

Cisco Catalyst Center Assurance Quick Start Use

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 Use (AS Fixed SKU: ASF-EN1-G-ASSU-USE) assists with implementation of the Cisco Catalyst Center with assurance.

1.1 Accelerator Summary:

Cisco Catalyst Accelerators provide 1-on-1 fixed duration advisory coaching engagements covering topics that span Catalyst Intent Based Networking. Each engagement is delivered between 4-6 hours over a period of 10-15 Business Days ("Services").

1.2 Ask the Expert Summary:

Cisco Ask the Expert ("ATX") are sessions where experts share experiences and best practices on a Cisco technology. In these sessions, Customers watch demos to get up to speed on new technologies, learn industry insights that serve Customers' business needs, and get best practices on utilizing product features to maximize product value. Each webinar runs between 1-2 hours.  Ask the Expert sessions are delivered remotely in two forms:

- Interactive sessions where technology experts "meet" with Customers in a live Cisco WebEx session.
- Recorded Cisco WebEx sessions that are either past ATX sessions or pre-recorded sessions.

1.3 Location of Services:

- All services are delivered remotely.

1.4 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

- Implementation Readiness Document
- Solution Requirements Document
- Sensor Design Document
- As-Built Document

3. Prescribed Ask-The Expert Sessions (may be delivered as pre-recorded session)

- Cisco Catalyst Center Project Planning Best Practices
- Cisco Catalyst Center Getting Started
- Cisco Catalyst Center Wireless Assurance Use Case
- Post-Deployment Fundamentals for Cisco Catalyst Center
- Cisco Catalyst Center Operations Planning

4. Prescribed Accelerators

- Cisco Catalyst Center Implementation Readiness
- Cisco Catalyst Center Assurance Feature Planning Cisco Catalyst Center Assurance Use Case Planning
- Cisco Catalyst Center Base Automation and Assurance Deployment
- Cisco Catalyst Center Assurance Sensors & Intelligent Capture Deployment

5. General Project Management

5.1 Cisco Responsibilities

- Schedule and facilitate a Project Kickoff meeting with Cisco and customer stakeholders.
- Coordinate and schedule prescribed Ask-The-Expert and Accelerator sessions.
- 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.

5.2 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.
- Provide test equipment.

6. Pre-Deployment Planning

6.1 Cisco Responsibilities

- Provide inventory .csv file format, if Cisco determined is required.
- Conduct and/or provide access to the following Ask-The-Expert Sessions:
 - Cisco Catalyst Center Project Planning Best Practices
 - Cisco Catalyst Center Getting Started
 - Cisco Catalyst Center Wireless Assurance Use Case
- Conduct the following Accelerator Sessions:
 - Cisco Catalyst Center Implementation Readiness
 - Cisco Catalyst Center Assurance Use Case Planning
- Provide Customer with Solution Requirements Document.
- Provide Customer with Implementation Readiness Document.

6.2 Customer Responsibilities

- Provide Cisco with input for each technology discipline by: a) actively participating in or consuming (in case of pre-recorded Ask-The-Expert session) prescribed and/or scheduled Ask-The-Expert and Accelerator sessions; b) returning the completed requirements questionnaire five (5) Business Days from receipt.
- If Cisco Common Services Platform Collector is 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 as required: 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 reviews.
- 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 Solution Requirements Document.
- Review and approve Implementation Readiness Document.
- Provide signoff for Catalyst Center Assurance Pre-Deployment Planning Services.

7. Implementation Execution

7.1 Cisco Responsibilities

- Conduct the Cisco Catalyst Center Base Automation and Assurance Deployment Accelerator Session.
- Conduct Assurance Sensors & Intelligent Capture Deployment Accelerator Session.
- Review with Customer and deliver Sensor Design Document.

- Cisco will support the Customer (up to and including performing) the following activities:
 - Installation and/or upgrade of the Cisco Catalyst Center application and configuring system settings in accordance with the Solution Requirements Document.
 - Deployment of High Availability Cluster only if Customer has exactly three (3) Cisco Catalyst Center nodes and Cisco Catalyst Center Assurance High Availability feature is made Generally Available as determined by Cisco; otherwise, Cisco will support deployment of Catalyst Center on a single node.
 - Configuration of Catalyst Center security settings leveraging leading practices.
 - Configuration of Catalyst Center local user accounts, role-based access and external authentication (if necessary).
 - Configuration of backups and validate backup completed successfully.
 - Enablement of Reporting.
 - Using the installed Catalyst Center application, perform and validate Device Discovery or Import one (1) Wireless LAN Controller (WLC) and up to one hundred (100) network devices).
 - Create a network hierarchy (Place APs on maps for one (1) floor, up to fifty (50) APs).
 - Assign Devices to Site & Set Device Roles for Accurate Topology.
 - Configure telemetry profiles and apply to compatible discovered devices. Validate inbound data from compatible sources.
 - Create one (1) Sensor Profile and onboard up to five (5) installed Aironet Active Sensor devices.
 - Configure and validate up to ten (10) Sensor-Driven Tests.
- Review of Discovery and Base Assurance Use case features and capabilities.
- Advise the customer on placement for up to five (5) Aironet Active Sensor devices.
- Create the As-Built Document according to the implemented environment.

7.2 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.
- Designate Customer stakeholders responsible for assisting Cisco with updating any of the following: a) solution design; b) detailed implementation procedures and device-specific configurations.
- Actively participate in prescribed and scheduled Accelerator sessions.
- 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.
- 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 (CatalystCenter 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 Cisco with the following documentation (if available): a) WLAN architectural design documents; b) WLAN detailed design documents; c) RF design documents.
- Provide Cisco with technical documentation, network diagrams, topologies and network device configurations for all areas within the scope as required.
- Provide Cisco with network device credentials (WLC and included routers/switches) and allow Cisco to add Syslog and SNMP configurations.
- Provide Cisco digital floor plans with indications for AP locations
- Perform software upgrades of network devices to support Assurance features as identified in the Pre-Deployment Checklist.

- Review and approve Sensor Design Document.
- Provide signoff for Implementation Execution Services.

8. Accelerator Session

8.1 Cisco Responsibilities

- Schedule an overview remotely with Customer to establish training delivery schedule and obtain agreement on pre-determined measurable success criteria. [SEP]
- Provide engagement sessions for up to six (6) hours over a period of 10-15 Business Days that advise, guide, or build demos in the Customer's lab environment. [SEP]
- Provide survey to gather Customer feedback from the engagement. [SEP]
- Upon completion of the services, confirm success criteria has been met. [SEP]

8.2 Customer Responsibilities

- Select the appropriate individual to attend the Accelerator session. [SEP]
- Participate with Cisco in the overview call and approve pre-defined success criteria. [SEP]
- Work with Cisco to schedule the engagement. [SEP]
- Designate Customer employee to participate in the engagement. [SEP]
- Complete feedback survey upon completion of the Service.

9. Ask the Expert Session

9.1 Cisco Responsibilities

- Provide Customer notification of interactive sessions. [SEP]
- Provide the Customer a username and password to access the session. [SEP]
- Provide survey to gather Customer feedback from the session. [SEP]

9.2 Customer Responsibilities

- Select the appropriate individual to attend the Ask the Expert session. [SEP]
- Provide Cisco an email address for the username and password to access the session. [SEP]
- If the Customer has ordered the service for multiple users, it is the Customer's responsibility to distribute the usernames and passwords to the additional authorized users within its organization. [SEP]
- The Customer consents the usernames and passwords have not been distributed beyond the quantity purchased. [SEP]
- Complete feedback survey upon completion of the Service.

10. Knowledge Transfer

10.1 Cisco Responsibilities

- Provide Customer with As-Built Document.
- Recap Cisco Catalyst Center Implementation.
- Demonstrate Using Cisco Catalyst Center Assurance Features.
- Conduct or provide access to the Post-Deployment Fundamentals for Cisco Catalyst Center Ask-The-Expert Session.
- Conduct or provide access to Cisco Catalyst Center Operations Planning Ask-The-Expert Session.

10.2 Customer Responsibilities

- Provide Cisco with further information about Customer's requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop.
- Actively participate in prescribed and scheduled Ask-The-Expert and Accelerator sessions.
- Provide Cisco with the names and basic profiles of personnel attending the sessions at least five (5) Business Days before the session.
- Review and approve As-Built Document.
- Provide signoff for Knowledge Transfer Services.

11. Service Limitations, Assumptions & Exclusions

11.1 Limitations and Assumptions

- An Accelerator engagement can only be consumed one at a time. An additional Accelerator can be ordered after the final session of the current Accelerator is completed.
- Customer has already racked, stacked and cabled Cisco Catalyst Center appliances.
- Customer has all applicable licenses that are available to load.
- Knowledge Transfer does not replace product training related to the solution.
- No Cisco Product, including test equipment, is being provided, sold or licensed under this contract.
- If applicable, acceptance tests conducted as part of the Services apply only to those Services and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer.

11.2 Out of Scope:

- Racking/stacking/cabling of equipment
- Network Infrastructure configuration (SNMP, SSH, Routing)
- Device migration configurations standards to be developed by customer
- WLC, Access Point, Sensor or 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