



## Service Description: Advanced Services – Fixed Price

### Cloud Strategy and Business Justification Service for XaaS Adoption (ASF-DCV2-XAAS-SBJ)

This document describes Advanced Services Fixed Price: Cloud Strategy and Business Justification 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.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

#### Cloud Strategy and Business Justification Service for XaaS Adoption

##### Service Summary

Cisco shall provide the Cloud Strategy and Business Justification Service for XaaS Adoption to Customer during Standard Business Hours. Cisco will work with Customer to develop a project plan and comprehensive business case for Customer's adoption of XaaS cloud technology. The project plan will include a detailed list of activities, timelines, and resources for development of a comprehensive business case. The business case will include qualitative and quantitative components. Qualitative business case components will include detailed business and technical requirements, goals, success factors, use cases, and workflows. Quantitative business case components will include a cost-benefit model. Cisco will provide a proof of concept (POC) pilot roadmap in order to validate the cloud strategy; this roadmap will be contained in the Consolidated Cloud Strategy and Business Case Justification Report deliverable. A summary of recommendations and findings contained in this report will also be used as a component of the Presentation Slide Deck deliverable for the Customer's executive stakeholder presentation ("Services").

##### Deliverables

- Project Plan
- Quantitative Data Collection Templates
- Consolidated Cloud Strategy and Business Case Recommendation Report
- Cost-Benefit Model
- Presentation Slide Deck

##### Location of Services

Services are delivered remotely and onsite (limited to three (3) onsite visits, as necessary).

##### Kick off and Information Gathering

#### Cisco Responsibilities

- Conduct a two (2) hours kickoff meeting with Customer.
- Work with Customer to identify up to twelve (12) business and technical stakeholders to work with Cisco in

developing the project plan and business case development.

- Conduct interviews with stakeholders to understand the Customer's strategic goals, business, technical, and financial requirements, corresponding constraints, success factors, and expected timeline for migrating to the XaaS cloud.
- Work with Customer to develop the project plan.
- Review with Customer the completed Project Plan deliverable.

#### **Customer Responsibilities**

- Participate in the kickoff meeting.
- Work with Cisco to identify business and technical stakeholders for the discussion of cloud project in a timely manner.
- Work with Cisco to coordinate the scheduling of interviews with identified stakeholders.
- Work with Cisco, providing existing business, technical, and financial requirements, dependencies, limitations, expectations, success factors, and any other requested information to develop the project plan.
- Work with Cisco to develop the project plan.
- Review with Cisco the completed Project Plan.

#### **Qualitative Current State Assessment and Use Case Documentation Development**

##### **Cisco Responsibilities**

- Review with Customer the Customer-provided list, working with Customer to identify up to three (3) applications and relevant use case scenarios for those applications
- Conduct up to twelve (12) interviews to capture Customer's current state qualitative information.
- Document all current state findings of the qualitative assessment in the Business Case and Requirements section of the Consolidated Cloud Strategy and Business Case Recommendation Report including:
  - qualitative business and technology assumptions, and quantitative information for business case;
  - business and technical requirements;
  - value proposition;
  - use case scenarios;
  - critical success factors;
  - risks, dependencies, and mitigation recommendations.

##### **Customer Responsibilities**

- Provide information on current network and information technology (IT) infrastructure, applications for the cloud, and business capabilities information.

- Provide qualitative information applicable to assumptions, including all business and technical constraints, value, risks, dependencies and expectations.
- Provide a list of applications and identify up to three (3) applications for use case scenarios for the qualitative assessment.
- Provide a user interaction workflow for the qualitative assessment.

#### **Quantitative Business Case and High Level Proof of Concept Pilot Roadmap Development**

##### **Cisco Responsibilities**

- Provide Quantitative Data Collection Templates to Customer to capture financial information which will be used for conducting the quantitative analysis and value proposition.
- Develop a cost-benefit model, performing quantitative analysis using Customer-provided financial information for key costs and benefits.
- Assess the impact of existing capabilities and constraints from Customer's company structure, people, process, and technology
- Develop return on investment (ROI) or net present value (NPV) or total cost of ownership (TCO) as appropriate for quantitative analysis.
- Document quantitative analysis in the Cost-Benefit Model, including "what-if" scenarios planning using key costs and benefits.
- Establish business requirements and develop recommendations, documenting them in the High Level POC Pilot Roadmap section of the Consolidated Cloud Strategy and Business Case Recommendation Report deliverable; this roadmap section can then used by Customer for the Customer's implementation of the cloud model.

##### **Customer Responsibilities**

- Provide the financial information as requested in the Quantitative Data Collection Templates.
- Work with Cisco, providing business requirements and specific business cases for the pilot roadmap.

#### **Documentation and Reporting**

##### **Cisco Responsibilities**

- Integrate all project documents, including information on findings and recommendations; and document the information in the Consolidated Cloud Strategy and Business Case Recommendation Report to include:
  - qualitative (business and technology) information and quantitative (financial) information for business case;

- business and technical requirements, including the value proposition for the cloud strategy;
- cloud use cases;
- critical success factors;
- risks and dependencies analysis, including mitigation recommendations;
- high level POC pilot roadmap.
- Work with Customer to develop a summary presentation for Customer to present to executive stakeholders.
- Review all findings and recommendations contained in the Consolidated Cloud Strategy and Business Case Recommendation Report, and document the summary information in the Presentation Slide Deck.
- Provide the Presentation Slide Deck deliverable to Customer.
- Work with Customer to confirm the list and schedule all stakeholders participating in Customer's presentation.

#### **Customer Responsibilities**

- Review with Cisco the Consolidated Cloud Strategy and Business Case Recommendation Report, including all findings and recommendations.
- Confirm the list with Cisco and schedule all stakeholders, including executive leadership and experts in data center and cloud participating in the Customer-delivered presentation.
- Customer understands and agrees that it is the responsibility of the Customer to present to Customer executive stakeholders the summary of the Consolidated Cloud Strategy and Business Case Recommendation Report.

#### **General Customer Responsibilities**

- Designate a single point of contact to act as the primary technical to interface with Cisco.
- Ensure key customer personnel (such as: architecture design and planning, network engineering, network operations staff) are available to participate during the course of the Service (to provide information and to participate in review sessions).
- Provide documented customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documented information on customer's existing infrastructure design including such as: features and

services, network designs, call/data flow, security policies and operational processes, etc.

- 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.
- 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.
- 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.