



Service Description: Advanced Services – Fixed Price

SP Wi-Fi – Core Network Readiness Assessment Service (ASF-SP0-WF-CNRA)

This document describes Advanced Services Fixed Price: SP Wi-Fi Core Network Readiness Assessment Service.

Related Documents: This document should be read in conjunction with the following documents also posted at 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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SP Wi-Fi – Core Network Readiness Assessment Service

Service Summary

Cisco Advanced Services will conduct a core network readiness assessment of Customer's current data center environment and provide a recommended implementation strategy and plan for an optimized environment for an SP Wi-Fi solution ("Services"). Services are provided during Standard Business Hours, unless stated otherwise.

Deliverable

SP Wi-Fi Core Network Readiness Assessment Document

Location of Services

Services are provided remotely.

Services include no more than one (1) on-site visit for a duration of up to four (4) consecutive business days.

Cisco Responsibilities

- Review with Customer its SP Wi-Fi business goals, objectives and requirements.
- Review Customer's SP Wi-Fi network architecture, features, and configuration.
- Review Customer's SP Wi-Fi network interconnection to the wired backbone on configuration, quality of service (QoS), and utilization.
- Review Customer's implementation of its Cisco Wireless Controller(s).
- Review existing backend server utilization such as AAA, RADIUS, DNS, and DHCP servers.
- Interview Customer stakeholders for information related to its Wi-Fi and wired backbone infrastructure network performance.
- Analyze SP Wi-Fi device configurations to compare them to Cisco's best practice recommendations.
- Analyze existing Wi-Fi provisioning flows.
- Provide a SP Wi-Fi Core Network Readiness Assessment document, consisting of information displaying gaps in architecture, security risk analysis, traffic utilization, and performance analysis, including prioritized documentation describing the analysis comparing Customer's current practices to Cisco's recommended best practices, and

recommendations to improve SP Wi-Fi Core Network performance.

Customer Responsibilities

- Identify Customer's project sponsors and key stakeholders and define their roles in the participation of this SP Wi-Fi project. Customer stakeholders may include management representatives, SP Wi-Fi system users, engineers, and other technical personnel.
- Work with Cisco to schedule the kick-off meeting and communicate the services schedule to the participating Customer stakeholders.
- Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Provide Wi-Fi business goals, objectives and requirements.
- Review with Cisco to validate Customer SP Wi-Fi business goals, objectives and requirements.
- Provide information on SP Wi-Fi network architecture, features, and configuration.
- Provide information on Customer's SP Wi-Fi network interconnection to the wired backbone on configuration, QoS, and utilization.
- Participate in regularly scheduled project review meetings or conference calls.
- Ensure Customer project team members are available to participate during the course of the Service to provide information and to participate in the scheduled information gathering sessions (such as interviews, review meetings, or conference calls) per the services schedule.
- Work with Cisco to identify specific objectives and critical success factors for Customer's SP Wi-Fi deployment.
- Provide Cisco with requested technical documentation, including but not limited to network designs and implementation plans, as well as information requested concerning business and technical requirements related to the Customer's data center and SP Wi-Fi environment, as necessary for the completion of services, and within in two (2) Business Days of Cisco's request.
- Five (5) Business Days prior to commencement of the services, provide Cisco with up-to-date documentation and information regarding:
 - business and technical design objectives;
 - current network and server architecture;
 - configuration of the SP Wi-Fi devices;
 - network usage requirements;
 - layer 2 and layer 3 security policies;
 - operational processes for infrastructure and application deployment.

General Assumptions and Other Responsibilities

- 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.
- Customer shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.

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. 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.