Service Description: Cisco TelePresence Remote Management Services

TelePresence Room Service

This document describes the Cisco TelePresence Remote Management Services TelePresence Room Service offer.

Pre-Requisites for this Optional Service:

- Cisco TelePresence Essential Operate Service
- Cisco TelePresence Remote Management Service Assisted Management Service (minimum)

Related Documents:  This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/:
1. Service Description for TelePresence Remote Management Services;
2. End User Obligations;
3. Glossary of Terms;
4. Severity and Escalation Guidelines;
5. List of Services Not Covered.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for TelePresence Remote Management Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. If not already covered in your MSA or equivalent services agreement, this document should be read in conjunction with the Related Documents identified above. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for informational purposes only; it is not a contract between you and Cisco. The contract, if any, governing the provision of this Service is the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Service Summary

Cisco TelePresence Remote Management Services and other optional services are intended to supplement a current support agreement for Cisco products, and only available where all Managed Components in a Customer’s network and Cisco TelePresence Solution are supported through a minimum of core services such as Cisco’s SMARTnet and Software Application Services or Cisco’s TelePresence Essential Operate Service, as applicable. Cisco shall provide the Cisco TelePresence Remote Management Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Cisco shall provide a Quote for Services (“Quote”) setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Cisco only provides support for Managed Components, unless specifically noted. For any device, component or solution element not specifically designated as a Managed Component, Cisco shall have no responsibilities whatsoever.

1.0 TelePresence Room Service

This on-site service offers periodic visual inspections of the TelePresence environment to ensure compliance with Cisco room design specifications and best practice guidelines.

The purpose of this room verification service is to provide periodic, sustained conditioning of a Cisco Telepresence system by:

- Performing a visual check of the environment
- Verifying, adjusting and re-calibrating critical TelePresence components as per exhaustive inspection checklist
- Informing the primary designate, by way of inspection report, if spare parts need to be ordered, shipped and installed or other corrective action taken
- Replacing onsite consumables limited to TelePresence components such as remote batteries, light bulbs, etc.
2.0 Components Covered

Components examined during the TelePresence Room Service include (but are not limited to) the following:

- Video Codec(s)
- Plasma Display(s)
- Cameras
- Lighting Shroud
- Projector (as applicable)
- Content LCD
- Document Camera (as applicable)
- Cisco IP Telephony Phone
- Optional Presentation Codec
- Auxiliary Control Unit
- Microphones
- Speakers
- Call control devices

Groups 1 and 2 endpoints covered under this service only.

3.0 Checklist

Camera
- Verify color temperature, alignment and focus

Lighting
- Check room ceiling lights to ensure uniformity and proper working order
- TelePresence lighting shroud meets installation specifications
- Ensure lighting alcove and display are in alignment

Microphones
- Test room microphones for audible integrity and physical condition
- Verify live speaker switching

Acoustics
- Evaluate rooms noise, ambient sound levels
- Evaluate noise from adjacent rooms
- Measure sound reverberation

Video Displays
- Ensure cleanliness of plasma displays

Environment
- Check physical condition of furniture, other room elements
- Verify availability of power
- Ensure heating and cooling are working properly, and temperature specifications are met
- Ensure that room dimensions meet Design Specifications

Cable Management
- Ensure all cables are in good condition and are properly hidden
- Laptop VGA cable reach extends to both ends of the table

Connectivity
- Cisco IP phone is in proper working order
- Call control devices are in proper working order

Projector/Document Camera
- Projector and/or document camera are in proper working order

Auxiliary Control Unit (ACU)
- Ensure ACU is in proper working order

System Test
- Perform test call or loopback to validate that the solution is in good working order

4.0 Customer Responsibilities

The Customer is fully responsible for each of the following activities, including but not limited to taking the leadership role and defining processes and procedures, and where required, identifying a Partner to perform such activities:

- Customer must be willing to supply on-site resource to accompany technician and provide access to the TelePresence room
- On-site resource must be available throughout the duration of the room service
- If the visit needs to be rescheduled, Customer is responsible for notifying the VNOC via the web portal and for submitting a new Service Request to accommodate the new date/time.
- Authorized person available to sign-off on the work
- Make a reasonable effort to have a test room on the same network available for test calls
- Providing current contact information for key Customer IT personnel
- Communication of any logical or physical changes to Cisco or responsible Partner to allow Cisco or Partner to update inventory and support databases
- Detailed inventory of devices to be covered for service support
- Providing direction to Cisco field services for device replacement, and taking the lead role in service restoration of a device after replacement
- Maintaining stock of consumables such as batteries, light bulbs, etc.

5.0 Cisco Responsibilities

Cisco shall perform room service at agreed upon intervals (biannual visits are included with our Enhanced Support service level, annual or quarterly visits can be purchased separately by Customers opting for the Assisted Support service level) and preschedule such Service visits at agreed upon intervals. Each visit shall be scheduled at least 2 weeks in advance, allowing ample time for the Customer to respond with a reschedule request if necessary.

All scheduled visit dates as well as the last visit date will be viewable from the web portal. Scheduled service dates will be changeable by the Customer through submitting a change as a Service Request. If an unavoidable event forces Cisco to reschedule a visit, said visit will rescheduled to the next available date pending Customer and room availability, not to exceed 3 weeks hence from the original visit date. Room service technicians shall complete extensive Cisco equipment training as necessary, and shall be trained on all newly released equipment within 30 days of FCR/product release.

Immediately following a room service visit, a checklist with detailed notes shall be made available to the Customer for review and formal acceptance.

6.0 Service Assumptions and Dependencies

Room service can be purchased on an annual, semi-annual, or quarterly frequency, and service can be upgraded at any time if the Customer chooses to pay the difference between SKU levels. Biannual service is included with the Enhanced Management level service package. Unused visits will not rollover into the next renewal period.
Glossary of Terms

Cisco means Cisco Systems, Inc., a California corporation having its principal place of business at 170 West Tasman Drive, San Jose, California 95134.

Customer means the entity purchasing Services for its own internal use either directly or through an Authorized Channel.

Essential and Essential Onsite means Cisco service and support provided through Cisco Operate Services. Customers have a choice of 8x5x Next Business Day (NBD), 8x5xNBD onsite, 8x5x4 hour onsite support or 24x7x4hour onsite support. Please check with your local Service Account Manager for availability of 8x5x4 onsite and 24x7x4hour support. Service and Support are required for Cisco TelePresence Endpoints, Cisco TelePresence Manager, Cisco TelePresence Multipoint Switch, Cisco TelePresence Recording Server and Cisco Unified Communications Manager and are a pre-requisite for Remote Management Services for TelePresence.

Health Check means a virtual, remote diagnostic check of the TelePresence Solution to ensure that there are no open tickets or incidents associated with that location.

Management Services means a service that provides Monitoring, Incident Resolution, Reactive Problem Management, service level management and Standard Changes to resolve all Incidents.

Partner means the third party contracted by Customer to act as its technical point of contact with respect to the Service and/or Product.

Preventative Verification means a virtual, remote verification that there are at least two TelePresence rooms scheduled to participate in the VIP event and that there are no scheduling conflicts.

Quote means quote for services.

RMS means Remote Management Services and describes the service offering delivered by Cisco Remote Operations Services (ROS). There are RMS offerings for TelePresence, Foundation, Security, Data Center, Digital Media Systems and Unified Communications.

Service Activation Kit (SAK) means the document that is completed by the Customer and/or Partner that details the specifics of the TelePresence room that will be serviced, including site location, site facilitator contact information and room configuration details. This document will be used to provision the TelePresence room in the Cisco service database.

Service Description means Cisco will provide the Services and perform Cisco responsibilities described in the standard Cisco Service Description located at www.cisco.com/go/servicedescriptions/ (or such other location of which Cisco may notify Customer from time to time).

Service Delivery means the phase after Transition Management when Cisco begins to deliver Services.

Services mean Cisco Remote Management Services which consist of the activities and the processes used by Cisco to monitor manage and make changes to your Network, voice and application services.

Telepresence Room means one individual meeting room inside a Customer location in which Telepresence videoconferencing is used by Customer, its employees, agents and other permittees. A given Customer building may contain one or more Telepresence Rooms.

Telepresence Solution means the Cisco video-conference system, including Cisco TelePresence Products, Software and Services that are installed at Customer’s office locations.

VNOC means Cisco Video Network Operation Center.

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