



Service Description: Advanced Services – Fixed Price

Collaborative Professional Services ISE Assessment Service (ASF-CPSA-ISEA)

This document describes Advanced Services Fixed Price: ISE Assessment Service 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 - ISE Assessment Service (ASF-CPSA-ISEA)

Service Summary

The ISE Assessment Service will provide analysis of network device configuration and WAN bandwidth information to identify gaps in readiness to integrate with Cisco ISE solution with the potential to prevent the ISE system from performing optimally and develop recommendations for correcting the gaps (“Services”).

The ISE Assessment will cover a) Network device readiness assessment (Wired/Wireless /VPN access devices); b) WAN network bandwidth review to support ISE deployment;

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Cisco will provide the following for data gathering,
 - ISE readiness questionnaire
 - Optional configuration gathering tool
- Cisco and Authorized Channel shall mutually agree on requirements and information collected.
- Analyze the readiness of network devices and WAN bandwidth for integrating ISE with the existing IT infrastructure.
- Identify a software version of code to use in the targeted network devices if required based on gaps identified in device readiness.
- Conduct one (1) remote session with Authorized Channel engineer to review the findings. This session shall not exceed one (1) hour.
- The ISE Assessment report will cover
 - Network device readiness
 - WAN network bandwidth readiness

Authorized Channel Responsibilities

- Provide Cisco with the following information:
 - Completed ISE readiness questionnaire
 - WAN Topology diagram with bandwidth information
 - Network device configurations
 - Details of planned network devices and their code versions
- Authorized Channel and Cisco shall mutually agree on requirements and information collected.

General Authorized Channel Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the current environment. Cisco Services are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- 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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel 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.

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.