



Service Description: Advanced Services – Fixed Price

Cisco Deployment Service for Prime Collaboration Assurance Startup (ASF-ASOSS-PCA-DEP)

This document describes Advanced Services Fixed Price: Cisco Deployment Service for Prime Collaboration Assurance Startup.

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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Assurance Startup

Service Summary

Cisco Deployment Service for Prime Collaboration Assurance (PCA) Startup provides Design, Installation and Configuration service to Customer for the deployment of the Prime Collaboration Assurance (PCA) on a single Cisco recommended hardware running ESXi to support up to two (2) Cisco Unified Communications Manager clusters, one (1) Session Manager Edition cluster, one (1) Cisco Unity Connection, one (1) Presence server with up to fifty (50) supported Cisco IP-Phone devices and twenty (20) TelePresence endpoints, creation of up to four (4) diagnostic tests and up to 3 device groups. Cisco will configure alarm forwarding to upper management layer: two (2) trap based forwarders and two (2) email based forwarders.

Cisco will provide up to four (4) hours of Post-implementation remote support to answer Customer queries within two (2) weeks of deployment and testing completion and up to four (4) hours of remote Transfer of Information (ToI) within two (2) weeks of deployment and testing completion.

Services are applicable to new PCA implementations with out-of-the-box features only (no code customization).

Deliverables

- As-built Document
- Acceptance Test Plan (ATP)
- Transfer of Information (TOI) Presentation slide deck

Location of Services

Services are delivered remotely and on site to Customer.

Planning Phase

Cisco Responsibilities

- Provide the pre-deployment questionnaire to Customer.
- Review the Customer response to the pre-deployment questionnaire for any applicable follow-up questions or clarifications.

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- Use the Customer response to the pre-deployment questionnaire as input for planning in the Implementation Phase.

Customer Responsibilities

- Complete the pre-deployment questionnaire.
- Provide all information as requested by Cisco to be documented in the pre-deployment questionnaire within five (5) Business Days following receipt of the pre-deployment questionnaire.
- Designate key contacts and authorized personnel including network architects, system/application administrators and IT engineers who shall be available for on-going information gathering and feedback during the Services.
- Provide full details of:
 - current network topology, including access, distribution, and core layers, types of switches and routers;
 - Internet Protocol (IP) addressing and sub-netting for each device planned to be managed along with SNMP Read community strings and device credentials;
 - Features and services that have been enabled on the network.

Implementation Phase

Cisco Responsibilities

- Conduct project kick off meeting, providing representation from technical and project management team
- Create As-built Document
- Install one (1) instance of Prime Collaboration Assurance (PCA) a single Cisco recommended hardware running ESXi.
- Perform the following configuration tasks:
 - Add up to two (2) Cisco Unified Communications Manager clusters, one (1) Session Manager Edition cluster, one (1) Cisco Unity Connection, one (1) Presence server with up to fifty (50) supported Cisco IP-Phone devices and twenty (20) TelePresence (TP) endpoints.
 - Configure alarm forwarding to upper management layer: two (2) trap based forwarders and two (2) email based forwarders
- Update the As-built Document based on specific attributes of the system installation and configuration.
- Review As-built Document with Customer and provide the final version.
- Create the Acceptance Test Plan (ATP) document
- Review ATP document with Customer and provide a final version.
- Execute acceptance testing, performing acceptance testing activities for up to eight (8) hours, and documenting the test results in the ATP.

Customer Responsibilities

- Participate in the project kick off meeting providing representation from applicable technical teams.
- Rack, stack, power-up, and install operating system, applying any operating system patches and connecting the server to the network.
- If PCA is installed on a virtual machine, Customer is responsible for creating the virtual machine as per the specification, installing guest operating system, applying any applicable operating system patches and connecting it to the network.
- Open applicable firewall ports to access PCA web server and PCA application to connect to the devices.
- Provide Cisco designated engineer with remote access to the PCA server for configuring the system; remote access should be through a virtual private network (VPN) or similar method.
- Configure the devices to allow SNMP communication from/to the PCA application.
- Review the As-built Document with Cisco.
- Review the Acceptance Test Plan document with Cisco.
- Participate in the execution of the Acceptance Test Plan and provide any applicable feedback.
- Schedule the necessary facilities for onsite Acceptance Testing including conference rooms, projectors, and network connectivity for Cisco resource.

Knowledge Transfer Phase

Cisco Responsibilities

- Create TOI slide deck for the presentation in the onsite session.
- Provide for Customer stakeholders a presentation of TOI session on site for up to four (4) hours to include information on device discovery, application usage, management and troubleshooting tips.
- Provide the TOI Presentation slide deck materials to Customer.
- Provide up to four (4) hours of remote support over a maximum period of two (2) consecutive weeks for any questions or troubleshooting issues related to the PCA implementation; remote support will commence on the following day after the implementation.

Customer Responsibilities

- Designate up to five (5) Customer stakeholders to participate in the onsite TOI session.
- Work with Cisco to schedule the onsite TOI session, scheduling the necessary facilities for the presentation, including conference rooms, projectors, and network connectivity.

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.
- Customer expressly understands and agrees that the Services shall commence within a period of fifteen (15) Business Days from issuing a Purchase Order to Cisco for the Services herein.
- Customer to notify Cisco of any scheduling changes related to the project at least ten (10) Business Days prior of the scheduled activity.

- Customer acknowledges that Acceptance Testing and TOI presentation will be scheduled as two (2) consecutive activities with the TOI presentation directly following Acceptance Testing.
- Customer expressly understands that Services exclude:
 - Migration/upgrading existing installations
 - Provisioning
 - LDAP authentication
 - External integrations with other systems other than setting the events forwarders
 - Customized reporting
 - Alarms customization
 - Device configuration & settings

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.