



## Service Description: Advanced Services – Fixed Price

### Cisco ServiceGrid Deployment Service – Ecosystem Builder Initial B2B Connection – (ASF-SGA-EB-IC)

This document describes Advanced Services Fixed Price: Cisco ServiceGrid Deployment Service – Ecosystem Builder Initial B2B Connection.

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#### Cisco ServiceGrid Deployment Service – Ecosystem Builder

### Service Summary

Cisco ServiceGrid Deployment Service – Ecosystem Builder Initial business to business (B2B) Connection enables a Customer and Ecosystem Trading Partner to integrate and automate one ITSM by connecting one Customer and Ecosystem Trading Partner ITSM instance to the Cisco ServiceGrid using a single Cisco standard ServiceGrid Core connection method and one Workflow for each ITSM connected to ServiceGrid.

The Ecosystem Builder Deployment Service supports Cisco ServiceGrid Standard Workflow processes and can also be used for Custom Workflow processes approved by Cisco at time of contracting.

Once an initial B2B Connection has been established for a given process the Customer can integrate and enable Ecosystem Trading Partner(s) using the Cisco ServiceGrid Ecosystem Builder Managed B2B Connection deployment service.

### Location of Services

Services are delivered remotely to Customer.

**Initial Connection: Connecting 2 systems, Cisco manages****Kick-Off Meeting****Cisco Responsibilities**

- Schedule a one (1) hour remote kick-off meeting with Customer. This meeting is intended to initiate the project, review project scope, introduce the project team and commence project planning and will include the following:
  - Review project schedule and timeline with Customer
  - Review configuration with Customer and provide recommendations if system requirements are not met
- Compile and distribute project kick-off meeting minutes.

**Customer Responsibilities**

- Ensure appropriate people resources are available to participate in the kick-off meeting (including) technical resources
- Review project schedule and timeline with Cisco
- Review configuration with Cisco to ensure system requirements are met
- Read project kick-off meeting minutes and provide feedback

**Project Status Meetings****Cisco Responsibilities**

- Schedule up to 16 remote status meetings (maximum total duration of 12 hours) with Customer
- Status meetings are conducted in order to track the progress of the project, report on progress to plan, and document in the project management plan by completing the following:
  - Invite and moderate the project steering meeting
  - Compile and distribute project status meeting minutes

**Customer Responsibilities**

- Participate in status meetings with Cisco
- Review Project Plan with Cisco for accuracy
- Review project status meeting minutes and provide feedback to Cisco

**Specification and Implementation****Cisco Responsibilities**

- Schedule up to 10 remote specification meetings (maximum total duration of 28 hours) with Customer
- Create and update specification document to provide two B2B Connections. This includes a high level architectural overview as well as the functional and technical specification that meets the following requirements:
  - A Standard or Custom Cisco ServiceGrid Core incident, problem, change or request process that leverages up to 14 transactions.
  - Cisco ServiceGrid Core Standard or Custom Workflow that supports agreed upon configurations for data mappings, error handling, event based triggers and notifications
  - A transport method using post via HTTPS (Secure Hyper Text Transfer Protocol) POST or SOAP (Simplex Object Access Protocol) using Push/Pull method for both ITSM connections
  - Standard Authentication: username and password within the SOAP envelope or Basic Authentication for HTTPS POST
- Request final acceptance for the specification document
- Create and update Acceptance Test Plan for the implementation

- Request final acceptance for the Acceptance Test Plan
- Setup Cisco ServiceGrid according to specification document
  - Prepare Cisco ServiceGrid for testing
  - Announce testing readiness
  - Create and distribute go-live plan

#### **Customer Responsibilities**

- Ensure appropriate people resources are available to participate in the specification meetings
- Review specification document and provide feedback
- Review and approve final detailed specification document
- Review and approve Acceptance Test Plan
- Review and accept the Go-Live plan
- Receive declaration of testing readiness and prepare for testing

#### **Reporting Portal Initial Setup**

#### **Cisco Responsibilities**

- Provide a configured Cisco ServiceGrid standard reporting portal with nine (9) standard reports with 1 Basic-access Portal User set up and 1 Full-Access Portal User set up and configured for use. Reports provided are as follows:
  - Six (6) Standard Volume Reports
    - Volume Actual - Calls Open (Overall) - last month/last week
    - Volume Actual - Calls Open by Priority - last month/last week
    - Volume Actual - Calls Open by Request Type (Incident, Problem, Change) - last month/last week
    - Volume Actual - Calls Open by Partner - last month/last week
    - Volume Trend - Call Volume (last 12 months)
    - Volume Trend - Call Volume by Partner (last 12 months)
  - Three (3) Service Level Reports
    - Service Level Actual - Calls Open - Average Service time Acknowledgement. Time for Call Open (Overall)
    - Service Level Actual - Calls Open - Average Service time Acknowledgement. Time for Call Open by Partner
    - Service Level Trend - Average Service time Acknowledgement. Time (last 12 months)
- Provide a standard Error Message list that Customer can monitor via the Cisco ServiceGrid portal (Resend and re-convert messages)
- Assign reporting portal role to one (1) Customer user
  - Ecosystem Manager (Customer can access all service case reports for each Ecosystem Trading Partner)
- Provide standard reporting portal setup by activating the features for the one (1) Full-Access Portal User and for (1) Basic-Access Portal User.
- Add Customer's company logo to the portal.

#### **Customer Responsibilities**

- Identify one (1) user who will be given Basic-Access Portal User rights and (1) user that will be given Full-Access Portal User rights..
- Confirm that named users have access to the reporting portal and can run the defined reports and features.
- Provide Cisco with style selection from a number of standard style sheets including background, button, and color providing Cisco with the Customer's company logo.

#### **Testing**

#### **Cisco Responsibilities**

- Schedule up to 16 remote testing meetings (maximum total duration of 48 hours) with Customer
  - Testing Meetings are conducted in order to track the progress of testing, report on progress to plan, and document the status by completing the following:
    - Invite and moderate the testing meeting
    - Compile and distribute testing meeting minutes

- Document the testing results
  - Create a testing progress report
- Complete testing and prepare for go-live readiness by performing the following:
  - Define defects that were detected during testing, and identify the defects that can and cannot be fixed during the testing phase.
  - Classify defects into four classes:
  - Class 1 “critical”: Non-availability of contracted Cisco ServiceGrid services or major functions for the customer. This defect will delay go-live original date. It includes: a) system freeze without recovery b) loss of data c) destruction of data, d) incorrect results during time critical processing of mass data.
  - Class 2: “major”: Service partly not available but basic functions are available. This defect will not affect go live if all parties agree to fix immediately after go live. It includes: a) incorrect or inconsistent data processing, b) slow system performance
  - Class 3: “minor”: Agreed and documented functions are not available, but do not disturb daily operations significantly. This defect doesn’t delay go live and can be fixed after go live. It includes: a) wrong error messages, b) a program is in a waiting state and can only be reactivated manually
  - Class 4: “trivial”: The system is not affected and the documented functions are available. The error can be bypassed without any effect on the user. This defect doesn’t delay go live and can be fixed after go live. It includes: a) duplicated screen messages, b) error in documentation, c) typos.
- Declare testing finished and assess Go Live readiness
- Request final acceptance for the implementation
- Update and distribute technical implementation documentation

#### Customer Responsibilities

- Prepare, participate, and contribute to testing meetings.
  - Provide feedback on testing results
  - Review and provide feedback on the testing progress report.
- Perform acceptance testing and, provide test plan and results.
  - Review and accept the Acceptance Test Plan Document.
  - Participate in the execution of the Acceptance Test Plan providing any applicable feedback
  - Review and agree to classification of defects
- Send acceptance for implementation to project team
- Receive updated technical implementation documentation and provide feedback

#### Go Live

#### Cisco Responsibilities

- Hand-over Cisco ServiceGrid support and standard operating procedures information to Customer support and operations
- Hand-over implementation and Customer support and operations information to Cisco ServiceGrid support (Incident/Problem/Change Management) and to Cisco ServiceGrid Operations (Availability/Capacity/Continuity Management)
- Go-Live meeting is conducted in order to take the project live
  - Invite and moderate the go-live meeting
  - Compile and distribute go-live meeting minutes
  - Compile and distribute go-live note
- Request final acceptance for the project
- Receive acceptance and trigger post project assessment
- Conduct post project assessment meeting
  - Invite and moderate post project assessment meeting
  - Compile and distribute meeting minutes of post project assessment meeting

#### Customer Responsibilities

- Hand-over Customer support and operations information to Cisco
- Prepare and participate in the go-live meeting by performing the following:
  - Ensure appropriate people resources are available to participate in the go-live meeting
- Go-Live Meeting is conducted in order to take the project live
  - Contribute to go-live meeting
  - Review go-live note and provide feedback

- Read go-live meeting minutes and provide feedback
- Verify deliverables against acceptance criteria and provide feedback
- Send final acceptance to Cisco project team
- Contribute to post project assessment meeting
  - Participate in post project assessment meeting
- Read post project assessment meeting minutes and provide feedback

#### **Deliverables**

- Kick-off PowerPoint containing all updates from actual project kick-off meeting
- All-hands Remote project status meeting
- Project status meeting task list
- Specification Document
- Test Plan Document
- Cisco ServiceGrid Setup, access to case tracking
- One (1) named user (Basic Access User) with the role "Ecosystem Manager" to access all reports and included features
- Six (6) Standard Volume Reports
- Three (3) Service Level Reports
- Go Live Plan
- Email declaration of testing readiness
- Validation of Implementation against Test Plan
- Email declaration of Go Live readiness
- Technical documentation of Implementation
- Cisco ServiceGrid Support and Standard Operating Procedures Information Document
- Smoke test ticket
- Email note of Go Live
- Post Project Assessment PowerPoint

#### **General Customer Responsibilities**

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer'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 Customer'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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **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 Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer'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 Customer's acceptance of completion of the Services in accordance with this Service Description.

<b>Supplemental Glossary of Terms for Cisco ServiceGrid Deployment Service – Ecosystem Builder Initial B2B Connection</b>
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- **Basic-Access Portal Users** having basic read only access to the standard reporting portal.
- **B2B Connection** connects an ITSM application or system to the Cisco ServiceGrid Core to enable the automation of a contracted process including data, attachments and status exchange transactions associated with a defined workflow.
- **Cisco ServiceGrid** is an integration platform in the cloud that seamlessly connects Customers to enable real time multi-party support collaboration for key workflow processes including but not limited to service request, incident, change and problem management.
- **Cisco ServiceGrid Core** is a standard component that provides a set of well-defined standard definitions to support service request, incident, change, and problem management workflow processes. Each Customer and Ecosystem Trading Partner can leverage Cisco ServiceGrid Core to create standardized integration, workflow and data mappings to other Ecosystem Trading Partners.
- **Ecosystem** consists of a Customer and at least one Ecosystem Trading Partner collaborating and managing ITSM service cases.
- **Ecosystem Trading Partner** is the general term for a Customer's business partner that has an active B2B Connection with the Customer that is enabled by Cisco ServiceGrid.
- **Full-Access Portal Users** having administrator level privileges on Cisco ServiceGrid support portal including the ability to set up and manage other Full-Access and Basic-Access user profiles for their organization.
- **Information Technology Service Management (ITSM)** applications are typically used by Customer and Ecosystem Trading Partner(s) to execute and manage service cases (tickets) internally. Cisco ServiceGrid enables Customers to integrate and automate workflow processes with Ecosystem Trading Partners by creating B2B Connections between their ITSM application and the ITSM application of the Ecosystem Trading Partner(s).
- **Workflows** - Service Cases are driven through a pre-defined set of Workflow tasks and transactions triggered through a series of updates made by Customer or Ecosystem Trading Partner. Each update and its data are stored in Cisco ServiceGrid database. Workflows are the basic method to manage Service Cases. Workflow Types include:
  - **Standard** – Four Cisco ServiceGrid Core standard Workflows (including service request, incident, change and problem management) and twelve Transactions (including open, open\_info, acknowledge, reject, update, process, hold, solve, assign\_partner, close, cancel, error) to quickly implement your multi-party Workflow process.
  - **Configured** – Four Cisco ServiceGrid Core standard Workflows (including service request, incident, change and problem management) that have been modified or extended by adding new Transactions, data lookups, specific logic, rules and event triggers.
  - **Custom** - Custom integration Workflow built from scratch using Cisco ServiceGrid features and functions including Workflow designer and Workflow template library.