



## Service Description: Advanced Services – Fixed Price

### Nexus Implementation Service for up to 2 Cisco Nexus 7000 Switches (ASF-DCV1-NEX-IMP-A)

This document describes Advanced Services Fixed Price Nexus Implementation Service for up to two (2) Cisco Nexus 7000 switches.

**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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#### Nexus Implementation Service for up to 2 Cisco Nexus 7000 Switches

##### Service Summary

The Nexus Implementation Service provides implementation of Cisco Nexus basic L2/L3 features. The Cisco Nexus Implementation Service provides a detailed network implementation plan (NIP) and a network ready for use (NRFU) test plan based on the Customer-provided, Cisco-approved low level design (LLD) ("Services").

##### Cisco Nexus Devices

Services are limited to one (1) customer location with one (1) data center, and are limited to the following Cisco Nexus devices and quantities:

- Up to two (2) Nexus 7000 Data Center switches, used as Core and/or Aggregation devices
- Up to eight (8) Nexus 5000 Data Center Access switches
- Up to 4 Catalyst 2900/3560/3750 series switches (existing DCN connectivity)
- Up to thirty-two (32) Nexus 2000 Fabric Extenders (FEX)

##### Cisco Nexus Design Features Excluded

Services exclude the following Cisco Nexus design features:

- Overlay Transport Virtualization (OTV)
- Fiber Channel over Ethernet (FCoE)
- Layer 2 Multi-Pathing (L2MP)
- IPv6
- TRILL
- Multiple (greater than one) data center
- Data center interconnect
- Multi-tenancy
- Firewall and load balancing design and/or integration
- Third party (non-Cisco) devices in the design

Services are comprised of the following:

- Project Management
- Nexus Implementation and Test Planning

- Nexus Onsite Implementation, Configuration, and Testing Support
- Nexus Remote Post Implementation Support
- Remote Knowledge Transfer Session

### **Deliverables**

Project Plan  
Nexus Network Implementation Plan  
Test Plan

### **Location of Services**

Services are delivered onsite and remotely to Customer.

### **Project Management**

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein.

### **Cisco Responsibilities**

- Conduct a project kick-off meeting with Customer at the inception of the Services.
- Identify project team members.
- Define the communication flow with the project sponsor and key stakeholders and document it in the project plan ("Project Plan").
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.
- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Ensure completion of the Services and Deliverables as described herein.
- Participate in weekly scheduled project review meetings or conference calls as required.
- Provide the Project Plan.

### **Customer Responsibilities**

- Provide a single point of contact for the Services described herein.
- Provide a Cisco-approved LLD.

- Provide facility (including whiteboard and projector) for use in hosting the project kick-off meeting.
- Ensure project stakeholders are in attendance.
- Communicate to Cisco project manager any changes in project scheduling in a timely fashion
- Provide written feedback/acknowledgements when requested during Services.

### **Nexus Implementation and Test Planning**

#### **Cisco Responsibilities**

- Conduct a remote work session(s) to discuss with Customer the high level implementation strategy and test plan.
- Working with Customer stakeholders, Cisco will analyze the Customer-provided LLD and develop an implementation plan. The Cisco-developed Nexus Network Implementation Plan will include:
  - detailed step-by-step procedures for the Nexus implementation;
  - device configurations for the Nexus devices limited to those listed in the Service Summary.
- Develop a test plan using the Customer-provided LLD and implementation plan, including Customer inputs for the implementation of Nexus.
- Document all information and details of the draft implementation and test plan, including success and fail criteria, in the Nexus Network Implementation Plan and Test Plan.
- Review with Customer the Nexus Network Implementation Plan and Test Plan.

#### **Customer Responsibilities**

- Provide facility to host work session(s) to discuss the high level implementation strategy and test plan, providing a whiteboard and projector.
- Provide the network LLD and a draft implementation plan for use in Cisco's development of the final implementation and test plan. The Customer-provided draft implementation plan should include operation procedures for both network and application, as well as an integration schedule.
- Review with Cisco the Nexus Network Implementation Plan and Test Plan.

### **Nexus Onsite Integration/Configuration and Testing Support**

#### **Cisco Responsibilities**

- Cisco will provide three (3) contiguous days of on-site implementation support.
- The implementation support will include:
  - guidance in Customer's loading configurations for the Nexus devices limited to the scope of the Services;
  - guidance in Customer's validation of the operation of new Nexus infrastructure.

#### **Customer Responsibilities**

- Provide Cisco with implementation and testing schedule in advance of the implementation.
- Schedule any testing window with at least five (5) business days notice.
- Customer understands and agrees that it is responsible for rack and stack, cabling, and powering of Nexus switches.
- Customer understands and agrees that it is responsible for the overall execution of implementation and testing, including scheduling, staffing, and coordination within different Customer network and application groups.

### **Nexus Remote Post Implementation Support**

#### **Cisco Responsibilities**

- Provide remote troubleshooting and escalation support for up to three (3) contiguous days including:
  - scheduled remote implementation support for critical post implementation activities;
  - periodic review of outstanding technical post implementation issues;
  - participation in periodic Customer project status/update conference calls;
  - prompt handling and escalation of post implementation related technical issues as related to the current project.
- Provide proactive notification of any identified technical issues that could impact the implementation.

#### **Customer Responsibilities**

- Provide remote access to the customer's network, as requested by Cisco.

- Provide Cisco with implementation and testing schedule in advance of the implementation.
- Schedule any testing window and request for remote implementation support, providing at least five (5) business days notice to Cisco.
- Customer understands and agrees that it is responsible for the overall implementation and testing, including scheduling, staffing, and coordination within different Customer network and application groups.

### **Remote Knowledge Transfer**

#### **Cisco Responsibilities**

- Provide Knowledge Transfer (KT) remote session for the Nexus implementation, limited to one (1) business day of remote knowledge transfer limited to the scope of the Services.
- Schedule the knowledge transfer session and notify the Customer at least ten (10) business days prior to the start date of the session.

#### **Customer Responsibilities**

- Identify and ensure attendance of the Customer stakeholders to participate in the knowledge transfer session.
- Work with Cisco to schedule the remote knowledge transfer session
- Conduct any recording or conferencing of the knowledge transfer session.

#### **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.
- Customer acknowledges and understands that it is strongly recommended that Customer has purchased a Nexus Design Service for a successful delivery of the Services described herein. In the event Customer is using its own design documents, Customer shall ensure that the Customer-provided LLD meets Cisco's requirements and is approved by Cisco prior to commencing the Services as described 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**

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.

<b>Invoicing and Completion</b>
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