



Service Description: Collaborative Professional Services – Multi-Day Router and LAN Switch Audits Service – Fixed Price (ASF-CPSR-MRLS)

This document describes Advanced Services Fixed Price: Multi-Day Router and LAN Switch Audits Service, 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/service-descriptions/: (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”).

Multi-Day Router and LAN Switch Audits Service

Service Summary

The Multi-Day Router and LAN Switch Audits Service provides to Authorized Channel four (4) unique deliverables in support of the network infrastructure. Each deliverable requires a data collection effort that will be performed prior to delivery of the report output services (“Services”).

Deliverables

LAN Switch Audit Report

The LAN Switch Audit Report provides a trend analysis of LAN switches based on the data collected from show command using Telnet and SNMP polling over a period of time ranging from one (1) to seven (7) days. The report provides analysis of

LAN switch devices and recommendations on fault, capacity and performance parameters on the End User’s network infrastructure.

Router Audit Report

The Router Audit Report provides a trend analysis of routers based on the data collected from show command using Telnet and SNMP polling over a period of time ranging from one (1) to seven (7) days. The Router Audit report provides analysis of LAN Switch devices and recommendations on fault, capacity and performance parameters on the End User’s network infrastructure.

End of life (EOX) Hardware Report

The EOX Hardware Report provides device level lifecycle status on the network install base to assist network investment planning as well as to identify potential risk issues. This deliverable requires a one-time collection of the network inventory.

Field Notice Report

The Field Notice Report identifies whether or not install base is impacted by a particular field notice alert, and if so, the magnitude of the impact, including a recommendation to mitigate the impact. This deliverable can leverage the inventory collection effort used for the EOX report.

Location of Services

Services are delivered remotely to Customer.

Cisco Responsibilities

- Provide Method and Procedure documents for each of the deliverables stated herein.
- Provide Authorized Channel the capability to download the necessary software to perform network data collection required for each of the deliverables.
- Provide Authorized Channel the Preliminary Assessment Questionnaire required for each of the deliverables.
- Perform analysis of the respective data collections to produce the deliverables, including change recommendations and priorities.
- Schedule meeting(s) as necessary to review with Authorized Channel the output of the audits.

- Provide findings and recommendations from the data analysis in the following:
 - Router Audit Report
 - LAN Switch Audit Report
 - End of life (EOX) Hardware Report
 - Field Notice Report

Authorized Channel Responsibilities

- Confirm to Cisco the duration of both the LAN Switch Audit and the Router Audit collection efforts. Data collection may range from one (1) to seven (7) days in duration.
- Provide the Authorized Channel-completed Preliminary Assessment Questionnaire and review it with Cisco for each audit service.
- In order to use Data Collection Tool, the Authorized Channel must receive authorization from End User to allow Authorized Channel to run, on one or more computers connected to End User's network, the Data Collection Tool in order to collect, use and analyze End User configuration information, and to generate reports regarding End User's network and equipment.
- Ensure all the steps have been followed in the Method and Procedures document provided by Cisco.
- Provide Cisco the data gathered from End User's network.
- Attend any meeting(s) scheduled by Cisco to review the output of Multi-Day Router and LAN Switch Audits Service.

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 acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- 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.
- Authorized Channel understands and acknowledges that Services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel expressly acknowledges and agrees that its solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information

containing in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, 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 shall obtain End User acknowledgement that completion of such Services is dependent upon Authorized Channel's use of Data Collection Tool and that End User must provide required information for the use of the Data Collection Tool to gain access to End User's network, make the End User's network available for installation of Data Collection Tool, provide secure installation behind the End User's firewall, provide access to all devices on the End User's network, make any required modifications (such as firewall rules and/or access-lists) required to enable Data Collection Tool to access all devices on End User's network
- Authorized Channel understands and acknowledges that the Data Collection Tool is only to be used by authorized personnel of the Authorized Channel.
- Authorized Channel acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tool.
- Authorized Channel understands and acknowledges that the Data Collection Tool (and related software) is confidential to Cisco and its licensors. Authorized Channel will (a) hold the Data Collection Tool (and related software) in confidence, (b) not disclose the contents of the Data Collection Tool (and related software) to third parties, and (c) allow access to the Data Collection Tool (and related software) only by employees of Authorized Channel with a need to know for purposes of accessing or using the Data Collection Tool (and related software).
- Access to and use of the Data Collection Tool by Authorized Channel is subject to acceptance of the Cisco End User License Agreement.
- Authorized Channel agrees to return Data Collection Tool upon termination of the license or upon Cisco's request that the Data Collection Tool be returned to Cisco.
- 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

Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon

written or oral notice to Authorized Channel, with or without prior notice.

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.

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

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.