



Service Description

Cisco Standard QuickStart

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 Standard QuickStart service enables access to the applicable digital features described in this description only for devices already covered by a valid Cisco Support – Basic contract. Other than as described in this Service Description, no other Cisco Support – Standard features will be provided as part of Cisco Standard QuickStart, and the Service Description for Cisco Support – Basic will apply.

The table below indicates Feature Availability and may vary based on Product families. Please see [Architecture Overviews](#) for more information.

Capabilities	Features	Basic	Basic + Standard QuickStart
Assets Digital Capabilities	Asset Inventory	•	•
	End of Life Reports	•	•
	Asset Growth Report		•
	Asset Inventory Insights		•
	End of Life Insights		•
	Asset Criticality Insights		•
Assessments Digital Capabilities	Security Advisories Reports	•	•
	Field Notices Reports	•	•
	Security Advisories Insights		•
	Field Notices Insights		•
	Security Hardening Insights		•
	Configuration Insights		•
	Certificate Expiration		•
	Quantum-Safe Infrastructure		•
	Software Release Conformance		•
Support Digital Capabilities	Case Management	•	•
	Self-service Troubleshooting	•	•
	Case Insights		•



2. Cisco Responsibilities

Cisco will provide the features described below, as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

2.1 Assets Digital Capabilities

Assets Digital Capabilities provide your complete Cisco inventory with dynamic visibility into hardware and software end-of-life dates, contract coverage status and end dates. Assets Digital Capabilities also benchmark your asset lifecycle against industry peers and provide asset tagging for filtering as well as deduplication of assets from multiple sources.

(A) **Asset Inventory**

Cisco will provide an up-to-date view of Hardware Products by model and serial number, OS version, installed-at location, and Service coverage details. Enables You to filter by when the asset was active (e.g., based on TAC cases, renewal, data You share).

(B) **End of Life Reports**

Cisco will provide an up-to-date list of Hardware and Software approaching, at, or passed End of Life milestones from End of Sale to Last Day of Support (LDOS).

(C) **Asset Growth Report**

Cisco will provide installed base asset additions, decommissions, net changes, and estimated impact across each Enterprise Agreement billing period.

(D) **Asset Inventory Insights**

Cisco will provide access to querying, summarization, visualization, and reporting Asset Inventory.

(E) **End of Life Insights**

Cisco will provide intelligent querying, summarization, visualization, and reporting of End of Life milestones.

(F) **Asset Criticality Insights**

Cisco will identify asset role and relative importance in Your infrastructure.

2.2 Assessments Digital Capabilities

Assessments Digital Capabilities assess Your devices against critical and high-priority security advisories and field notices. Device hardening assessments transform lengthy technical documents into a clear set of actions tailored to Your specific devices.

(A) **Security Advisories Reports**

Cisco will provide Cisco Product Security Incident Response Team (PSIRT) notifications, technical reports, and corrective recommendations.

(B) **Field Notices Reports**

Cisco will provide Cisco Field Notice notifications about significant non-security related Product issues.

(C) **Security Advisories Insights**

Cisco will provide intelligent querying, summarization, visualization, and reporting of assets at risk of Security Advisories.

(D) **Field Notices Insights**

Cisco will provide intelligent querying, summarization, visualization and reporting of assets at risk of Field Notices.

(E) **Security Hardening Insights**



Cisco will provide configuration recommendations from Cisco OS Hardening Guides. This feature detects configuration deviations across Your infrastructure that may affect security posture, or risk exposure. Each security hardening rule is evaluated across Your covered assets, with findings prioritized by severity.

(F) **Configuration Insights**

Cisco will provide configuration best practices. This feature detects configuration deviations across Your infrastructure that may affect availability, security, or performance. Each best practice rule is evaluated across Your covered assets, with findings prioritized by severity.

(G) **Certificate Expiration**

Cisco will provide intelligent querying, visualization and summarization of assets that are using digital certificates to manage security protocols and their expiration timeline, which helps with certificate hygiene.

(H) **Quantum-Safe Infrastructure**

Cisco will provide intelligent querying, visualization, and summarization of infrastructure that is quantum cryptography safe. Evaluation of Your covered assets is laid out on a migration timeline and prioritized by asset criticality with recommended hardware refresh, software upgrade, or feature activation.

(I) **Software Release Conformance**

Cisco will provide intelligent querying, visualization and summarization of Your assets that are running Cisco suggested software releases, helping drive standardization and modernization.

2.3 Support Digital Capabilities

Support Digital Capabilities provide streamlined case management and trend tracking.

(A) **Case Management**

Cisco will provide an up-to-date list of recently opened and closed Cisco TAC cases including case counts, status, severity, and/or RMAs associated to cases.

(B) **Self-service Troubleshooting**

Cisco will provide ability to ask questions and receive guidance from Product documentation and TAC knowledge bases without the need to open a TAC case.

(C) **Case Insights**

Cisco will provide access to querying, summarization, visualization, and reporting on Cisco TAC cases.

3. Customer Responsibilities

- Purchase Cisco Standard QuickStart services for all Products covered by Cisco Support – Basic. You will be required to purchase Standard QuickStart services for any Products later identified as not being covered by both Cisco Support – Basic and Standard QuickStart to be entitled to the QuickStart digital features.
- Some features are dependent on You sharing data with Cisco.
- To access all features, You must permit the Data Collection Tools to access all Customer network devices managed by the inventory collection process. If You elect to disable collection features or uninstall the Data Collection Tools, You acknowledge that Cisco will be unable to provide certain elements of the Service. You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.