will use reasonable efforts to give Customer notice of any material modification or update in release notes provided in the documentation. Cisco will use reasonable efforts to ensure that any modifications or updates do not materially degrade the performance of the Services or Customer's use of the Services. Cisco will make commercially reasonable efforts that any modifications or updates do not require Customer to incur any material additional cost to continue its use of the Services.
- Cisco will use reasonable efforts to implement updates in a manner that minimizes the impact on Customer's use of the Services but makes no guarantees that advance notice will be provided.

ANNEX A
Glossary of Terms

Term	Definition
Cisco Collaborative Knowledge Services	This is a SaaS offering. These services (basic and/or enhanced) include continuous learning support, social networking service, expert tracking service, analytics and semantic graphing service, skills improvement service, service consumer onboarding service, remote training delivery and reporting service.
Company or Customer	The legal entity which purchases the Cisco Collaborative Knowledge Services.
Content	Information, documents, messaging, websites and content, including Customer Data, which is communicated and shared within the Company as part of the Service.
Users	Individuals authorized by the Customer to use the Cisco Collaborative Knowledge Services.



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