



Service Description: Advanced Services – Fixed Price

Cisco Interactive Experience Training Service (ASF-ESG-G-IEXP-TRG)

This document describes Advanced Services Fixed Price: Cisco Interactive Experience Training Service.

Related Documents: This document should be read in conjunction with the following documents also posted at 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 Interactive Experience Training Service

Service Summary

The Cisco Interactive Experience Training Service provides end user training for the implementation of the Interactive Experience Platform and includes: project management, training design and delivery, and gathering feedback and evaluation. This service is delivered on site over a period of two (2) Business Days ("Services").

Deliverables

Final Training Materials
Evaluation Report

Location of Services

Services are delivered remotely and on site to Customer.

Cisco Responsibilities

- Provide a kick off meeting remotely with Customer for one (1) hour to share training objectives, including to establish a training delivery schedule.
- Identify the Customer's user community, primary users, and subject matter experts (SMEs) to participate in the training sessions.
- Provide training session for up to two (2) Business Days for Customer end-users and SMEs, and provide Final Training Materials.
- Provide on-line customer satisfaction surveys to gather Customer feedback from the training sessions; and, analyze the Customer feedback.
- Prepare an evaluation report, including information obtained from the feedback and analysis.
- Present the Evaluation Report to the Customer.

Customer Responsibilities

- Participate with Cisco in kick off meeting, training sessions and evaluation presentation.
- Provide a conference room or other suitable location to conduct training.
- Work with Cisco to schedule the training session.
- Designate up to ten (10) Customer employees to participate in the training session(s) and presentation of the Evaluation Report.

- Complete on-line customer satisfaction surveys for the training session, providing feedback to Cisco.

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. 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.

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 Authorized Channel. 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.