



Service Description

Cisco Catalyst Centre Automation 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 Automation Quick Start Use (AS Fixed SKU: ASF-EN1-G-AUTO-USE) assists Customer with implementation of the Cisco Catalyst Center.

1.1 Accelerator Summary:

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

1.2 Ask the Expert Summary:

Cisco Ask the Expert ("ATX") are sessions in which 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 their business needs, and get best practices on utilizing product features to help Customer 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
- As-Built Document

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

- Cisco Catalyst Center Project Planning Best Practices
- Cisco Catalyst Center Getting Started
- Cisco Catalyst Center Feature Overview
- Cisco Catalyst Center Post-Deployment Fundamentals
- Cisco Catalyst Center Troubleshooting

4. Prescribed Accelerators

- Cisco Catalyst Center Implementation Readiness
- Cisco Catalyst Center Automation Use Case Planning
- Cisco Catalyst Center Base Automation and Assurance Deployment
- Based on the corresponding use case selected, (1) one of the following will be made available:
- Cisco Catalyst Center Campus Software Image Management Deployment
- Cisco Catalyst Center Device Provisioning 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 can manage deliverables, assess progress, and manage change management issues and any ongoing questions.

5.2 Customer Responsibilities:

- Select the Network Onboarding (Plug-n-Play) or Software Image Management Use Case.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.

6. Pre-Deployment Planning

6.1 Cisco Responsibilities

- Provide inventory in .csv file format, if Cisco determined this 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 Feature Overview
- Conduct the following Accelerator Sessions:
 - Cisco Catalyst Center Implementation Readiness
 - Cisco Catalyst Center Automation 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 Pre-Deployment Planning Services.

7. Implementation Execution

7.1 Cisco Responsibilities

- Conduct the Cisco Catalyst Center Base Automation and Assurance Deployment.
- Conduct the Cisco Catalyst Center Campus Software Image Management Deployment or Cisco Catalyst Center Device Provisioning Deployment.
- Cisco will support the Customer (up to and including performing) with the following activities:
 - Installation and/or upgrade of the Catalyst Center application and configuring system settings in accordance with the Solution Requirements Document.
 - 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 up to three (3) local Catalyst Center user logins.
 - Create a network hierarchy (Place APs on maps for 1 floor, up to 50 APs), assign devices to site, and set device roles for accurate topology.
 - Apply optimal telemetry profile to compatible discovered devices and validate inbound data from compatible sources.
- Cisco will support the Customer with (1) one of the following use cases:
 - Campus Software Image Management Use Case:
 - Import up to five (5) images to Image Repository and set Golden Image (SWIM feature).
 - Upgrade up to five (5) devices using SWIM feature
 - Network Device Onboarding Use Case:
 - Build two (2) simple Onboarding Configuration Templates for new Switches (PNP). “Simple” means fewer than 250 lines of configuration commands and using variable substitution, multi-line commands, enable mode commands, and interactive commands.
 - Onboard up to five (5) switches with PNP.
- 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; and b) detailed implementation procedures and device-specific configurations.
- Actively participate in prescribed and scheduled Accelerator sessions as scheduled. The Cisco Catalyst Center Base Automation and Assurance Deployment Accelerator is a pre-requisite for the other accelerators in this phase.
- 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 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 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 features as identified in the Pre-Deployment Checklist.
- Provide signoff for Implementation Execution Services.

8. Accelerator Session

8.1 Cisco Responsibilities

- Schedule a remote meeting with Customer to establish training delivery schedule and obtain agreement on pre-determined measurable success criteria. ^[1]_[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. ^[1]_[SEP]
- Provide survey to gather Customer feedback from the engagement. ^[1]_[SEP]

8.2 Customer Responsibilities

- Select the appropriate individual to attend the Accelerator session(s). ^[1]_[SEP]
- Participate with Cisco in the overview call and approve pre-defined success criteria. ^[1]_[SEP]
- Work with Cisco to schedule the engagement. ^[1]_[SEP]
- Designate Customer employee to participate in the engagement. ^[1]_[SEP]
- Complete feedback survey upon completion of the Service.

9. Ask the Expert Session

9.1 Cisco Responsibilities

- Provide Customer with 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

- Review and deliver As-Built document.
- Recap Cisco Catalyst Center Implementation.
- Demonstrate using Cisco Catalyst Center Automation features.
- Conduct or provide access to the Cisco Catalyst Center Post-Deployment Fundamentals Ask-The-Expert Session.
- Conduct or provide Customer access to the Cisco Catalyst Center Troubleshooting 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 Service

11. Services 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 racked, stacked and cabled Cisco Catalyst Center appliances prior to commencement of Services.
- Customer has all applicable licenses that are available to load.
- Knowledge Transfer does not replace product training related to the solution.

11.2 Out of Scope

- Racking/stacking/cabling of equipment



- Network Infrastructure configuration (SNMP, SSH, Routing)
- 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