



## Service Description: Advanced Services – Fixed Price

### Cloud Strategy Workshop Service for XaaS Adoption (ASF-DCV2-XAAS-WRS)

This document describes Advanced Services Fixed Price: Cloud Strategy Workshop Service for XaaS Adoption.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (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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#### Cloud Strategy Workshop Service for XaaS Adoption

##### Service Summary

Cisco shall provide the Cloud Strategy Workshop for XaaS Adoption service to Customer during Standard Business Hours. Cisco will work with Customer to identify up to three (3) selected topics specific to the adoption of the XaaS cloud technology, conducting one (1) kickoff meeting and one (1) collaborative adoption strategy workshop from which Cisco will develop and document recommendations for the Customer's cloud strategy ("Services").

##### Deliverables

- Project Plan
- Cloud Strategy Workshop Recommendations Report

##### Location of Services

Services are delivered remotely to Customer.

##### Kickoff

#### Cisco Responsibilities

- Conduct a one (1) hour kickoff meeting.
- Work with Customer to schedule the workshop, determining appropriate Customer business and technical stakeholders to attend the workshop.
- Create a project plan for the strategy workshop and developing the recommendations report.
- Work with Customer to identify up to three (3) topics specific to Cloud technology to be discussed in the strategy workshop.

#### Customer Responsibilities

- Participate in the kickoff meeting, working with Cisco to schedule a workshop, determining the appropriate business and information technology (IT) stakeholders including assigning a single point of contact for the project.

- Work with Cisco to identify up to three (3) topics specific to Cloud technology to be discussed in the strategy workshop.

### **Cloud Strategy Workshop**

#### **Cisco Responsibilities**

- Conduct a workshop for up to six (6) hours with business and IT stakeholders to review up to three (3) topics, discussing the adoption strategy for Cloud XaaS.
- Review with Customer up to three (3) topics which may include Cloud adoption strategy, design, transactional, operational, and build considerations, high-level requirements, and anticipated benefits.
- Document findings including any gaps and recommended actions for the Customer's adoption strategy in the Cloud Strategy Workshop Recommendations Report.
- Review with Customer the Cloud Strategy Workshop Recommendations Report.

#### **Customer Responsibilities**

- Participate in the strategy workshop, discussing the selected topics and adoption strategy.
- Review with Cisco the Cloud Strategy Workshop Recommendations Report.

#### **General Customer Responsibilities**

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Current expectations are that Cisco will conduct the majority of these activities from a remote location.
- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's

current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.

- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **Invoicing and Completion**

##### **Invoicing**

Services will be invoiced upon completion of the Services.

##### **Completion of Services**

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this

Service	Description.
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