

Service Description

Cisco Professional Services

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.

Cisco Professional Services are intended to supplement a current support agreement for Cisco Products and are available only when all Products in Customer's network are supported through Cisco Support Services or Cisco Partner Support.

Cisco Professional Services subscription services comprise the following:

#	Cisco Professional Services	Description
1	Outcome Services	Outcome Services are aligned to Customer's specified "business outcomes". Cisco provides consulting expertise that is designed to help the customer's efforts toward those outcomes.
2	Expert-as-a-Service	Expert-as-a-Service is aligned to a specified technology, architecture, or solution. Cisco provides consulting expertise that is designed to help the customer's efforts in relation to the specified technology, architecture, or solution.
3	Attached Services	Attached Services are aligned to a specific Cisco product or family of products, and Cisco provides consulting expertise that is targeted to a specific Cisco product or family of products.

Please note that Cisco Professional Services transactional (such as Subject Matter Expert or SOW-based services) are not covered by this Service Description and need to be purchased separately.

1. Outcome Services

1.1 Outcome Services

Outcome Services are comprised of Outcome Consulting, Digital Insights, and Project Management as described below.

Cisco provides Outcome Services for the Services Term, as specified in the Quote.

Outcome Consulting

Outcome Consulting are consulting activities that Cisco provides to help Customer achieve its specified business outcomes. As part of Outcome Consulting, Cisco will work with Customer collaboratively on the following activities:

- Identify Customer priorities and business objectives.
- Examine the Customer environment and identify the baseline measurement criteria relevant to the Business Outcomes.
- Leverage Digital Insights, tools, and techniques to analyze and identify areas to improve.

- Provide recommendations for measures and corrective steps. The type of recommendations may include configurations improvements, architecture and design improvements, performance improvements, and recommended practices.
- Develop a plan of action to implement the recommendations.
- Provide assistance and support in the implementation of the action plan.
- Provide ongoing snapshots around the measurement criteria in comparison to the baseline.

Digital Insights

In support of Outcome Consulting, Cisco will identify one or more baselines and provide comparison(s) against the baseline(s) at regular intervals. Cisco will then provide recommendations using digital insights provided through a combination of Customer's existing Cisco Offers as well as new insights, as mutually defined and agreed.

Project Management

The Cisco Project Manager will perform the following:

- Schedule meetings with the Customer during which Cisco will work with the Customer to build a 90-day plan of delivery for services.
- Provide a quarterly report that may include:
 - Activities performed and upcoming activities for services
 - Artifacts provided and upcoming artifacts for services

1.2 Scrum Services and Outcome Scale

Scrum Services are additional activities which Cisco provides to augment existing consultative capabilities. When a more granular and incremental approach is preferred, Cisco makes available Outcome Scale, which provides similar capabilities to Scrum Services but smaller in scale.

The scope of Scrum Services and/or Outcome Scale activities provided by Cisco will typically involve activities such as implementation planning, test planning and/or execution, security assessment(s) and/or resilience activities, "services as code", and activities designed to help the Customer with its observability or cloud transformation efforts.

Cisco provides Scrum Services and/or Outcome Scale for the Services Term, as specified in the Quote.

2. Expert-as-a-Service

Expert-as-a-Service is aligned to a specified technology, architecture, or solution. In Expert-as-a-Service engagements, Cisco provides consulting expertise that is designed to help the customer's efforts in relation to the specified technology, architecture, or solution.

Cisco provides these capabilities for the Services Term, as specified in the Quote.

In an Expert-as-a-Service engagement, Cisco provides capabilities with access to Cisco tools, analytics, software, knowledge resources and systems during the engagement.

The following Expert-as-a-Service capabilities are available:

Consulting Engineer: Cisco provides consultative advice and guidance in support of Customer's objectives for design, implementation, operations and knowledge transfer for a specific technology, architecture, or solution, as identified in the Quote.

Solution Architect: Cisco provides consultative advice and guidance in support of Customer's architecture vision, strategy development, and architecture standards alignment for a specific technology, architecture, or solution, as identified in the Quote.

3. Attached Services

Attached Services are consultative activities which are applied to a specific Cisco product or family of products. The different categories of consulting services provided through Attached Services may include, by way of example, onboarding, implementation, adoption and/or optimization of Cisco products and features.

Cisco provides these capabilities for the Services Term, as specified in the Quote.

4. General Roles and Responsibilities

4.1 Cisco responsibilities:

- Work with the Customer to identify the mutually agreed-upon activities within the scope of this Service Description and to the extent identified in the Quote.
- Assign, supervise, and direct the individuals delivering this Service. Cisco may switch individuals at any time. Cisco is not obligated to make personnel changes to accommodate workload or work type changes. Cisco will assess what experience is required and assign personnel and resources based upon the agreed-upon activities. Cisco will make efforts to allocate resources evenly throughout the Services Term.
- Use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Services Term. All Service delivery will stop and be considered complete on the last Business Day of the Services Term.

4.2 Customer responsibilities

- Work with Cisco to identify the mutually agreed-upon projects and activities within the scope of this Service Description.
- Schedule a quarterly meeting to review the quarterly report that Cisco provides, if Customer believes necessary.
- Submit requests to Cisco in writing, using the format as mutually agreed-upon in the engagement kick off meeting.
- During maintenance windows, remain responsible for configuration changes for network traffic diversion as applicable, ownership of relationships with internet service providers and third-party vendors on agreed upon process, and post validation of Customer applications after the upgrade.

4.3 Requirements

- General requirements
 - Cisco uses its discretion to assign resources for services mentioned in this Service Description. In case Customer opts for in-region resources during quoting as documented by Cisco, Cisco will use commercially reasonable efforts to utilize solely in-country staff for service delivery and may utilize staff from outside the country.
 - The use of the word "outcome" in relation to the Services does not imply that any specific outcome or improvement related to any outcome will be achieved.
 - Services in this Service Description may not be used for any project or activities in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
 - Services in this Service Description are not an hourly or time and materials offering. Through Professional Services, Cisco may recommend Cisco or third-party tools or products that may benefit delivery activities. The Customer is responsible for the evaluation and, if desired, the

purchase of these additional items. Cisco will not be responsible for providing such equipment, tools, products, or services.

- Services are related to supported Cisco technologies only. Cisco will collaborate with Customer-provided third-party technology and equipment providers as Cisco deems required and practical. Cisco will not be responsible for outcomes related to third party devices nor will Cisco be obligated to perform activities directly on third party equipment.
- Cisco and Customer will review and agree the specific activities for Services at the engagement kickoff meeting, along with the format of the written requests and responses. The intended activities will be reviewed and updated quarterly. When new activities are agreed, Cisco will validate that what is being requested is reasonable and proportional to the resources and time available, refined where required, and documented.
- Cisco can collaborate with Customer teams and Partners to deliver joint services, and Cisco will confirm that the roles and responsibilities of each party are documented.
- Data Collection:
 - For providing value through Digital Insights, Cisco requires data to be collected from Customer's environment.
 - Cisco will work with Customer to install applicable data collection tools at the Customer environment.
 - If data collection in Customer's environment is not performed with Cisco's Data Collection Tools, Customer must provide Cisco requested data manually.
 - For Customers opting for an Air-Gapped Data Collection Tool and having purchased and made the same available, data will be collected onsite and will be used to provide value through Digital Insights. Air-Gapped Data Collection must be specified in advance.
 - Cisco recognizes that U.S. federal, state and local government Customers, and other governmental Customers, may have certain regulated or government specific requirements or limitations. To the extent a government Customer is prohibited by law, security compliance / risk or policy from deploying Cisco Data Collection tools, the parties must work together to identify these requirements, limitations, and prohibitions before issuance of the Quote. Such requirements, limitations, and prohibitions may impact Cisco's ability to provide Services.
 - For more information of the data Cisco collects in connection with Cisco Professional Services, please visit the [Cisco Trust Portal](#).
- Non-Integration of Cisco Representatives
 - The Services are provided in accordance with this Service Description and are not dependent on a specific Cisco representative. Customer will not treat Cisco representatives as its own employees. Questions or assistance related to a specific Cisco representative should be directed to Cisco's point of contact for the Service as identified in accordance with the Services Guide.

5. Glossary

The following terms used within this document are defined below:

Defined Term	Meaning
Air-Gapped Data Collection Tool	A Data Collection Tool deployed as an appliance within the customer's network. Collected data remains on-site as the Data Collection Tool will not create any external links outside the customer network. Typically used for highly secure ("air-gapped") networks.