



## Service Description

# Professional Services Transactional SME

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 Professional Services Transactional Subject Matter Expert (“SME”) is a consulting Service where Cisco provides general consultative advice and guidance (“SME Consulting Services”) in areas such as product installation, configuration, setup, migration, onboarding, and enablement for the Architecture (See Table 1 below) and as specified in the SME Quote. SME Consulting Services do not include the provision of any Deliverables.

The SME Consulting Service may be delivered remotely and /or on-site (at locations where Cisco makes such onsite Services available and as permitted by applicable law) on Business Days as specified in the SME Quote. A Business Day is consumed if Cisco performs any SME Consulting Services on that day.

**Table 1.** Architectures Supported by SME Consulting Services

Architecture
Data Center
Networking
Security
Collaboration
Service Provider (SP) Mobility
Internet of Things (IoT)

Cisco Professional Services Transactional SME

Professional Services Transactional SME may be provided for the following Consulting Categories:

Consulting Categories	General Activities
<b>Planning and Architecture</b>	<ul style="list-style-type: none"><li>• Architecture strategy and planning provides support to help Customer develop a strategy or plan to adopt and support Cisco solutions.</li><li>• Architecture definition provides support to help Customer create technology adoption roadmaps.</li><li>• Architecture management provides support to help Customer assess and translate business requirements into an architecture management vision and strategy, multi-generation plan and target architecture model.</li></ul>

	<ul style="list-style-type: none"> <li>• Strategy and analysis provide support for Customer's development of a strategy for expanding or evolving current infrastructure or defining a strategy for a new Cisco technology solution.</li> <li>• Transformation management provides support to help Customer to align and prioritize project(s). Support may include transformation governance, alignment and roadmap management, financial management, resource management, change management, process management.</li> <li>• Architecture readiness provides insight into the Customer's current infrastructure plan to support additional infrastructure, including Hardware, Software, design, links, and power.</li> <li>• Architecture development helps Customer with guidance and recommendations related to a process for developing an architecture development approach in which business, organizational, and system requirements are defined, analyzed, synthesized, implemented, and evolved while applying an agile manner through its full lifecycle.</li> </ul>
<b>Design Engineering</b>	<ul style="list-style-type: none"> <li>• Design support helps Customer with guidance and recommendations in making incremental changes to Customer's designs.</li> <li>• Design development provides Customer with guidance and assistance in developing or improving Cisco infrastructure designs.</li> <li>• Design change support assists Customer with the assessment of the potential feasibility and impact of proposed changes to Customer's designs.</li> </ul>
<b>Implementation Planning</b>	<ul style="list-style-type: none"> <li>• Migration planning and implementation support assists Customer's engineering staff in evaluating Customer's solution design changes, dependencies, affected processes and Documentation.</li> <li>• Implementation support focuses on supporting the Customer in the transition of Customer's planning and design to implementation or expansion of a design solution.</li> </ul>
<b>Assessments and Analysis</b>	<ul style="list-style-type: none"> <li>• Technology assessments to aim to identify gaps and assist Customer with guidance and recommendations related to optimizing the capacity, reliability, general performance, and/or security of Products.</li> <li>• Resiliency assessments aim to identify gaps and recommendations for resiliency and availability improvements to the architecture and operations of the Products.</li> <li>• Network security architecture assessments aim to identify deviations and security weaknesses in the Network from Cisco's security best practice methodologies.</li> </ul>
<b>Security and Threat Management</b>	<ul style="list-style-type: none"> <li>• Incident response provides support planning which aims help Customer prepare for and reduce likelihood and impact of a security incident.</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>• Testing strategy and planning reviews provides support in the evaluation of Customer business and operational testing requirements and constraints, analyzing priority areas for review or improvement.</li> <li>• Testing guidance provides support in the evaluation of Customer's current test practices and principles for consistency and automation improvements of test plan design, development and deployment.</li> </ul>

## 2. Cisco Requirements

- Work with the Customer at the SME Consulting Services kickoff meeting to specify and agree on the Consulting Categories and general activities within the scope of this Service Description for the SME Consulting Services.
- Provide consultative advice and guidance in support of Customer's objectives for design, implementation, operations and knowledge transfer for the supported Architecture.
- Provide consultative advice and guidance regarding planning and design by Customer of future implementation and integrations for a supported Architecture from an engineering perspective.
- Provide consultative advice and guidance regarding installation, configuration and onboarding by Customer of products in a given supported Architecture.

### 3. Customer Requirements

- Work with the Cisco identify and agree on the Consulting Categories and general activities for the SME Consulting Services.

### 4. General Terms

- Services may be performed, at Cisco's discretion, by Cisco or individuals, contractors, agents, suppliers or organizations employed by or hired under contract with Cisco.
- Cisco remains responsible for assigning, supervising and directing specific individuals, and Cisco may switch individuals at any time to deliver this Service.
- Cisco is not obligated to make personnel changes to accommodate workload or work type changes. Cisco will assess what experience is required and assign personnel and resources based on the agreed-upon SME Consulting Services.
- SME Consulting Services will use tools and personnel made available by Customer. Cisco may recommend Cisco or third-party tools or products that may benefit a specific task. Customer is responsible for the evaluation and, if desired, the purchase of these additional items. The SME Services will not be responsible for providing equipment, tools, products, or services not otherwise purchased or provided by Customer.
- The SME Consulting Services will only be provided in relation to Cisco infrastructure per Architecture listed in Table 1. Cisco will collaborate with Customer-provided third-party technology and equipment providers as Cisco deems required and practical. Cisco will not be responsible for outcomes related to third-party devices nor will Cisco perform activities directly on third-party equipment.
- Cisco will use commercially reasonable efforts to complete SME Consulting Services agreed to in the Services kick-off meeting. However, Cisco does not guarantee that all tasks and activities will be successfully completed prior to termination of the SME Quote.
- On-site Services are subject to availability. If a party reasonably believes necessary according to applicable law, the parties will work together to document the reasons and justifications for on-site Services prior to the on-site Services being performed and such Service will be limited by those reasons and justifications. Unless otherwise agreed by Cisco, trips will be within the Location of Services specified in the Quote. On-site Services are not available and will be substituted with remote Services if Cisco believes providing the on-site Services may pose a health or safety risk or if Cisco is prevented from providing on-site Services based on applicable law or regulation.