

Service Description

Cisco Catalyst Center Assurance Quick Start Implement

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

Cisco Catalyst Center Assurance Quick Start Implement (AS Fixed SKU: ASF-EN1-G-ASSU-IMP) assists with implementation of the Cisco Catalyst Center with assurance.

1.1 Location of Services:

- All services are delivered remotely.

1.2 Invoicing:

- Services will be invoiced upon completion of the Services.

If a Service or a specific Document Deliverable is listed for review, approval and signoff, the parties will use the Completion and Acknowledgement process documented in the [Services Guide](#).

2. Deliverables

- Solution Requirements Document
- As-Build Document

3. General Project Management

3.1 Cisco Responsibilities

- Schedule and facilitate a Project Kickoff meeting with Cisco and Customer stakeholders.
- Provide a Project Management Plan ("PMP"). The PMP is a baseline document from which the Cisco Project Manager ("PM") can manage deliverables, assess progress, and manage change management issues and any ongoing questions.

3.2 Customer Responsibilities

- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes, respectively.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.

4. Pre-Deployment Planning

Cisco Responsibilities

- Provide Customer with a pre-deployment questionnaire to identify customer business objectives and technological requirements for the solution and gather information about the Customer's network environment.
- Review existing Customer documentation related to current and planned architectural design(s).
- Review the completed pre-deployment questionnaire received from Customer and follow up on questions or further information which may be required.

- Provide inventory .csv file format, if Cisco determines such file is required.
- Conduct one (1) remote design workshop of up to 4 consecutive hours to review Customer's requirements, existing environment and future goals.
- Review requirements of the proposed solution gathered during the workshop/interviews and perform a gap analysis against the current architectural design(s).
- Review and deliver Solution Requirements Document.

Customer Responsibilities

- Complete and return the pre-deployment questionnaire to Cisco within five (5) Business Days following receipt of the questionnaire.
- Provide Cisco with input for each technology discipline by a) participating in the requirements workshop; b) participating in interviews; and/or c) returning the completed requirements questionnaire five (5) Business Days from receipt.
- If Cisco Data Collection Tools are not operational, Customer to provide device inventory in Cisco provided .csv file format.
- Provide relevant documentation related to the current architectural design(s).
- Provide Cisco with information related to the following during the design review: a) design goals; b) business, technical and operational requirements; c) system and application interoperability requirements; d) network design/topology documents; e) network information and reports; f) existing and planned devices, code versions; f) current disaster recovery process and how disaster recovery can be achieved for the applications.
- Provide Cisco with IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data prior to or during the design review.
- If requested by Cisco, provide physical and logical network schematics for other network elements (e.g. Radius Server) with which the Catalyst Center will inter-work.
- Review and approve any Cisco inputs to the Pre-Deployment Checklist.
- Review and approve Solution Requirements Document.
- Provide signoff for Pre-Deployment Planning Services.

5. Implementation Execution

Cisco Responsibilities

- Install and/or upgrade Cisco Catalyst Center application on one (1) appliance and configure system settings in accordance with the Solution Requirements Document.
- Confirm that Customer has procured valid licenses for the software installation.
- Using the installed Catalyst Center application, conduct a remote network discovery and create a manually built map with up to twenty-five (25) supported network devices (Routers or Switches), one (1) Wireless LAN Controller (WLC), and up to five (5) Aironet Active Sensor devices.
- Create a network hierarchy for one (1) site.
- Import floor plan images and place Access Points on the map for one (1) floor of one (1) building.
- Configure telemetry profiles and apply to compatible discovered devices. Validate inbound data from compatible sources.
- Create the As-Build Document according to the implemented environment including deployment steps on high availability cluster.

Customer Responsibilities

- Designate Customer stakeholders responsible for supporting implementation tasks, to include: a) assemble system components in staging area, if required; b) install hardware and software, if required; c) complete cabling and other physical connectivity, if required; d) implementing and configuring the detailed design with the assistance of Cisco engineers; e) executing the Implementation Plan test cases with the assistance of Cisco engineers; and f) evaluating the test results against acceptance criteria with the assistance of Cisco engineers.

- Designate Customer stakeholders responsible for assisting Cisco engineers with updating any of the following: a) solution design; b) detailed implementation procedures and device-specific configurations; c) test procedures a based on changes to the implementation test cases; and d) defining and documenting failure recovery procedures.
- With Cisco's input, coordinate and develop an implementation schedule that meets the Customer's change and release management processes and Cisco's resource availability.
- Manage the delivery, installation, and configuration of equipment not provided by Cisco, which is required to work with, or act as, part of the Cisco-provided equipment.
- Dispose of unwanted equipment packaging.
- Ensure Cisco has access to Customer personnel and/or Customer site (including physical/remote access to solution, devices, and facilities) as necessary for Cisco to perform the Implementation Execution Services.
- Manage any Customer internal change management procedures.
- Ensure that correct physical cables are accessible to the cabinet, assume responsibility for the installation, labelling and testing of all cabling that Customer supplies.
- Ensure that all required licenses are available to load.
- Ensure that all required hardware is available for application install (Catalyst Center Appliance).
- Ensure that Aironet Active Sensors are installed and available for configuration.
- Ensure all pre-implementation activities, such as ensuring availability of appropriate server hardware, installation and racking of the server hardware, installation of recommended OS and patches, network connectivity, and opening of the firewall as specified by Cisco in the Pre-Deployment Checklist have been performed prior to the scheduled implementation.
- Make any corrections to Customer-provided and/or installed equipment, as required.
- If applicable, provide input and assist in updating the solution design with final, "as-deployed" information.
- Provide signoff for Implementation Execution Services.

6. Knowledge Transfer

Cisco Responsibilities

- Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop.
- The Knowledge Transfer workshop will be facilitated by a Cisco Advanced Services engineer.
- Conduct two (2) hour onsite Knowledge Transfer workshop during the onsite implementation week on topics relevant to the Cisco products and technologies deployed in Customer's production network. The workshop will be held for up to a maximum of ten (10) participants.
- Provide related knowledge transfer material.

Customer Responsibilities

- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop.
- Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop.
- Within five (5) Business Days following completion of Testing, reach agreement with Cisco on the commencement date of the Knowledge Transfer workshop.
- In the event that the Knowledge Transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the workshop(s), in Cisco's determination.
- Ensure that Customer's personnel attending the Knowledge Transfer workshop meet all course pre-requisites identified by Cisco.
- Provide signoff for Knowledge Transfer Services.

7. Services Assumptions & Exclusions

- Customer has racked, stacked and cabled Catalyst Center appliances prior to commencement of Services.
- Customer has all applicable licenses that are available to load.
- Knowledge Transfer workshop will be conducted in English (other languages subject to availability).
- Knowledge Transfer does not replace product training related to the solution.

8. Out of Scope

- Racking/stacking/cabling of equipment
- Network Infrastructure configuration (SNMP, SSH, Routing)
- Device migration configurations standards to be developed by customer
- SDA Design, Configuration, or Implementation
- ISE configuration or integration with Catalyst Center
- API development/integration
- Third-party devices
- Third-party software integration/configuration
- Network device software upgrades