



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services Enterprise Networks Design Service - Advanced (ASF-CPSA-BNDA)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Enterprise Networks Design Service - Advanced available under the Collaborative Professional Services Program (“Program”).

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.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

Cisco Collaborative Professional Services Enterprise Networks Design Service - Advanced

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Enterprise Networks (“EN”) Design Service - Advanced provides remote assistance to Authorized Channel for the deployment of End User’s Enterprise Network technology components which includes the design implementation plan development (“Services”).

Services cover (2) two of the following end user’s EN technology areas:

- Routing and Switching
- Wireless

Once Authorized Channel selects the technology bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during duration of Services.

Deliverables

CPS Design Pre-requisite Questionnaire Template
CPS Detailed Design Document
CPS Network Implementation Plan

Location of Services

Services are delivered remotely to Authorized Channel.

Design Development and Implementation Plan

Cisco will analyze the End User’s prerequisite information provided by Authorized Channel in order to develop a design that will consider the End User’s future growth requirements and be implementation-ready. The detailed design includes both high level and low level design components. The implementation plan includes configuration steps or configuration guidelines for testing the implementation. Services do not include design for any third party systems.

Cisco Responsibilities

- Provide the CPS Design Pre-requisite Questionnaire Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Conduct telephone interviews with Authorized Channel to clarify and understand the gathered information, as needed.
- Create and provide one (1) design document; the design may contain:
 - comparison of End User’s requirements with standard Cisco EN architectures and design options to resolve any gaps;
 - design of the proposed network with an architecture diagram and description of the different design aspects;
 - determination of any risks in the design and recommendations for proposed changes to mitigate risks;
 - aspects of design and deployment model including device placement, physical and logical connectivity, as well as network management and device hardening parameters based on Cisco leading practices and sample configuration.

- Create and provide one (1) network implementation plan which may contain the deployment details with configuration guidelines, specific installation requirements, and recordings of the basic tests and actions for the End User's implementation.
- Review with Authorized Channel the CPS Detailed Design Document and CPS Network Implementation Plan.

Authorized Channel Responsibilities

- Ensure that Authorized Channel networking personnel and any key stakeholders are available to participate in telephone interview sessions as required to enable Cisco to understand End User's business and technical requirements for the network.
- Provide complete documentation and/or information for the following:
 - physical and logical network schematics for existing network where applicable;
 - completed Pre-requisite Questionnaire Template for the EN detail design;
- Provide Cisco with any required documentation which may include:
 - site specific implementation requirements;
 - site contacts, location and considerations;
 - site specific installation requirements;
 - site specific information from bill of materials.
- Review with Cisco the CPS Detailed Design Document and CPS Network Implementation Plan.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii.) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel'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 Authorized Channel'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

- Services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.
- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

License of Deliverables

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Limitation

AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

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 Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.