

Service Description

Software Support Service for Government

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

Software Support Service for Government covers its associated Application Software sold as FedRAMP Low and Moderate Software as a Service (SaaS) subscription (where available).

For each Application Software product, any subset of the following Software Support options may be available for purchase:

- Enhanced for Government
- Premium for Government

For FedRAMP Low and Moderate Software as a Service subscriptions, the Software Support Enhanced for Government and Software Support Premium for Government options entitle You to technical support from a team of TAC engineers, and to resources for proactive support, all provided in alignment with the requirements of United States (US) public sector and relevant national security programs, including provision of Services by authorized in-country US Persons. US Persons means: (1) a citizen or national of the US; (2) a permanent resident of the US; (3) a refugee in the US; or (4) an asylee in the US. Cisco Service requests and correspondence data provided by Customer to Cisco for the purposes of Cisco's provision of Software Support Service is stored in United States. This data is not subject to international data transfers and is stored on network with access controls.

2. Cisco Responsibilities

Cisco will provide the Software Support for Government according to the option selected on the Purchase Order of the Software Support for Software as a Service subscription for which Cisco has been paid the appropriate fee. The Customer is entitled to the purchased Software Support for Government until the end of the Services Term of the Software as a Service subscription.

Cisco provides support for Cisco Partner hosted and managed solutions only if the solution is deployed and offered in a manner consistent with the then-current, applicable program requirements, if any. Cisco may deny or cease providing support if the Cisco Partner's solution does not or no longer meets the program requirements.

2.1 Enhanced for Government

- Cisco TAC access 24 hours per day, 7 days per week to assist by online tools or telephone with Application Software use and troubleshooting issues. Refer to Table 1 (Software Support for Government Response Time) below for details.
- Access to Cisco.com. This Service provides You with technical and general information on Products as well as access to Cisco's online Software Central library. Cisco may identify access restrictions from time to time.
- Application Software Updates for SaaS: Any patches, Maintenance Release, Minor Release, and Major Release of the Application Software will be incorporated into the SaaS, and Cisco will not provide as downloads to You.
- Direct access to skilled engineer with solution level expertise.
- Multiproduct/multivendor support coordination.
- Entitlement for guidance for Smart Account structure setup and Software license activation.
- Configuration Support to provide advice and process guidance for maintaining consistency of the Application Software performance in Your IT environment. Examples include:
 - Guidance for deploying Software updates and migration.
 - Guidance for initial installation and deployment pertaining to Application Software.
- All TAC cases submitted will be routed to a team of TAC experts for reactive case handling for Software issue resolution.
- Initial meeting to understand Your desired outcomes to define an IT and infosec adoption plan.
- At Cisco's discretion, provide periodic technical status reviews:
 - Confirm Your desired outcomes and suggest any updates to the IT and Infosec adoption plan.
 - Assess and recommend any changes to the Software configuration, settings, etc. and provide technical guidance with any ongoing needs in alignment with desired outcomes.
 - Compare progress to date against goals.
 - Address limitations or influences related to IT and Infosec adoption plan.
 - Make recommendations on leveraging best practice guides, training, marketing material, or suggestions for process changes.
- Entitlement for support associated with integrating the Application Software into Your IT environment and ongoing guidance to Your help desk personnel in providing internal support to users of the Application Software, for example best practice training of Your help desk personnel on processes and product features.

2.2 Premium for Government

- Cisco TAC access 24 hours per day, 7 days per week to assist by telephone, or online tools with Application Software use and troubleshooting issues. Refer to Table

1 (Software Support for Government Response Time) below for details. Support cases are prioritized over those associated with Enhanced for Government option.

- Designated Service Management (DSM) of the covered Products by a technical subject matter expert during local Business Hours
 - The DSM provides incident management, change management and escalation management. The DSM also facilitates and expedites resolution for Severity 1 and 2 cases based on Your specific use cases.
 - The DSM assists in problem management by providing technical consultation for any work around or appropriate corrective action based on any available root cause analysis.
 - Periodic technical reviews: The DSM will conduct quarterly technical reviews on status and results of both technical and proactive support issues for the designated product offerings with reviews of overall operational performance.
- Entitlement for support under DSM which utilizes Your information, such as Your Environment, Software configuration, operation workflows, and IT and infosec adoption plan to provide the following:
 - Technical consultation for any operational safeguards against known issues and changes that may affect operations and availability of the Application Software.
 - Consultation for planned Product changes that may affect availability of Application Software or its feature set.
 - Semi-annual consultation to help planning for upgrades, expansion and migration for any necessary deployment growth.
 - Annual summary for case trend analysis, software configuration review, and recommendation for any changes.
- Advanced entitlement for support for lifecycle management
 - At Cisco's discretion provide periodic technical status review as described in Enhanced for Government.
 - Advanced support analytics: Customer Dashboard Report of Support Case Analysis for Severity 1 and 2 issues with best practices in reducing these types of Support Cases.

3. Customer Responsibilities

The provision of the Services by Cisco assumes that You will facilitate Software Support Service for Government as follows:

- Make all reasonable efforts to isolate the Application Software problem prior to requesting support from Cisco and provide any Hardware required to perform fault isolation.
- Acquire, install configure and provide technical support for Third-party Products, including upgrades required by Cisco or related Services; and for Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Application Software.

- Maintain Your entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Your Application Software implementation.

In addition, the provision of the Enhanced for Government and Premium for Government, Cisco assumes that You will facilitate Software Support for Government Services as follows:

- To perform analytics on consumption data to help improve feature usage, You will provide consumption information via any mutually agreed method.
- Designate Software users, IT administrators, and help desk personnel to attend and participate in training and support process reviews, when applicable.
- Your designated Software users will complete any necessary training made available by Cisco that are recommended for the Products purchased by You.
- Advise Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Environment to allow Cisco to discuss cases with You in the context of Your environment.
- Maintain the entire Software implementation for each technology in use under the same Software Support option for Cisco to provide Services for any portion of the Software implementation.

Software Support for Government Response Time Objectives

Response time is defined as the time from when a case has been submitted in the case management system by You to the time when a support engineer has made contact regarding the issue reported in the case. The following table outlines the objectives that Cisco strives to achieve to respond to submitted cases based on their case Severity Level. In some cases, the assigned cases severity may be adjusted to align with the Software Support Severity Guidelines (see the [Services Guide](#) for definitions of Severity Levels).

Table 1. Software Support for Government Response Time

Software Support for Government Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Enhanced for Government	24x7 via Online & Phone	Response within 30 minutes	<ul style="list-style-type: none"> • For cases created between 8:00 AM to 8:00 PM Eastern Time Monday through Friday – Response within 1 hour • For cases created outside of 8:00 AM to 8:00 PM Eastern Time Monday through Friday Response within next Business Day

Premium for Government	24x7 via Online & Phone	Response within 15 minutes	<ul style="list-style-type: none">For cases created between 8:00 AM to 8:00 PM Eastern Time Monday through Friday - Response within 1 hourFor cases created outside of 8:00 AM to 8:00 PM Eastern Time Monday through Friday Response within next Business Day
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