Service Description: Advanced Services – Fixed Price

Identity Services Engine Design Service (ASF-CORE-ISE-DSGN)

This document describes the fixed price Identity Services Engine (ISE) Design 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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ISE Design Service

Service Summary

The Identity Services Engine Design Service provides ISE high-level and low level design development to meet customer requirements and design goals. The ISE Design Service includes technology readiness assessment, high-level design development, low level design development, and remote design support (“Services”).

The Services support a design with up to 20,000 endpoints on the ISE.

Services do not include the following: 1) integration with web services via ISE representational state transfer (REST) or application programming interface (API); 2) design validation through lab testing.

Location of Services

Services are delivered both remotely or on-site to Customer as agreed upon. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to two (2) days on-site at a single Customer location during Normal Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.

Technology Readiness Assessment

Cisco Responsibilities

- Conduct a two day requirements workshop to review with Customer the following:
  - design goals
  - business, technical and operational requirements
  - system and application interoperability requirements
  - network design/topology documents
  - network information and reports
  - existing and planned security devices, code versions and configuration files of appropriate devices
  - current and planned security policies
- Analyze the potential effects of integrating ISE with the Customer's existing IT infrastructure.
- Identify any gaps in the Customer's existing and planned infrastructure with the potential to prevent the ISE from performing optimally.
- Develop recommendations for correcting any gaps.
- Present gap analysis findings and recommendations to Customer.
- Assist Customer with creating the Customer Requirements Document.

### Customer Responsibilities

- During the requirements workshop, provide and review with Cisco the following:
  - design goals
  - business, technical and operational requirements
  - system and application interoperability requirements
  - network design/topology documents
  - network information and reports
  - existing and planned security devices, code versions and configuration files of appropriate devices
  - current and planned security policies
- Attend the session in which Cisco presents the gap analysis findings and recommendations.
- Review Customer Requirements Document with Cisco.

### High Level Design Development

### Cisco Responsibilities

- Create a high level design using findings from the architectural gap analysis, to include:
  - Customer objectives and requirements
  - ISE high level architecture description
  - design recommendations and proposed network changes to meet design goals and requirements
  - traffic flows in the proposed network design
- Document the high level design in the High Level Design Document, and provide it to Customer.
- Review with Customer the High Level Design Document.

### Customer Responsibilities

- Review and approve the Cisco the High Level Design Document.

### Low Level Design Development

### Cisco Responsibilities

- Create a low level design document which includes the following:
  - recommendations on how the Cisco ISE will be implemented to meet requirements
  - recommendations on user and device policies to meet requirements
  - recommendations and guidelines for device configuration
- Document the low level design in the Low Level Design Document, and provide it to Customer.

### Customer Responsibilities

- Review with Customer the Low Level Design Document.

### 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.