



Service Description

Cisco Professional Services - Transactional

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

1. Summary

1.1 Description

This Services Description, together with the Transactional Plan, Design, Implement and Migrate Service Activities Catalog in Attachment A ("the Catalog") describes the Activities and Deliverables that Cisco provides to Customer, subject to the execution of a Statement of Work (SOW). Each SOW will

- a. Identify the Activities and Deliverables Cisco will provide pursuant to the SOW, referencing the Catalog;
- b. Specify the technology(ies) and/or architecture(s) applicable to the Activities and Deliverables;
- c. Specify the price to be paid by the Customer for the Activities and Deliverables;
- d. Where applicable, list the milestones applicable to the delivery of the Activities and Deliverables; and
- e. Describe any assumptions or dependencies applicable to the delivery of the Activities and/or Deliverables.

Cisco has implemented an electronic process for creating and executing SOWs. Accordingly, the contents of the SOW shall be strictly limited to the matter set out above. The Parties will address any other matters in the Services Agreement.

2. Cisco Responsibilities

- 2.1 Cisco will schedule the start of the Service Activities after the SOW has been fully signed and Cisco has received a valid Purchase Order from Customer. Cisco will notify Customer in writing (which may be via email) of the actual commencement date of Services ("T0" or "Start Date").
- 2.2 Cisco will provide a project schedule which will highlight deliverables, corresponding milestones, planned project events and timescales for the Customer's review and approval before the Start Date ("Project Schedule").
- 2.3 Certain Activities set out in the Catalog require Cisco to gather information from the Customer to deliver the relevant Service Activity or Deliverable ("Information Gathering Activities"). Cisco's responsibilities in connection with the Information Gathering Activities are:
 - a. Reviewing Customer-provided information and documentation. Cisco may require Customer to fill out one or more questionnaires applicable to the scope of the SOW;
 - b. Hosting a workshop to establish Customer's business and technology requirements. The number of days allocated to conducting the workshop and whether the workshop will be remote or on Customer premises will be specified in the SOW; and
 - c. Conducting interviews with key Customer stakeholders. The number and frequency of such interviews to be at Cisco's reasonable discretion.

3. Customer Responsibilities

- 3.1 Customer will review and approve the Project Schedule before the scheduled Start Date.
- 3.2 Customer acknowledges and agrees that Cisco's performance of the Activities is dependent on Customer meeting its obligations under the SOW in a timely manner. Accordingly, if Customer materially fails or delays the performance of its responsibilities (including those within the Services Guide), Cisco will be entitled to submit a Change Request to the SOW to address the failure or delay. Cisco will not be required to continue to perform Activities until the Change Request is signed.
- 3.2 Certain Activities set out in the Catalog require Customer to provide Cisco as part of the Information Gathering Activities. Customer's responsibilities in connection with the Information Gathering Activities are:
 - a. Providing any and all information and documentation reasonably required by Cisco;
 - b. Participating in a workshop hosted by Cisco to enable Cisco to establish Customer's business and technology requirements in connection with the Service. The number of days allocated to conducting the workshop and whether the workshop will be remote or on Customer premises will be specified in the SOW; and
 - c. Ensuring that key Customer stakeholders participate in interviews scheduled by Cisco. Customer understands that the number and frequency of such interviews will be at Cisco's reasonable discretion.

4. Contract Change Control Procedure

- 4.1 The party requesting a change to a SOW will deliver a contract change request through Cisco's online tool ("Change Request") to the other party describing the nature of the proposed change(s).
- 4.2 If both parties agree to the change(s), then both parties must electronically sign the Change Request for the Change Request to be considered an amendment to the SOW.
- 4.3 If there is a conflict between the original SOW and any executed Change Request, the last fully executed Change Request will prevail with respect to the conflict.

5. Completion and Acknowledgment Process

If an Activity or a specific Document Deliverable is listed for approval in a SOW, the parties will use the review process described below:

- (a) Standard of Review. The standard of review is that the Activity or Document Deliverable materially complies with the requirements of the applicable SOW.
- (b) Notification. For Activities requiring Customer's acceptance, Cisco will notify Customer in writing that the Service is complete and available for review, and Cisco will provide Customer with a Milestone Completion Certificate ("MCC") for review. When a Document Deliverable is ready for review and approval, Cisco will present and review the Document Deliverable with Customer.
- (c) Timeframe. The review and approval process must be completed within the following timeframes or as set forth in the applicable SOW: (a) Document Deliverables: 2 Business Days from the date of completion Document Deliverable, or (b) Services: 5 Business Days from the date Cisco provides the MCC.
- (d) Approvals. Customer must approve or reject the Activity or Document Deliverable in writing within the timeframe listed above or the Activity or Document Deliverable will be considered accepted and completed. If Cisco provides Customer with a MCC, signing the MCC (or taking no action in the timeframe listed) will signify acceptance of the Activities. If Customer rejects an Activity or Document Deliverable, Customer's written rejection must also include detailed reasons as to why the Activity or Document Deliverable does not meet the standard above. If continuing performance of the Activity is dependent on an approval, then the impacted Activities may be delayed or suspended until approved or otherwise resolved. Customer's acceptance or rejection as described in this Section is not an acceptance or rejection of any Products, subscription, or other Activities purchased or licensed by Customer.

- (e) Resubmission. If the rejected Activity or Document Deliverable does not meet the standard of review referenced above, Cisco will address the stated reasons for the rejection in a timely manner by reperforming the rejected portion(s) of the Service or resubmitting the Document Deliverable so that the Activity or Document Deliverable meets the standard of review referenced above. After Cisco notifies Customer that the rejected Activity is complete or Cisco resubmits the Document Deliverable to Customer, then this review process will begin again and be repeated as before with respect to the basis for Customer's rejection. The Document Deliverable review and approval process is limited to 2 review and approval cycles.
- (f) Responsible Party. If the parties to the SOW are Cisco and a Customer's chosen Cisco Partner, then the acknowledgment process detailed above will be used by Cisco and the Cisco Partner, with the Cisco Partner responsible for the review and approval process described in this section.

Exhibit A Cisco Professional Services Transactional Catalogue

This catalog describes the various Activities that Cisco may provide to Customer under a SOW.

Strategy and Analysis

Strategy and Analysis	
The purpose of the Strategy and Analysis is to validate the Customer's strategic priorities, business outcomes, and future-state aspirations, resulting in a strategy or plan to adopt and support Cisco technologies across some or all the architecture deployment lifecycle.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Draft a Strategy and Analysis Report and provide the same for the Customer's review and approval; - Notify the Customer that the Strategy and Analysis is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the Strategy and Analysis Report; - Provide signoff for Strategy and Analysis.

Assessment

Assessment	
The purpose of the Assessment is to evaluate the Customer's existing environment through documentation review, and data collection assessment tools, followed by a gap analysis against Cisco best practices and the defined assessment goal.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Draft the Assessment Report and provide the same for the Customer's review and approval; - Notify the Customer that the Assessment is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the Assessment Report; - Provide signoff for the Assessment.

Solution Requirements Development

Solution Requirements Development	
The purpose of the Solution Requirements Development is to capture Customer's business objectives and technical requirements; future technology plans; and identified feature and/or functionality gaps, resulting in Solution Requirements Document	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco. Where Cisco deems this necessary, Cisco will perform a gap analysis against the current architectural design(s) the results of which will be included in the Solution Requirement Document; - Draft the Solution Requirement Document and provide the same for the Customer's review and approval; - Notify the Customer that the Solution Requirement Development is complete.	- Provide the Information Gathering Activities applicable to Customer; - Review and approve the Solution Requirement Document; - Provide signoff for the Solution Requirement Development.

Document Review

Document Review

The purpose of the Document Review is to evaluate Customer-provided documentation against Cisco best practices, identifying gaps, risks, and areas for improvement, resulting in Review Report containing detailed analysis and recommendations for document updates.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Draft the Review Report and provide the same for the Customer's review and approval; - Notify the Customer that the Document Review is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the Review Report; - Provide signoff for the Document Review.

Document Update

Document Update	
The purpose of the Document Update is to revise Customer-provided documentation by gathering relevant information and review existing information against the relevant technology requirements.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Draft the Updated Report and provide the same for the Customer's review and approval; - Notify the Customer that the Document Update is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the Updated Report; - Provide signoff for the Document Update.

Solution Design Development

Solution Design Development	
The purpose of the Solution Design Development is to validate the Customer's requirements against Cisco best practices and then draft a technical solution in the Solution Design Document that can include both high-level and low-level architecture Designs.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Draft the Solution Design Document and provide the same for the Customer's review and approval; - Notify the Customer that the Solution Design Development is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the Solution Design Document; - Provide signoff for the Solution Design Development

Site Readiness

Site Readiness	
The purpose of the Site Readiness is to help ensure that the Customer's location meets all necessary prerequisites prior to installation, Cisco does this by reviewing a checklist of required items, identifying any remediation needs and then confirming the location's readiness against the approved Checklist Report.	
Cisco tasks:	Customer tasks:
- Provide Customer with a pre-requisite checklist, which defines all items that need to be considered prior to the installation at the Customer location; - Review the Customer completed pre-requisite checklist; - Draft the Prerequisite Checklist Report and provide the same for the Customer's review and approval; - Notify the Customer that the Site Readiness is	- Return the completed Cisco provided pre-requisite checklist; - Manage any remediation required as documented in the Prerequisite Checklist Report within 1 Business Days from receipt of the Prerequisite Checklist Report; - Designate and ensure key Customer stakeholders are available for information gathering and feedback with Cisco; - For the purposes of completing the site

complete.	survey(s), provide Cisco with full access to Customer site(s) and facilities including, without limitation, computer equipment, applications, Internet, testing tools (unless specified), telecom equipment, workspace; • Provide Cisco with appropriate security clearances and suitably qualified escorts; • Provide signoff for the Site Readiness.
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Implementation Plan Development

Implementation Plan Development	
The purpose of the Implementation Plan Development is to define and finalize the implementation strategy through collaborative information gathering activities.	
Cisco tasks:	Customer tasks:
• Perform the Information Gathering Activities applicable to Cisco. As part of the workshop, Cisco will discuss the high-level implementation strategy with Customer and review and finalize all implementation scenarios based on the input from the Customer; • Draft the Implementation Plan and provide the same for the Customer's review and approval; • Notify the Customer that the Implementation Plan Development is complete.	• Perform the Information Gathering Activities applicable to Customer; • Review and approve the Implementation Plan; • Provide signoff for the Implementation Plan Development.

Test Plan Development

Test Plan Development	
The purpose of the Test Plan Development is to define Test Plan that includes test-case procedures for validating core functionality, verifying solution performance, resilience, stability and performance of Cisco technologies, along with expected results and mutually agreed pass/fail criteria.	
Cisco tasks:	Customer tasks:
• Perform the Information Gathering Activities applicable to Cisco; • Draft the Test Plan and provide the same for the Customer's review and approval; • Notify the Customer that the Test Plan Development is complete.	• Perform the Information Gathering Activities applicable to Customer; • Review and approve the Test Plan; • Provide signoff for the Test Plan Development.

Migration Plan Development

Migration Plan Development	
The purpose of the Migration Plan Development is to define the high-level migration strategy and Migration Plan.	
Cisco tasks:	Customer tasks:
• Perform the Information Gathering Activities applicable to Cisco; • Draft the Migration Plan which is a guide for the migration engineer to follow and contains relevant node and site-specific information and provides a record of the basic tests and	• Perform the Information Gathering Activities applicable to Customer; • Determine Customer's migration requirements and retain overall responsibility for any business process impact and any

actions carried out prior to migration. The Migration Plan excludes testing of application availability beyond connectivity to the implemented solution. The Migration Plan includes information necessary to carry out the migration of connectivity to products identified in the appropriate bill of materials, and as installed at the Customer location, and to verify basic operation and the environment is Ready for Service. "Ready for Service"; • Provide the same for the Customer's review and approval; • Notify the Customer that the Migration Plan Development is complete.	process change implementations resulting from the migration services; • Work with Cisco to agree an appropriate and timely maintenance windows in advance to enable migration planning activities at each site as detailed in the Migration Plan; • If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project but reasonably necessary for the provision of Services; • Review and approve the Migration Plan; • Provide signoff for the Migration Plan Development.
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Implementation Execution

Implementation Execution	
The purpose of the Implementation Execution is to implement the Cisco products in the Customer's environment by executing the tasks and procedures defined in the Implementation Plan, and then update the Solution Design Document to reflect the final "as-built" design,	
Cisco tasks:	Customer tasks:
• Install and configure the specified Cisco products in accordance with the Implementation Plan; • Update the Solution Design Document to reflect the final "as-built" design, if applicable; • Provide the same for the Customer's review and approval; • Notify the Customer that the Implementation Execution is complete.	• Manage the delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the Cisco-provided equipment; • Ensure Cisco has access to key Customer stakeholders and Customer site (including physical and/or remote access to solution, devices, and facilities) as necessary for Cisco to perform the Implementation Execution Services; • Manage any Customer internal change management procedures; • Make any corrections to Customer-provided and/or installed equipment, as required; • If applicable, provide input and assist in updating the document used for implementation execution with final, "as-built" information; • Provide signoff for Implementation Execution.

Implementation Support

Implementation Support	
The purpose of the Implementation Support is to provide the Customer with consultative support from a Cisco resource during their execution of implementation tasks over agreed period.	
Cisco tasks:	Customer tasks:
• Provide implementation support on the agreed implementation topics over a defined number of Business Days, delivered onsite and/or remotely; • Implementation Support will commence on the next Business Day following completion of the specified prerequisite activity; • Implementation Support will be deemed complete upon the earlier of the consumption of the defined Business Days or the end of the support period, (whichever occurs first), after	• Provide suitably skilled and trained resources to work with Cisco as necessary during the defined Implementation Support period.

which Cisco may issue an invoice for the Implementation Support activities.	
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Post Implementation Support

Post Implementation Support	
The purpose of the Post Implementation Support is to provide the Customer consultative support from a Cisco resource following implementation completion.	
Cisco tasks:	Customer tasks:
- Provide post implementation support on the agreed implementation topics over a defined number of Business Days, delivered onsite and/or remotely; - Post implementation Support will be deemed complete upon the earlier of the consumption of the defined Business Days or the end of the support period (whichever occurs first), after which Cisco may issue an invoice for the Post Implementation Support.	Provide suitably skilled and trained resources to work with Cisco as necessary during the defined Post Implementation Support period.

Operations Run Book Development

Operations Run Book Development	
The purpose of the Operations Run Book Development is to help the Customer's operations team to effectively manage the solution, identify key operational tasks and monitoring requirements.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Review Customer provided information related to the system requirements, configurations and connection settings relevant to Operations Run Book, the operating system or virtualization software installed relevant to the Operations Run Book; technical aspects and configurations of the applications installed relevant to the Operations Run Book; - Draft an Operations Run Book and provide the same for the Customer's review and approval - Notify the Customer that the Operation Run Book Development is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the Operation Run Book; - Provide signoff for the Operation Run Book Development.

As-Built Document Development

As-Built Document Development	
The purpose of As-Built Document Development to formally capture the final physical and logical state of an already-implemented solution and a review of existing device configurations, system settings, and network topology.	
Cisco tasks:	Customer tasks:
- Perform the Information Gathering Activities applicable to Cisco; - Draft the As-Built Document and provide the same for the Customer's review and approval; - Notify the Customer that the As-Built Development is complete.	- Perform the Information Gathering Activities applicable to Customer; - Review and approve the As-Built Document; - Provide signoff for the As-Built Document Development.

Functional Specification Document Development

Functional Specification Document Development	
The purpose of Functional Specification Document Development is to gather and define detailed functional requirements and a review of the Customer's business and technical requirements, data, and documentation.	
Cisco tasks:	Customer tasks:
• Perform the Information Gathering Activities applicable to Cisco; • Draft the Functional Specification Document and provide the same for the Customer's review and approval; • Notify the Customer that the Functional Specification Document Development is complete.	• Perform the Information Gathering Activities applicable to Customer; • Review and approve the Functional Specification Document; • Provide signoff for the Functional Specification Document Development.

Testing Execution

Testing Execution	
The purpose of Testing Execution is to validate solution's functionality, resiliency, and performance and to document the results and any recommended resolutions.	
Cisco tasks:	Customer tasks:
• Perform the Testing Execution in accordance with a previously-approved Test Plan; • Execute test cases to validate the Cisco solution's functionality, resiliency, and performance across all deployed technology components; • Provide the updated the Test Plan to include the test results, test failures, and recommended resolutions; • Notify the Customer that the Testing Execution is complete.	• Provide signoff for the Testing Execution.

Testing Support

Testing Support	
The purpose of the Testing Support is to provide the Customer consultative support from a Cisco resource during their execution of testing tasks over a defined period.	
Cisco tasks:	Customer tasks:
• Provide testing support on agreed testing topics over a defined number of Business Days, delivered onsite and/or remotely; • Testing Support will be deemed complete upon the earlier of the consumption of the defined Business Days or the end of the support period (whichever occurs first), after which Cisco may issue an invoice for the Testing Support activities.	• Provide suitably skilled and trained resources to work with Cisco as necessary during the agreed Testing Support period.

Migration Execution

Migration Execution
The purpose of the Migration Execution is to support the Customer's migration of a Cisco solution to a production state in accordance with the Migration Plan and to provide the Customer with updated migration documentation summarizing the activities performed and outcomes.

Cisco tasks:	Customer tasks:
• Perform pre-migration checks to baseline the network state in accordance with the Migration Plan; • Execute the tasks and procedures defined in the Migration Plan to migrate the solution to a production state; • Support the Customer's management of cutover from the existing network to the new solution during the scheduled maintenance window; • Perform network-level post-migration verification based on device logs and outputs; • Provide the updated the Migration Plan or create a Migration Test Results Document to include a summary of activities performed and the outcome of the maintenance window; • Notify the Customer that the Migration Execution is complete.	• Designate key Customer stakeholders to be available to Cisco during migration; • Provide Cisco with access to all designated areas required for Cisco to perform migration; • Manage access to third party application support personnel; • Ensure the agreed maintenance windows are available for Cisco to perform migration activities; • Communicate to Customer's affected end users the downtime during the agreed maintenance windows; • Manage delivery, installation, and configuration of equipment not provided by Cisco during the migration that are required to work with, or act as, part of the equipment that Cisco is providing during the migration; • Provide signoff for Migration Execution.

Migration Support

Migration Support	
The purpose of the Migration Support is to provide the Customer consultative support from a Cisco resource during their execution of migration tasks over a defined period.	
Cisco tasks:	Customer tasks:
• Provide a defined number of Business Days of migration support, on the agreed migration topics, delivered onsite and/or remotely over an agreed support period; • Migration Support will be deemed complete upon the earlier of the consumption of the defined Business Days or the end of the support period (whichever occurs first), after which Cisco may issue an invoice for the Migration Support activities.	• Provide suitably skilled and trained resources to work with Cisco as necessary during the agreed Migration Support period.

Post Migration Support

Post Migration Support	
The purpose of the Post Migration Support is to provide the Customer consultative support from a Cisco resource following migration completion, assisting with the troubleshooting and resolution of operational issues.	
Cisco tasks:	Customer tasks:
• Provide a defined number of Business Days of post-migration support on the agreed post-migration topics, delivered onsite and/or remotely over an agreed support period; • Post Migration Support will be deemed complete upon the earlier of the consumption of the defined Business Days or the end of the support period (whichever occurs first), after which Cisco may issue an invoice for the Post Migration Support activities.	• Provide suitably skilled and trained resources to work with Cisco as necessary during the agreed Post Migration Support period.

Knowledge Transfer

Knowledge Transfer	
The purpose of the Knowledge Transfer is to help the Customer's team to understand and manage the deployed Cisco solution through a Knowledge Transfer Workshop covering relevant topics, along with any related knowledge transfer materials.	
Cisco tasks:	Customer tasks:
• Agree the commencement date of the Knowledge Transfer Workshop with the Customer; • Conduct the agreed number of remote Knowledge Transfer Workshops on topics relevant to the deployed solution, for up to the specified maximum number of Customer participants; • Provide related knowledge transfer material, if any. Knowledge Transfer will be deemed complete on delivery of all the Knowledge Transfer workshop(s).	• 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(s); • 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(s) meet all Knowledge Transfer session pre-requisites identified by Cisco.