Service Description

Software Risk Analysis and Recommendation 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 Software Risk Analysis & Recommendation (AS Fixed SKU: ASF-SP1-G-NGN-SWR), Cisco provides software risk analyses and recommendations for Customers who are upgrading their software on 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
- 1 Software Release
- Up to 3 Line Card (LC) Types, 1 Route Processor (RP) Type, 1 Switch Fabric Card (SFC) Type
- Only Cisco products

The activities listed below will be part of the Service:

- Assessment – Hardware / Configuration / Feature
  - o Pre-requisite check list
  - o Hardware & software analysis
  - o 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, configurations, scales 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 about Software Risk Analysis and Recommendation Report for Customer's comments and approval via conference call.

5.2 Customer Responsibilities:

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

6. Assumptions and Exclusions

Software:

- Service available only to the software's that are released and made available to be downloaded in 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 would 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 available for public download.

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