



Service Description: Cisco Network Operations Automation Service

This document describes Cisco Network Operations Automation Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; and (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Service Summary

The Cisco Network Operations Automation Service is intended to automate proactive and reactive network operations tasks, integrating Cisco best practices with the Customer's operational process and tool environment. This service is intended to supplement a current maintenance agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported with a minimum of core services (such as SMARTnet and/or Software Application Services) as applicable, and Customer has completed Cisco's Network Operation Automation Service Planning Workshop and Setup/Startup steps.

Cisco shall provide the Cisco Network Operations Automation Service as described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Service ("Quote") setting out the extent of the Service and duration that Cisco shall

provide such Service. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Responsibilities

Cisco Network Operations Automation Service consists of the provision General Support defined below, the library of pre-built workflows, the Automation Software Tools, and remote automation architecture reviews which Cisco shall provide for the Customer's Network during Standard Business Hours (unless stated otherwise). A maximum of twenty (20) custom workflows will be provided.

General Support

- Establish a Customer-specific Cisco email alias to facilitate communication with Cisco engineers such as Advanced Services Engineers, Solution Engineers and Architects.
- Provide certain Automation Software Tools and pre-built workflows that Cisco identifies as appropriate for automation of network operations tasks during the performance of the Service, provided that all fees due and owing to Cisco under this Service Description have been paid. Automation Software Tools may or may not include Hardware or Software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Automation Software Tools and pre-built workflows. In addition to Cisco provided tools, the Advanced Services Consultant may utilize Customer provided data, scripts, internal or 3rd party tools to assist in integration of support automation workflows.
- Setup a joint collaboration file-sharing location with Customer to facilitate collaboration and knowledge exchange related to Service herein.
- Cisco may use an email alias, surveys or interviews to obtain Feedback on the Service.

Cisco Network Operations Automation Service

- Use of the Automation Software: Cisco will provide access to Maintenance, Minor and Major Releases as part of the subscription. This includes new best practice workflows for the devices that are covered under this Service. These Updates are provided via FTP server. Cisco will provide one (1) day every six months of remote access to automation service architect for review and assessment of

ongoing automation state and identification of new opportunities.

- Customer's use of the Service is subject to the End User License Agreement accepted under the Agreement. Notwithstanding the Term and Termination section of the End User License Agreement, the license granted herein shall commence on the date of acceptance by Customer, and shall continue so long as Cisco provides the Service to Customer.
- Cisco will provide technical assistance during Standard Business Hours by telephone, fax, electronic mail or the internet with Software and automation workflows use, configuration and troubleshooting issues. Cisco will respond within one (1) hour for all calls received during Standard Business Hours.
- The welcome kit will provide the support number for Customers to call. Cisco will conduct a Planning Workshop for up to three (3) days to determine the workflow content and up to a maximum of five (5) integration points. Cisco will produce a Customer Requirements Document (CRD) for review. Work will then proceed onto Software delivery, implementation, training and testing phases followed by "go-live" service.
- Cisco will provide work-around solutions or patches to reported Software or automation workflow problems using reasonable commercial efforts. For an automation Software or automation workflow patch, a Maintenance Release for the Software experiencing the problem will be provided through normal support channels.

Customer Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco consultant.
- Ensure key Customer personnel (such as: network architecture and engineering, network operations staff, management tool lead) are available to participate during the course of the Service (to provide information, assist with implementation and to participate in review sessions).
- Provide documented Customer requirements (business and technical) and high-level Network architecture and support process design specifications including those of any non-Cisco application integration requirements (ticketing systems, for example).
- Provide necessary Windows server(s) and software environment as specified in the installation pre-requisite documentation.
- Provide documented information on Customer's existing Network Infrastructure design including such as: inventory of network devices and configuration data such as versions of Cisco's IOS.

- Provide documented information on all non-Cisco applications integrated through the Automation Software Tools including interface specifications as required.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Upon termination of the subscription, Customer will remove and destroy all copies and backup of the Software and automation workflows. Cisco has the right to audit the Customer premises for validation at the Customers expense.

Supplemental Glossary of Terms for Cisco Network Operations Automation Service

- **Automation Software Tools** means the Cisco Tidal Enterprise Orchestrator ("TEO") software that supports Cisco's ability to provide the Customer with a platform that can integrate with network devices, ticketing systems, and other Customer tools. The platform will then allow the installation of Automation Packs and Cisco-provided custom workflows as well as Customer generated workflows. The platform will then execute those workflows against target systems as part of the Services.
- **Feedback** means comments from Customer provided to Cisco regarding this new type of service, including the value and/or impression of service, service delivery and the processes used.
- **Term** means the term of the Cisco Network Operations Automation Service purchased by Customer.