



## Service Description: Advanced Services – Fixed Price Cisco CIE Micro Engagement (ASF-ESG-CIE-ME)

This document describes Advanced Services Fixed Price offer: For the Cisco Connected Industries and Energy Micro Engagement.

### ASF-ESG-CIE-ME

### Scope

**Limited Assessment or  
Architecture for a defined  
platform**

**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.

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### Cisco CIE Micro Engagement (ASF-ESG-CIE-ME)

#### Service Summary

The Cisco Connected Industries and Energy (CIE) Micro Engagement provides a limited set of assessment or architectural services to optimize the platform functionality and align these with use cases. This includes identifying the relevant use cases, assessing or architecting the required platform and providing the necessary recommendations. This service includes up to two (2) weeks on-site and is limited to only one Platform, as selected by Customer, from the table shown below.

#### Platform Definition

Platform	Definition
<b>Industrial Wireless</b>	<ul style="list-style-type: none"> <li>Up to 20 Access Points (Cisco 1552x)</li> <li>Up to 2 Wireless LAN Controllers (WLC)</li> <li>One (1) MSE/Prime Infrastructure instance</li> </ul>
<b>Wide Area Network (WAN)</b>	<ul style="list-style-type: none"> <li>Up to 20 PE Nodes</li> <li>One Prime Carrier Management instance</li> </ul>
<b>Field Area Network (FAN)</b>	<ul style="list-style-type: none"> <li>Up to 5 Edge Routers</li> <li>One Communications Head End</li> <li>No High Availability or Disaster Recovery</li> </ul>
<b>IP Network</b>	<ul style="list-style-type: none"> <li>Up to 20 Network Devices</li> <li>Single Network Domain</li> </ul>
<b>Plant Manufacturing Network</b>	<ul style="list-style-type: none"> <li>Up to 20 Network Devices (not including endpoints)</li> <li>Single Network Domain</li> </ul>

#### Deliverables

Customer Requirements & Use Cases  
Network Assessment (for existing networks)  
Network Architecture (for new networks)  
Recommendations & Next Steps

#### Location of Services

Services are delivered as a combination of remote and on site.

#### Project Management

### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the Services.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned meetings, resources and timescales.

#### **Customer Responsibilities**

- Provide the Cisco project manager (PM) with a list of designated personnel roles and responsibilities.
- Ensure that key personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- Identify primary and backup points of contact as authorized site contacts.
- Participate in any scheduled project review meetings or conference calls, as required.
- Co-ordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within two (2) Business Days of Cisco's request, unless the parties agree to another time period for response.
- Provide an authorized signature for delivery of Cisco Products at Customer location.

#### **Customer Requirements and Use Cases**

##### **Cisco Responsibilities**

- Meet with Customer stakeholders to document network requirements and use cases.
- Document the typical Customer requirements, use cases, architectural implications and proposed solution.

##### **Customer Responsibilities**

- If required, attend the remote workshop where Customer shall share business and technical requirements.
- If requested by Cisco, provide physical and logical network schematics for other network elements that may be necessary for the provision of Services.

#### **Network Assessment (for existing networks)**

##### **Cisco Responsibilities**

- Assess the existing network architecture for reliability, performance and security characteristics.
- Analyze device configurations against leading practices
- Assess security vulnerabilities
- For Wireless networks, analyze RF coverage and interference
- Prepare and provide a Network Assessment documenting

the findings and architecture recommendations.

##### **Customer Responsibilities**

- Provide access to the necessary network information, schematics, design and configuration documents as well as any personnel and/or access to End Customer site as necessary for Cisco to perform the assessment and testing.
- Ensure availability of network, verifying that suitable environmental conditions are met and adequate power is available and tested at least five (5) Business Days prior to the assessment.
- If requested by Cisco, provide physical and logical network schematics for other network elements that may be necessary for the provision of Services.
- Provide any necessary specialist test equipment, as required by Cisco.
- Review the Network Assessment with Cisco.

#### **Network Architecture (for new networks)**

##### **Cisco Responsibilities**

- Develop the required network architecture to meet the identified reliability, performance and security characteristics.
- Provide recommendations and theoretical model for RF network coverage (Wireless only)
- Prepare and provide a Network Architecture documenting the findings and recommendations.

##### **Customer Responsibilities**

- Provide access to the existing network information, schematics, design and configuration documents as well as any personnel and/or access to Customer site as necessary for Cisco to develop the design recommendations.
- Ensure availability of network, verifying that suitable environmental conditions are met and adequate power is available and tested at least five (5) Business Days prior to the assessment.
- If requested by Cisco, provide physical and logical network schematics for other network elements that may be necessary for the provision of Services.
- Provide any necessary specialist test equipment, as required by Cisco.
- Review the Network Architecture with Cisco.

#### **Recommendations & Next Steps**

##### **Cisco Responsibilities:**

- Provide a document specifying the Network Recommendations.
- Identify the implementation roadmap and next steps

### Customer Responsibilities

- Work with Cisco to schedule the findings & recommendations session on site.
- Designate the key functional stakeholders required to attend the recommendations session.
- Review the Network Recommendations with Cisco.

### General Customer Responsibilities

- Customer shall assume liability for all Customer-owned equipment for any loss or damage to the equipment during the implementation.
- All information (such as but not limited to: architectures, designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco 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.
- Except as otherwise set forth in the Agreement between the parties, any Deliverables provided by Cisco are for Customer's internal use and subject any licensing, ownership and confidentiality terms specified in the Direct Sale of Cisco section of this document.

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.

### Invoicing and Completion

#### Invoicing