



Service Description

Advanced Plan and Design Review Services

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

As part of Plan & Design Review (AS Fixed SKU: ASF-SP1-G-NGN-APDR), Cisco will review proposed network design & technology used, perform gap analysis based on design proposed, identify missing best practices, and recommend configuration best practices.

2. Deliverables

- Solution Requirements Development (SRD)
- Design Review
- Design Review Presentation

3. Service Scope

The Scope of Service delivery is limited per project as follows:

- Up to 3 platform types containing NOT more than 3 supported Line card type per platform
- Up to 5 technologies
- Up to 2 trips to Customer site by Cisco engineers
- Limited multivendor support

The following activities will be part of the Service:

- Solution Requirement Development (SRD)
- Assessment – Hardware / Configuration / Feature
 - Pre-requisite check list
 - Hardware & software analysis
- Feature, configuration, scale recommendation
- Future feature check / recommendation
- Software Version and SMU [Software Maintenance Upgrade] referral
- Design review

4. General Project Management

4.1 Cisco Responsibilities:

- Provide a Project Management Plan (“PMP”). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions.

5. Assessment (Hardware and Software Analysis)

5.1 Cisco Responsibilities:

- Conduct Assessment Workshop to identify current and new Services, growth challenges, network challenges, and Customer's 3-5 years priorities.
- Develop a Solution Requirement Document in conjunction with the Customer based on the information gathered during the design workshop. The SRD document will be delivered to Customer for Customer's review and approval.
- Provide the Assessment Report.
- Conduct a remote executive presentation, not to exceed three (3) hours, of the Assessment Report for key Customer stakeholders.

6. Design Review

6.1 Cisco Responsibilities:

- Conduct a design discovery workshop at the Customer's premises to gather the design and technical requirements; understand current network design and design goals. Typical duration of the workshop is one (1) business day.
- Review the Customer network design from architecture and Service perspective and provide design recommendations that address the Customer's requirements and design goals.
- Provide configuration review, including recommendations, on the design configuration gaps and best practices.
- Provide Customer with a design review document that includes design recommendations and related configuration best practices.

6.2 Customer Responsibilities:

- Provide Customer's network design, topology, running configuration, operational documentation, future plans, scale, current issues in network and information that provides a detailed description of Customer's network architecture goals/requirements.

7. Software Version and SMU Referral

7.1 Cisco Responsibilities:

- Provide software referral for up to two (2) platforms listed in the Service Summary.
- Review the features that Customer is planning to implement and provide a software referral with expertise in Cisco best practices including experience gained with other Customers who have similar profiles.
- Provide list of recommended SMU's [Software Maintenance Upgrade] to be installed by Customer based on features configured.

- Software referral does not include Customer specific software risk analysis or a specific software recommendation.

7.2 Customer Responsibilities:

- Provide list of software and hardware features that Customer is planning to implement.
- Provide any long-term feature requirements that may impact software referral.

8. Design Review Report

8.1 Cisco Responsibilities:

- Conduct design review presentation to Customer.

9. Assumptions and Exclusions

- Only product families listed as follows will be supported under this Service:
 - ASR 902/903/907 Series
 - ASR 920 Series
 - ASR 1000 Series
 - ASR 9000 Series
 - ASR 9900 Series
 - NCS 520 Series
 - NCS 540 Series`
 - NCS 560 Series
 - NCS 1000 Series
 - NCS 4000 Series (No Support for TDM/Optical – Only Support IP/IOS-XR)
 - NCS 4200 Series (No Support for TDM/Optical – Only Support IP/IOS-XE)
 - NCS 5000 Series
 - NCS 5500 Series
 - NCS 6000 Series – Single Chassis
 - Cisco 8000 Series
 - CRS X – Single Chassis
- Only technologies listed as follows will be supported under this Service:
 - Routing
 - QoS
 - MPLS
 - TE
 - MPLS-VPN
 - MCAST
 - SR
 - SR-TE
 - SRv6
 - EVPN
 - VXLAN
 - BFD
 - FRR



- L3VPN
 - L2VPN
- Only products from following list of third-party vendors will be reviewed for multivendor support under this Service:
 - Juniper
 - Huawei
 - Nokia