



Service Description: Advanced Services – Fixed Price

Unified Computing – Virtualization Assessment Service (ASF-ULT2-UCS-VA)

This document describes Advanced Services Fixed Price: Unified Computing – Virtualization 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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Unified Computing – Virtualization Assessment Service

Service Summary

Services are provided during Standard Business Hours, unless stated otherwise.

Unified Computing – Virtualization Assessment

Cisco provides Data Collection (Remote) services, by first contacting Customer and arranging for the installation and configuration of the Data Collection Tool required for the provision of the services. Cisco will then remotely install the Data Collection Tool on a Customer provided server. The Data Collection Tool is then left as configured at the Customer Site to collect data for a period of thirty-two (32) calendar days. Finally, Cisco provides the assessment services (Remote and/or On Site) as described below.

Location of Services

Services are provided as Remote and/or On Site services at the Customer location as specified in the Quote for Services.

The Virtualization Assessment Service includes no more than one (1) On Site visit for a duration of up to four (4) Business Days.

Cisco Responsibilities

Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described herein.

- Conduct a project kick-off meeting with Customer at the inception of the Services.
- Identify project team members.
- Define the communication flow with the project sponsor and key stakeholders and document it in the project plan ("Project Plan").
- Designate a single point of contact, the Project Manager, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the

Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.

- Review with Customer the project schedule, objectives, critical success factors and roles and responsibilities of Cisco and Customer project team members.
- Manage the project to the agreed upon Project Plan.
- Ensure completion of the Services and Deliverables as described under this service.
- Participate in regularly scheduled project review meetings or conference calls as required.
- Provide Deliverable: Project Plan.

Data Collection (Remote)

- Following the project kick-off meeting, work with Customer to complete the installation and configuration of the Data Collection Tool required for the Services. Cisco will utilize a Data Collection Tool (VMware Capacity Planner) to gather resource utilization data of Customer's server environment. The Data Collection Tool will be installed upon a Customer provided dedicated server and will need to remain at Customer's Site gathering data for a period of up to thirty-two (32) calendar days.
- Provide Customer a checklist to facilitate Customer's preparation for the installation and configuration of the Data Collection Tool. Customer will need to prepare and provide a desktop personal computer, server or virtual machine as a dedicated system which is reserved exclusively for data collection purposes during the course of these Services.
- Following confirmation of Customer's provision of the dedicated system for data collection, remotely install the Data Collection Tool software, validate the inventory and perform gathering of performance data in Customer's one (1) data center for up to 200 servers. The VMware Capacity Planner software is installed remotely by Cisco approximately four (4) weeks prior to the start of the assessment services.
- The Data Collection Tool will need to collect data for a period of at least four (4) weeks.

Virtualization Assessment (Remote and/or On Site)

- Following the data collection, hold a meeting for the start of the assessment services.
- Work with Customer to define its business and technical objectives for its Unified Computing initiative and provide an overview of the virtualization benefits of UCS. Cisco will analyze the data collected from Customer's computing environment and provide an interactive facilitated design session to gather additional information about Customer's environment and to discuss benefits of and opportunities for the UCS platform.
- Prepare a draft report, documenting information from a limited subset of servers in the Customer's current computing environment, including:
 - name of server;
 - server application inventory;

- type of hardware (if available);
- hardware form factor (if available);
- Utilization audit.
- Analyze the collected data to determine suitable candidate servers for virtualization and look for additional consolidation opportunities in the Customer's computing environment.
- Develop a financial cost model comparing the potential cost savings received from implementing virtualization including the financial impacts as a direct result of consolidation to a UCS platform.
- Validate the data gathered from Customer's computing environment with Customer technical project team members.
- Facilitate one (1) design session with Customer key stakeholders.
- Assist Customer in rationalization of hardware requirements.
- Provide server and layout mapping design alternatives for UCS, including logical and physical consolidations.
- Rationalize design alternatives and provide a recommendation for an optimized architecture and design.
- Prepare a high level bill of materials ("Bill of Materials").
- Provide high level virtualization roadmap and next steps for UCS.
- Prepare an executive summary ("Executive Summary"), a report summarizing project activities and findings, to include Resource Utilization Report, Assessment Report, and UCS architecture and layout recommendations.
- Provide Deliverables: Bill of Materials, Executive Summary.

Customer Responsibilities

Project Management

- Identify Customer's project sponsors and key stakeholders and define their roles in the participation of this Unified Computing System (UCS) project. Customer stakeholders may include management representatives, UCS system users, engineers and other technical personnel.
- Work with Cisco to schedule the kick-off meeting and communicate the services schedule to the Customer-identified project team members.
- Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Participate in regularly scheduled project review meetings or conference calls.
- Ensure Customer project team members are available to participate during the course of the services 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 UCS.

Data Collection

- Provide a physical desktop, server or virtual machine as required to be a designated system, reserved exclusively for data collection purposes. The Customer personnel that have access to the system used for data collection should be advised not to shut down or use the system for any other purpose except data collection during the data collection period.
- Supply a dedicated computer system for the Data Collection Tool (VMware Capacity Planner) per the following requirements and/or specifications:
 - System requirements for Data Collection Tool (VMware Capacity Planner) host system:
 - i. Windows XP Professional or Windows Server 2003 (English version);
 - ii. Minimum 2 GHz CPU;
 - iii. Minimum 3GB RAM;
 - iv. Minimum 10GB of free disk space;
 - v. Bandwidth traffic impact is minimized, never exceeding 2000 bytes/second and in most cases averaging 500 bytes/second;
 - vi. Windows firewall deactivated (Windows XP SP2).
- Provide user ids, passwords, and port numbers for the proxy server (as required).
- Provide a user account for installation and running the Data Collection Tool (VMware Capacity Planner) service including:
 - i. local administrator privileges on the VMware Capacity Planner host system;
 - ii. account is local and not a domain account;
 - iii. privilege to log on as a service;
 - iv. service must be configured to start automatically.
- Provide network connectivity between the VMware Capacity Planner host system and the systems to be analyzed: Ports 135, 137, 138, 139, and 445 must be open.
- Provide global connection accounts on the target servers:
 - For data collection, provide a local or domain administrator account credentials on all target servers. Account credentials must be entered into the system by hand. Cisco recommends that Customer administrators themselves enter the account information to avoid security issues. The user accounts and passwords are stored encrypted in a database local to the VMware Capacity Planner (collector) installation.
 - Provide a domain administrator account or a single account that has local administrator rights on servers to be analyzed.
- Provide the list of servers to be analyzed for this assessment. Provide a list in electronic CSV (Comma Separated Values) format of up to two hundred (200) physical Windows servers that includes the of server

host names, the server group name, and any relevant information, such as:

- i. domain, location, or other organizational entity;
 - ii. operating system;
 - iii. workload or purpose;
 - iv. specialized hardware;
 - v. flag non-virtualized devices in the provided list such as: USB license keys, dongles, or virtual legacy devices such as Line Printer/Serial Communication Port.
- For importing into the VMware Capacity Planner, the list will need to be in CSV format with no headers and at least two (2) columns containing the server group name and server host name.
 - Customer is responsible for entering and validating account credentials and validating server connectivity.

General Customer 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.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.

Assumptions

Services and services pricing were based upon the following assumptions:

- For services provided within EU, Customer's Site must meet at least the minimum EU-level of employee health and safety specifications.
- 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.
- Customer shall supply the workplace policies, conditions and environment in effect at Customer's Site.
- All information (designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for Customer's current environment.
- Customer acknowledges that completion of Services is dependent upon Cisco's use of Data Collection Tools.
- Customer agrees to make its Network/computing environment available for installation of Data Collection Tools; to provide a secure area with limited physical access; provide for secure installation behind Customer's firewall; and provide for access to the devices within the Customer's computing environment for the purposes of the assessment services.
- During the Services, Cisco recommends the number of changes made to the Customer's environment is minimized and that if feasible, no configuration changes are made. Customer will notify Cisco about changes made to Customer's computing environment such as servers added/deleted and changes made to server credentials, and any changes such as changes to Syslog, DNS, proxy and gateway servers IP addresses.
- Customer must immediately return Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.

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