



Service Description

Software Risk Analysis and Recommendation Services for Small Fixed Chassis

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 Software Risk Analysis & Recommendation (AS Fixed SKU: ASF-SP1-G-NGN-SWR1), Cisco provides software recommendation as a Service to Customers who are upgrading their software on fixed 1RU/2RU chassis routers.

2. Deliverables

- Software Risk Analysis and Recommendation Report

3. Service Scope

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

- 1 Product Platform
- Fixed 1 Rack Unit (RU) / 2 Rack Unit (RU) Routers
- 1 Software Release
- Only Cisco products

The activities listed below will be part of the Service:

- Assessment – Hardware / Configuration / Feature
 - Pre-requisite check list
 - Hardware & software analysis
 - Feature & Configuration Analysis
- Feature, configuration, scale recommendation
- Future feature check / recommendation
- SMU [Software Maintenance Upgrade] recommendation

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 (Software Risk Analysis & Recommendation Report)

5.1 Cisco Responsibilities:

- Review the current features, configuration, scale and new features that Customer is deploying and provide software release recommendation for the platform included in the scope.
- Review Customer future feature needs while recommending software.
- Conduct detailed Customer specific software risk analysis on the recommended software release and provide a list of known software defects and any applicable recommended actions and/or workarounds for risk mitigation of Severity 1 (S1), Severity 2 (S2) and Severity 3 (S3) bugs only.
- Review list of Software Maintenance Upgrade (SMU) posted on Cisco.com and propose list of SMUs that are applicable to Customer current configuration.
- Cisco will provide a software recommendation based on the Customer's feature requirements and/or Cisco's experience with other Customers with similar profiles.
- Provide the Software Risk Analysis and Recommendation Report to the Customer.
- Review with Customer remotely the Software Risk Analysis and Recommendation Report.

5.2 Customer Responsibilities:

- Provide any long-term feature requirements that may impact software referral.

6. Assumptions and Exclusions

Software:

- Service available only to software's that are released and made available to be downloaded on www.cisco.com
- Cisco will NOT identify a software release for Customer.
- Customer should identify exact release (ex: IOS-XR 6.3.3) information before approaching Cisco for recommendation.
- Cisco will NOT qualify a software by testing & validating. Cisco will recommend whether the software chosen by Customer better fits their present and future needs.
- Software Maintenance Upgrade (SMU) will be recommended based on list of SMUs that are already publicly available to download.

Only product families listed as follows will be supported under this Service:

- ASR 901
- ASR 902
- ASR 920
- ASR 1001/1002
- ASR 9001



- ASR 9901
- NCS 520
- NCS 540
- NCS 1001/1002
- NCS 4201/4202 (No Support for TDM/Optical – Only Support IP/IOS-XE)
- NCS 5001/5002/5011
- NCS 5501/5502
- Cisco 8201/8202