Cisco Powered by Business Critical Services

This Service Description must be read in conjunction with "How Cisco Provides Services" which is incorporated into this document by reference.

Powered by Business Critical Services (the "Services") offers provide user(s) access to a solution or platform as identified in the Quote and described herein.

The Services contained herein are routinely updated. Customer will automatically be migrated to the latest version of the Service, without materially reducing Services' core features.

Cisco may occasionally make additional features available to Customers on a pre-general-release basis. Such features are offered "asis" and at Cisco's discretion.

1. Digital Twin Explorer

Digital Twin Explorer provides virtualized representations of the Customer production network delivered as-a-Service. Digital Twin Explorer discovers the topology and devices from the production network and represents them in a way that allows the operator to gain insights. Digital Twin Explorer provides Customer's network operations team with an up-to-date map of the production network, and overlays related data, context, and network insights. Network operators can see the discovered network in one view or drill down to see specific interconnections between devices. The time-travel feature allows the operations team to "rewind time" to see how the network topology has recently changed. The system is consumed as a cloud application and purchased as a subscription.

Digital T	win High	Level F	eature	Components
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Service	Capabilities
Digital Twin Explorer	Overview:
	 Provides a network topology map discovered from multi-vendor device analysis and represented using the Digital Twin Data Model. Provides Time Travel allowing the operator to rewind and view prior states of the network as available. Custom queries allow the operator to specify customized searches of the Digital Twin Data Model. Includes a BCS Operational Insight Lens that enhances the network map with BCS
	 Operational insights data. The following are features of Digital Twin Explorer: Configuration Insights
	 Advisories: Field Notices, PSIRTs, Software and Hardware EoX
	Network Devices and Platform Support
	IOS/IOS-XE
	Explore Layer 2: ARP tables, MAC tables, HSRP state, VLAN connectivity, LLDP neighbors, CDP neighbors, BFD
	Explore Layer 3: IPv4 forwarding tables, OSPF and BGP peers, VRFs, MPLS forwarding, VPNv4 information
	Explore Security (IOS-XE only): Ipv4 access-lists (ACLs) applied to interfaces
	Trace Network Paths: Considers VRF, Labels, Ipv4 Forwarding table, interface ACLs
	• Nexus
	Explore Layer 2: ARP tables, HSRP state, VLAN connectivity
	Explore Layer 3: Ipv4 forwarding tables, VRFs

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	• ASA		
	Explore Layer 2: ARP tables, VLAN connectivity		
	Explore Layer 3: Ipv4 forwarding tables, multiple contexts		
	Explore Security: Ipv4 access-lists applied to interfaces		
	Trace Network Paths: considers VRF, Ipv4 forwarding tables, interface ACLs		
	Amazon Web Services		
	Explore Infrastructure: VPC, EC2, Tags		
	Explore Layer 3: Ipv4 forwarding tables, subnets, transit gateways, internet gateways, NAT gateways, elastic network interfaces, Elastic Ips, Hosts		
	Explore Security: Network access-lists, security groups		
Digital Twin Explorer Base Package	The base package is required by all Digital Twin Explorer customers and includes core features of the Digital Twin service across different Cisco and non-Cisco platforms (AWS), with support for up to 5000 devices and Time Travel:		
	Key features include:		
	Administrator password with two-factor authentication		
	Users and user-groups controls		
	Password expiration policy Cloud bested (US & Europe)		
	• Cloud Hosted (05 & Europe)		
Digital Twin Explorer	The expansion pack adds support for an additional 1000 devices. Customers may purchase		
Expansion Package	multiple expansion packs to meet their needs.		
Collectors	 Cisco Common Services Platform Collector (CSPC) – supported and required. Cisco RADKit Collector – supported and required for 3rd party devices (excluding AWS) and devices not supported by CSPC. 		

Cisco will perform the following:

• Deploy the Digital Twin Explorer cloud-based instance where Customer will consume the service.

Customer will perform the following:

- Provide a whitelist of cisco.com usernames that are allowed to access the Digital Twin Explorer system.
- Optionally provide a subnet of Ipv4 addresses that should be allowed to access the Digital Twin Explorer system.
- If using the CSPC collector: Modify the CSPC collection profile to include the specific device commands that are required by the Cisco Digital Twin system.
- If using RADkit collector: Set up the RADkit Service and provision it to connect to any devices that are to be added to the Digital Twin Data Model.

1.1.1. Responsibilities and Requirements.

For each of the Services identified in this Section, the following applies:

- Cisco remains responsible for assigning, supervising, and directing the specific individuals delivering this Service, and Cisco may switch individuals at any time.
- Digital Twin as a Service will be delivered remotely.
- This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
- The Digital Twin application is generally available for use 24x7.

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- If support is required, Customer can open a query from within the tool. A request for support can also be sent to digitaltwinsupport@cisco.com. Support is available during standard United States business hours.
- Third-party devices may be supported in the Digital Twin Data Model, but Cisco will provide support related to such devices only
 at Cisco's sole discretion. Cisco will collaborate with Customer-provided third-party technology and equipment providers as Cisco
 in its sole discretion deems required and practical. Cisco is not responsible for outcomes related to third party devices nor will
 Cisco perform activities directly on third party equipment.

Compliance, Remediation, Data Model Accuracy and Simulation Fidelity

- Customer remains responsible for all of Customer's compliance with industry standards.
- This Service is provided solely as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities documented in this Service Description. All Digital Twin services will stop and be considered complete on the last Business Day of the Service Term.
- The Digital Twin Data Model is a normalized and reduced representation of the state of the network topology and device configuration and operating state. This normalized model allows the system to provide a simplified network view and for rapid computations against the Data Model. The Digital Twin Data Model cannot account for vendor specific device protocol implementation or deviations due to different hardware or software versions, software or hardware bugs, or the full feature set of the devices. The Data Model is built on a commercially reasonable efforts basis.

2. Services Limitations

2.1.Common Limitations

The following limitations apply to all Services:

2.1.1 Air-Gapped Data Collection Tools are not supported.

3. Glossary of Additional Terms

The following terms used within this document are defined below:

Defined Term	Meaning
Digital Twin	An interactive digital model of a physical twin. Digital Twin, as referenced in this document, provides an interactive digital model of a physical (production) network.
as-a-Service	as-a-service (aaS) is a business model in which something is being presented to a customer, either internal or external, as a service.
CSPC	Common Services Platform Collector (CSPC) is a software package, whose basic function is to discover the network elements and collect information from those elements.
RADkit Collector	RADkit is a Software Development Kit (SDK): a set of ready-to-use tools and Python modules allowing efficient and scalable interactions with local or remote equipment. Learn more at https://radkit.cisco.com.
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.