Service Description: Unified Communications Optimization Service

This document describes Unified Communications Optimization 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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco

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Service Summary

Unified Communications Optimization Service provides a Network Support module in support of the Cisco Unified Communications family of products.

This Unified Communications Optimization Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer’s Network is supported by Cisco’s Network Optimization Service. Cisco shall provide the Unified Communications Optimization Service 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.

Unified Communications Optimization Service

Cisco’s Unified Communications Optimization Service consists of the provision of, at a minimum, Unified Communications Advanced Services Engineer, from the Services described below, which Cisco shall provide for the Customer’s Network during Standard Business Hours (unless stated otherwise). Cisco shall provide the General Support provisions for all Services selected by Customer under the Unified Communications Optimization Service.

The Unified Communications Optimization Service may include the following services:

- UC Ongoing Design Support
- UC Change Support
- UC Proactive Software Recommendation Report
- UC Stability Audit
- UC Remote Knowledge Transfer Session
- UC Software Security Alert
- UC Incident and Problem Management Services
• UC Implementation Support Service
• UC Application Strategy
• UC Security Assessment
• UC Business Alignment
• UC Gap Resolution Services
• UC Network Testing Services
• UC Fast Track Migration
• UC Operational Risk Management Analysis
• UC Collaboration Change Management Service

The sections below detail the activities and responsibilities usually performed for each of the services above.

**UC Ongoing Design Support**

The UC Ongoing Design Support Service evaluates the Customer’s existing Cisco Unified Communications (Cisco UC) Solution design collateral based on published best practices and industry standards. This service evaluates serviceability, scalability, and security components as well as the infrastructure and practices used to deploy a Unified Communications solution.

The UC Ongoing Design Support Service is specifically tailored to evaluate the Customer’s current design criteria with a view on future growth and expansion.

The UC Ongoing Design Support Service will assist the Customer in developing a growth plan and expansion plan to their existing Cisco UC Solution. The current Cisco UC Solution footprint will be audited to include a more broad based deployment.

The UC Ongoing Design Support Service is geared to assist the Customer in overcoming many common practical and technical challenges involved in Cisco UC service expansion. An Advanced Services Engineer will provide the Customer with design guidance within a particular growth area.

The UC Ongoing Design Support service may include the following:

• Review the short-term and long-term business goals.
• Review the Customer’s Cisco UC and Network infrastructure design for each Cisco Unified Communications Manager (Cisco Unified CM) cluster.
• Comprehensive review for each site model in multi-site deployments.
• Analysis of documented feature and functionality requirements as well as business direction compared against current design and needs.
• Review of system capacity will be conducted evaluating device, Cisco Telephony Integration (CTI) ports and applications.
• Review of the potential impacts to Customer’s Cisco UC environment.
• Review of protocol selections and dial plan.
• Provide design recommendations regarding how to make the necessary expansions
• Provide ongoing design consultative support for any new site or feature, increased capacity, or addition of Cisco UC applications that may impact the existing design
• A list of necessary Hardware and Software needed to accommodate the growth.
- Basic review of Hardware and Software for issues related to end of life (EOL) or end of sale (EOS) components.
- Installation guidance and configuration directives for installing any new Hardware/Software.
- Review the Customer's third party implementation partner's step-by-step plan to address the stated growth, while mitigating potential issues.
- Report describing design review with recommendations including performance improvement and system changes focused on optimizing the system.

Focus will be placed on the review of Customer's design documents, dial plans, feature functionality requirements, application security, change control process and business plans.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Completes Site-Model Survey templates
- Develops the Solution and Site-Model Specific Acceptance Test Plan
- Develop a post-cutover Day 2 support plan
- Document the design changes recommended by Cisco
- Implements Cisco Unified Communications (Cisco UC) design changes and acceptance testing
- Reviews findings of the Design Consultation Report and approves any design changes, process or procedure changes, and any existing infrastructure remediation needed.
- Provides access to all network documentation.
- Provides on-site and/or remote access to the network devices included in the design review.

**UC Change Support**

UC Change Support provides remote assistance to Customer during pre-scheduled change management windows to institute any major upgrades or changes noted to stabilize the Cisco Unified Communications (Cisco UC) environment that Customer elects to perform. No onsite assistance is provided under the UC Change Support and any request to perform such is subject to Cisco’s sole discretion and Customer will responsible for any costs associated with such onsite visit.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Customer reviews the proposed solution or workaround for the Customer’s issues and provides approval to implement the solution(s).
- Provides access to any information required by Cisco Technical Assistance Center (Cisco TAC) to troubleshoot and resolve the issues.
- Provides a description of the problem and systems (only one problem description per service request)
- Provides status of current and past Customer issues that might help resolve the case.
- Provides onsite/remote access to the network devices related to the issue.
- Commits resources to resolve the situation as needed.
UC Proactive Software Recommendation Report

The UC Proactive Software Recommendation Report service is a core component of the Cisco Unified Communications (Cisco UC) service portfolio and should be implemented during any of the following events: Software bugs, Field Notices, EoX releases, Customer Technical Assistance Center (TAC) case increases, Cisco UC network growth, new Customer feature/functionality requests, configuration management problems, new Cisco Software releases and Software train upgrades.

The UC Proactive Software Recommendation Report evaluates and identifies the current Cisco UC Software levels and its feature/functionality and capabilities to be used in the short, medium and long term to meet the current and future requirements to establish the process and the frequency of proactive code upgrades.

The Service identifies and evaluates the list of open defects present in a Software version that contains features that meet the current and new feature/functionality requirements and/or capabilities required by the Customer. The process also assesses how scheduled Events such as Hardware and Software upgrades would impact the current code. The Customer will use this information to determine the proper timing and procedure for upgrades.

The UC Proactive Software Recommendation Report service may include:

- Obtaining the Customer Cisco UC Software inventory.
- Gathering all the Software information and feature/functionality and capability requirements from the Customer.
- Evaluating the current Software releases and new levels for interoperability issues.
- Determine if the Software levels will support current and new Customer requirements.
- Based on the Customer environment and future feature requirements, articulating a short/medium/long term Software strategy determining what releases are best suited to achieving these objectives.
- Determine the upgrade and patch strategy for the Cisco UC solution based on the Customer’s operational requirements.
- Depending on the complexity of the environment and the capabilities, the Advanced Services Engineer will:
  - Provide advice to implement work arounds
  - Help the Customer with recommendations on what testing is appropriate,
  - Provide recommendations to the Customer to full test in a lab environment.
  - Share field experiences of similar environments.

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

- Provide details of its current Software release and Hardware version for Cisco Unified Communications (Cisco UC) Solution components (for example, Cisco Unified Communications Manager and peripheral gateways).
- Provide high-level architectural drawing that shows where components are located (for example, geographical location or location within the Network).
- Provide current and new feature/functionality and capability requirements including the initial Cisco UC design requirements documents.
- Commits resources as needed
- Reviews proposed solution or workaround for the Customer’s issues and provides approval to implement the solution(s).
- Provides on-site and/or remote access to network devices related to the issue.
- Provides the Advanced Services Engineer with any relevant information.

UC Stability Audit
The UC Stability Audit service component involves the collection and analysis of several areas of the Network, including the following:

- Cisco UC Network Infrastructure
- Cisco Unified Communications Manager (Cisco Unified CM)
- Cisco Unified Communications Manager Express (Cisco Unified CME)
- Cisco Unity Connection
- Cisco Unity
- Cisco Unified Contact Center Express (Cisco Unified CCX)
- Cisco Unified CM applications
- Voice Gateway
- Hardware and Software
- Cisco Unified Operating System (Cisco Unified OS)
- Cisco Unified IP Phone Loads

The audit will be based upon adherence to the Cisco UC Solution and Cisco Advanced Services (AS) leading practices. The process will identify deficiencies within the system that should be resolved to reach a stable environment based on these leading practices and known working models.

The UC Stability Audit service may include the following:

- Conduct interviews with various administrators and operations personnel either onsite or remote for information gathering, analysis of gathered information and determination of proper levels and recommended changes.
- Provide approval from Customer to deploy Cisco and/or third-party tools for Network discovery, inventory and performance data gathering as necessary.
- Gather Cisco Unified Communications Manager (Cisco Unified CM) and Cisco Unity configuration data by using Unified Communications Audit Tool (UCAT) and if required leveraging the Stability Audit worksheet.
- Gather a complete inventory of the Cisco UC Network infrastructure.
- Obtain inventory, reports and design information via Cisco’s Network Optimization Service (NOS) offering or Cisco’s’ Remote Operations Support (ROS) offering as applicable.
- Obtain tools from the Cisco Unified Communications Management Suite if necessary
- Responsible for capturing information through examination of Unified Communications network components and data, identifying deficiencies based on analysis of that data against a detailed design and leading practices
- Provide UCAT as-build output

**Customer Responsibilities:**

In addition to the general responsibilities, Customer shall provide the following:

- Customer’s Operations Engineer provides access to the network environment including access to inventory and documented network information as well as approved diagnostic equipment connections for information gathering.
- Provides Cisco with a security exemption to utilize any Cisco or third-party software on their network for the use of data inventory gathering, performance.
- Customer acknowledges and declares stability problems (if any exist).
- Discusses recent network outages and Cisco Technical Assistance Center (TAC) case experience.
- Provides detailed network topology diagram. (if available)
- Provides a complete inventory of the Cisco Unified Communications (Cisco UC) Solution.
- Provides Cisco UC Network inventory and discovery reports and performance statistics and reports, if available.
- Provides Cisco Remote Operations Support (CROS) and Network Optimization Service (NOS) inventory, reports, and design information (if available).
- Provides Cisco Unified Communications Operations Manager (formally ITEM) information and statistics (if available).
- Provides Cisco UC engineer with Customer (main) point of contact (POC).
- Manages communication between Customer and Cisco.
- Provides management expectations of service requirements.
- Provides candidates and Customer roles to be interviewed by the Advanced Services engineer for the audit.
- Executes recommendations recorded in the UC Stability Audit Report.
- Postpones any scheduled changes in the network during the Audit process.

**UC Remote Knowledge Transfer Session**

The UC Remote Knowledge Transfer Session component of the Cisco Unified Communications Optimization Service (UCOS) allows the Advanced Services Engineer to have direct and interactive communication with the Customer. Based on intimate knowledge of the Customer deployment, Advanced Services Engineer will deliver training based on Customer specific needs which may include whiteboard sessions, virtual web conferencing sessions, or transfer of information mentoring tailored to the Customers needs to make the training most effective. This knowledge transfer is not meant to replace any authorized Cisco AS Education classes.

Knowledge transfer can be delivered in a one-on-one format and can be delivered whenever gaps are found in the Customer processes or when changes occur that change Cisco leading practices.

Knowledge transfer and leading practices can be delivered pre or post deployment. It is recommended that knowledge transfer be delivered every quarter and leading practices delivered on an on-going basis or as needed.

This optional UCOS service component is intended for Customers that want their Advanced Services Engineer to provide learning sessions and mentoring.

The UC Remote Knowledge Transfer Session will typically be done by the NCE for the Customer in response to the Customers’ needs. As an optional component the priority of this service module is secondary to the primary components. Thus, the delivery timing should be worked in an as available basis.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Customer’s primary contact is responsible for collecting the training requirements and providing them to the Advanced Services engineer.
- Customer’s primary contact is responsible to organize the knowledge transfer and mentoring events.

**UC Software Security Alert**
Security Alerts - Proactive analysis of the security advisories (PSIRTs) that Cisco generates when security issues are uncovered that may impact Networks in which Cisco products operate and the necessary action to repair and/or protect the Network from these issues. After Cisco publicly releases the security advisory, the assessment is delivered to the Customer via the Software Security Alert (“SSA”). Cisco will provide an analysis of the vulnerability and its resolution with regard to its possible impact on the Customer’s Unified Communications solution.

The UC Software Security Alert service may include the following:

- Performing analysis of how PSIRT notifications will impact the Customer’s Cisco UC solution.
- Depending on the proposed PSIRT resolution, Cisco’s Advanced Services Engineer may:
  - Help the Customer with recommendations on what testing is appropriate on the Customer premises.
  - Review similar environments and correlate features and code.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Provide details of its current Software release and Hardware version for Cisco Unified Communications (Cisco UC) Solution components (for example, Cisco Unified Communications Manager and peripheral gateways).
- Provide high-level architectural drawing that shows where components are located (for example, geographical location or location within the Network).
- Provide current and new feature/functionality and capability requirements including the initial Cisco UC design requirements documents.
- Commits resources as needed
- Reviews proposed solution or workaround for the Customer’s issues and provides approval to implement the solution(s).
- Provides on-site and/or remote access to network devices related to the issue.
- Provides the Advanced Services Engineer with any relevant information.

**UC Incident and Problem Management Services**

The UC Incident and Problem Management Service is intended to provide proactive building blocks to enhance the Incident and Problem Management process by enabling key serviceability tools and applying platform tool leading practice configurations in the customers Cisco UC environment. Provide preventive activities of support to minimize the adverse impact of unplanned incidents, recurring problems and database backup and restoral integrity. There is also an element to have an additional layer of reactive Cisco UC support for Priority-1 (P1) or P2 severity cases as well as Root Cause Analysis support for recurring incidents.

The UC Incident and Problem Management Service may include the following:

- **UC Serviceability Tools Enablement:** Cisco will provide Cisco UC Serviceability tools along with leading practice recommendations within the Customer’s Cisco UC operations environment. Setting up trace configurations, scheduling system health daily reporting, performance trend analysis weekly reporting and alarm configuration will also be provided.
- **UC Hands On Backup and Restore:** Cisco will provide a remote back up service along with leading practice recommendations and procedures within the Customer’s Cisco UC operations environment. For restoration support, Advanced Services Engineer will be available to support the Customer upon request. As part of the offering, Cisco and Customer will agree on what data will be backed up, configure a data source server, configure the schedule, configure the backup storage location and perform a manual back up (if requested by the Customer).
- **UC P1/P2 Incident Support:** Cisco will assist the Customer, Cisco technical Assistance Center (TAC) or Cisco Remote Operation Support (CROS) with the resolution of any specific UC incident that has been identified by Customer as P1/P2 case under a separate Cisco support contract. Advanced Services Engineer will proactively monitor Customer open P1/P2
cases and keep the communication channels open between Cisco and Customer; (and, where appropriate) the High-Touch Operations Manager (HTOM) if Customer has a Focused Technical Support (FTS) contract. Advanced Services Engineer will analyze Customer’s Cisco UC issues and provide assistance related to open case based on familiarity with Customer’s Cisco UC operations environment.

- UC Problem Trending Analysis: Advanced Services Engineer will provide a monthly Cisco UC problem trending analysis based on platform/tool historical trending data and opened cases by Customer.

- UC Recurring Problem and Root-Cause Analysis Support: Identified recurring problems will be analyzed and given an appropriate plan of action to address recurring incidents. This may initially be in the form of a work around to minimize adverse impact to the business, but with ultimate goal of identifying root cause of a reoccurring problem. This will not replace the normal Customer/Cisco incident process under other services purchased but add another layer of support.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

Roles and Responsibilities for the UC Incident and Problem Management service Advanced Services Engineer will depend on the makeup of the customer’s day 2 operations team and what other day 2 service offerings they may or may not be utilizing.

There are three typical scenarios: 1) Customers who leverages Cisco Remote Operations Support (ROS). 2) Customer who leverages a partner’s Managed Service. 3) Customer who takes on operations independently and works directly with Cisco Technical Assistance Center (Cisco TAC).

- Service Desk will provide a single point of contact for Help/Service Requests Tightly Coupled with Incident, Change, and Event Management and Request Fulfillment.

- Incident Management with the purpose to restore Normal Service as Quickly as Possible to Minimize Business Impact. Tightly Coupled with Service Desk, Event Management, Service Level Management

- Problem Management with the purpose to Prevent Problems and Resulting Incidents from Happening & Eliminate Recurring Incidents. Tightly Coupled with Incident, Event, Change, Availability and Capacity Management

**UC Implementation Support Service**

The UC Implementation Support Service offering is designed to provide project continuity and hand-off from the Planning and Design phase and to support network implementation of a designed IP Communications system in a Customer’s Network by providing subject matter expert(s) as mentor.

UC Implementation Support Service is performed remotely to support the expansion of the Customer’s current environment, problem solving, implementation support and pilots in the lab.

The UC Implementation Support Service will provide the Customer with remediation support to the recommendations found in other Unified Communications Optimization Services (UCOS) such as UC Stability Audit and UC ORMA. The Advanced Services Engineer will work with the appropriate personnel to implement changes deemed necessary and address any recommendations for future planning and designs. Testing will be completed to validate changes take effect. Remediation issues range from low, medium, and high priority with varying level of complexity in implementation.

The UC Implementation Support Service may include the following:

- Work with Customer during implementation to address integration issues and provide subject matter expertise
- Be available for remote assistance during cutover activities
- Provide direct Cisco Technical Assistance Center (Cisco TAC) escalation support if needed during implementation, and involve a virtual support team as necessary.
- Work with the Cisco TAC in regard to Severity-1 (S1) or S2 issues during implementation and Day 1 (First day of Post Implementation).
- Perform limited lab verification work in order to validate questions and recommendations
Advantages Services Engineer will review pertinent Customer supplied documentation

- Advanced Services Engineer will act as a subject matter expert to mentor the Customer’s implementation team.
- Review and analyze the Reports/Recommendations from the UC Stability Audit and UC Operations Risk Management Analysis findings
- Perform Lab testing against the proposed remediation changes
- Issue any change control processes accordingly
- Schedule remediation changes with Customer
- Perform remediation changes

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Customer/Partner should open cases with Cisco Technical Assistance Center (Cisco TAC) for all reactive issues. This helps the Advanced Services Engineer or Cisco TAC to engage Development engineers if the resolution involves bug fixes, etc.
- The Customer may purchase additional Implementation Support hours to ensure continuation of the support, otherwise the Advanced Service Engineer will be removed at the end of the agreed funded engagement
- Provide Cisco with required documentation
- Provide Cisco with appropriate physical and remote access sufficient to perform mentor duties
- Provide a project management team to manage and own all aspects of the Cisco Unified Communications (Cisco UC) implementation
- Provide, for the duration of the project, personnel certified to perform the Cisco UC tasks and any onsite Implementation duties required for implementation
- Perform Solution Implementation to include: installation of Software, provisioning of Cisco UC platforms

**UC Application Strategy**

The solution will help identify the right application roadmap based on business imperatives/requirements, potential transformation opportunities and a review of application leading practices/best in class innovation examples in similar industry/vertical customers.

The UC Application Strategy service may include the following:

- Review of current voice-enabled applications and existing integration points
- Review of major enterprise applications (ERP, CRM, PLM, etc.)
- Review of current support operations and IT process dependencies
- Identify business requirements and initiatives that will most influence a Cisco UC applications strategy (through interviews and/or working session)
- Creation of a 2-3 year application roadmap
  - Mapping of Cisco UC applications and solutions to identified requirements and business initiatives
  - Evaluation of Customer’s Cisco UC/application maturity compared to similar organizations in the same industry and best in class examples
  - Creation of a phased 2-3 year plan based on requirements and the Customer’s vision/desired maturity.
  - Description of potential business transformation/optimization opportunities associated with each roadmap phase.
• Work with Customer to create a services/tiering model for service delivery (map application services to user segments)
• Identify dependencies
• Identify the major architectural and technical components required to provide the Cisco UC applications and services
• Identify potential application dependencies and operational support implications
• Review and recommend investments in technology and process necessary to support the application roadmap.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

• Work with the appropriate IT and business stakeholders to schedule discussions and distribute workshop invitations.
• Review strategy and roadmap recommendations.
• Provide access to Cisco Unified Communications (Cisco UC) initiative documentation.
• Provide documented business goals/imperatives.
• Provide contact details and schedule meetings/discussions with internal stakeholders.
• Assist with workshop scheduling and resource/facility coordination.

**UC Security Assessment**

The UC Security Assessment provides Customers with a security assessment report, recommendations and risk analysis of four critical solution elements – Cisco Unified Communications (Cisco UC) network infrastructure, the call processing system, endpoints and applications

• Cisco UC Network Infrastructure security includes: switches, routers and connecting links comprising the foundation network that carries IP data, voice and video traffic.
• Cisco UC Call processing Security Features: includes servers, and router-based call processing systems for call management and control.
• Cisco UC Endpoint Security - includes Cisco Unified IP phones, soft phones, video terminals and devices that connect to the IP network.
• Cisco UC Applications Security – includes user applications such as unified messaging, conferencing, Customer contact, and custom tools extend the capabilities of IP Communications systems.

The UC Security Assessment service may include the following:

• UC Security Assessment Discovery and Data Gathering: Cisco will carry out a discovery on the UC infrastructure and UC components required to conduct a UC Security Audit.
• UC Security Assessment and Data Analysis: Cisco will conduct the UC Security Assessment using the data gathered.
• UC Security Assessment Reporting and Recommendations: Cisco will report on the UC Security Assessment findings and provide best practice recommendations to mitigate the risks found in the UC environment.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:
- Provide Cisco Network Consulting Engineers with up-to-date Cisco Unified Communications (Cisco UC) infrastructure topology diagrams and information about the current architecture, configuration, devices, and security policy.
- Provide Cisco Advanced Services Engineer with access to the existing network devices.
- Provide Cisco Advanced Services Engineer remote access to the network.
- Customer will ensure that no changes are made to the Cisco UC infrastructure while UC Security Assessment is in progress, which may take up to 4 weeks depending on the complexity of the environment.
- Provide Cisco with a security exemption to utilize any Cisco or third-party software on their network for the use of data inventory gathering, performance.
- Assist with Cisco Advanced Services Engineers in providing timely answers to all the questions asked during the interview process.
- Ensure that the appropriate staff members are involved from Customer site and co-ordinate for all meetings.
- Customer project team members agree to meet with Cisco UC Security Assessment team for initial screening and review prior to drafting final copy and formal UC Security Assessment presentation.

UC Business Alignment

This Service provides a Cisco Unified Communications (Cisco UC) Solution strategy and business alignment “check-up” through a review of business requirements/imperatives and planned Cisco UC initiatives. Typical tasks performed under this Service may include, amongst other information, the following:

- Review existing Cisco UC and Collaboration technology network infrastructure and service catalog
- Review of Customer Cisco UC technology architecture and strategy
- Review of Customer business imperatives and key enterprise applications
- Conduct up to ten (10) business stakeholder interviews to identify possible Cisco UC and related business transformation opportunities
  - Summarize findings and provide Cisco UC technology Business / Technology alignment Recommendations
  - Identify two (2) business benefit use cases
- Facilitation via meetings or workshop to discuss identified business collaboration/application optimization opportunities
- Summary of findings and workshop outcomes, with feedback on Cisco UC architecture strategy, business collaboration/application optimization opportunities, and anticipated business value.

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

- Work with the appropriate IT and business stakeholders to schedule discussions and distribute workshop invitations.
- Review strategy and roadmap recommendations.
- Provide access to the Cisco Unified Communications (Cisco UC) Solution and business initiative documentation and interview resources.
- Provide documented business goals/imperatives.
- Provide contact details and schedule meetings/discussions with internal stakeholders.
- Assist with workshop scheduling and resource/facility coordination.
UC Gap Resolution Services

The UC Gap Resolution Services consist of two unique deliverables, UC GRS: Staffing and Expertise and UC GRS: Proactive Problem Management.

UC GRS: Staffing and Expertise

The UC GRS: Staffing and Expertise Service may include the following:

- **Roles and Responsibilities Matrix**
  - Cisco will assist in the development of a Customer-specific Roles and Responsibilities Matrix using the collaborative workshops to:
    - Map the Customer’s Cisco Unified Communications (Cisco UC) Service Organization to the Cisco UC Roles and Responsibilities Matrix template
    - Understand required Customer Operational Level Agreements (OLA) based on the Customer’s Cisco UC Roles and Responsibilities Matrix
  - Cisco will provide the following deliverables:
    - Cisco UC Roles and Responsibilities Matrix
    - List of recommended OLAs
    - Knowledge Transfer (presentation) on purpose and development of Cisco UC Roles and Responsibilities Matrix

- **Skills Matrix**
  - Cisco will assist in Skills Matrix development by:
    - Collaborating to map the Customer’s Cisco UC Service Organization to the Cisco UC Skills Matrix
    - Explain the assessment scale
  - Cisco will provide the following deliverables:
    - Cisco UC Skills Matrix
    - Knowledge Transfer (presentation) on purpose and development of Skills Matrix
    - Knowledge Transfer (workshop) on use of Skills Matrix in service governance

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

- The level of commitment and collaboration is critical to the success and value of the UC GRS: Staffing & Expertise engagement. The ability of Cisco staff to accurately assess the current operations environment and provide recommendations is dependent on the amount and accuracy of the data provided as well as the level of participation in the items listed below.

- Designation of an Executive Sponsor to provide leadership and oversight for the project to ensure timely and effective participation of all customer participants.

- Assignment of a Primary Customer Contact who will work with Cisco team members to coordinate schedules, collect information, and host the engagement team while onsite (if necessary) including obtaining a conference room for all interviews and access badges for the Cisco Advanced Services team.

- Ensure participation of appropriate operations process owners and other IT stakeholders in the UC GRS: Staffing and Expertise Kick-off meeting and workshops.

- Ensure participation of designated stakeholders and process owners in all interviews.

- Ensure delivery of items on the data collection worksheet seven days prior to onsite interviews.
• Provide reasonable access to buildings, conference rooms, facilities, and workspaces for assigned Cisco team members during the project.

• Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco’s request for documentation or information needed for the project.

• Ensure that contracts and licenses with all third-party vendors are fully executed and reflect the correct terms to enable Customer’s business requirements to be met in full. In addition, Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to, or working on this Service.

UC GRS: Proactive Problem Management

Cisco will assist Customer with assigning support responsibilities and understanding the skills required to perform the recommended activities. Development of workflow diagrams enables support teams to understand their role in the overall process and provides opportunities for fine tuning and improving services. Active collaboration with Cisco team members while executing the newly-defined process facilitates knowledge transfer, solidifies the schedule, and clarifies on-going responsibilities.

Cisco will interview business & IT leaders, technical engineers, and other stakeholders to establish goals, collect data and obtain additional information as needed.

The UC GRS: Proactive Problem Management service may include the following:

• Identify required skills and assign Roles & Responsibilities for the recommended activities identified as leading practices for Proactive Problem Management via syslog instrumentation.

• Comprehensively define the process for leveraging syslog instrumentation for the customer’s Cisco Unified Communication environment.

• Explain recommended and required configuration to enable syslog instrumentation from Cisco Unified Communications Manager clusters, Cisco Unity Connection servers, Cisco Unity servers, Cisco IOS devices used as voice gateways, etc.

• Assist Customer in establishing Proactive Problem Management via syslog instrumentation process by participating in the new process with the Customer’s team members.

• Present the findings and results of the engagement.

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

• The level of commitment and collaboration is critical to the success and value of the UC GRS: Proactive Problem Management engagement. The ability of Cisco staff to accurately assess the current operations environment and provide recommendations is dependent on the amount and accuracy of the data provided as well as the level of participation in the items listed below.

• Ensure participation of appropriate operations process owners and other IT stakeholders in the UC-GRS: Proactive Problem Management Kick-off meeting and workshops.

• Ensure participation of designated stakeholders and process owners in all interviews.

• Ensure delivery of items on the data collection worksheet seven days prior to onsite interviews.

• Provide reasonable access to buildings, conference rooms, facilities, and workspaces for assigned Cisco team members during the project.

• Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco’s request for documentation or information needed for the project.

• Ensure that contracts and licenses with all third-party vendors are fully executed and reflect the correct terms to enable Customer’s business requirements to be met in full. In addition, Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to, or working on this Service.
UC Network Testing Services

The UC Network Testing Services are verification and validation services. Cisco performs this remotely while the Customer is able to remotely access the test bed via WebEx or by one of three ubiquitous Virtual Private Network (VPN) connection types.

This Unified Communications Network Testing Service is provided in a standard eight (8) week test cycle. The service provides the following options:

- **Four - Two (2) Week Mini-Test**
  - Test Scope limited to one (1) platform
  - Cisco Unified Communications (Cisco UC) Solution Advanced Services Engineer must be engaged to code scrub and code requirements.
  - The test is executed in a 5-phase delivery model
  - Example: 2 days assessment, 2 days of test plan development, 1 or 2 days of build, 2 to 3 days of testing and 2 to 3 days of documentation. This scenario can be varied according to Customer and test requirements

- **Two - Four (4) week Mini-test**
  - Several platforms can be tested as long as they are build and test execution can be supported within a 4 week/20 day model
  - Cisco UC Solution Advanced Services Engineer must be engaged for code scrubs and code requirements
  - This test is executed in a 5-phase delivery model, as explained in the two (2) week Mini-Test. Times can be modified based on efficiencies.

- **Standard Eight (8) week Hosted Test Cycle**
  - Cisco performs the following tasks to deliver a standard eight (8) week Test Cycle using a Cisco Lab:
    - Draft Testing Objectives – Focus on the goal, timeframe and any compelling events with the customer.
    - Test Planning – Develop & refine the test plan, schedule facilities, equipment and resources
    - Test Set Up – Perform the Physical Lab Setup
    - Test Execution – Execute the Test Plan
    - Test Results Analysis – Document the results in a Test Report Deliverable

UC Fast Track Migration

Site/Architecture Discovery and Validation

- Provide Customer with questionnaire requesting information regarding the following:
  - Cisco Unified Communications (Cisco UC) and Network infrastructure
  - Hardware
  - Software
  - Network Connectivity
  - Security configuration
  - Cisco Unified Communications Manager (Cisco Unified CM) configuration
  - Any other Cisco UC products involved in the Migration

- Complete an audit of the existing Cisco Unified CM configurations; and, alert Customer of the remediation that may be required before the Migration is attempted.

- Analyze existing Cisco UC architecture to validate a successful migration path to the latest version of Cisco Unified CM.
- Analyze existing Cisco Unified CM hardware components for compatibility with the latest version of Cisco Unified CM prior to Migration.
- Audit the existing solution component software versions compatibility with the latest version of Cisco Unified CM.
- Provide a summary of findings and recommendations which identify ranking, complexity and priority of actions required to prepare for the migration.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Ensure that key networking, telecommunications, and operational personnel are available to participate in interview sessions to enable Cisco to gather and analyze all required solution components pertinent to the Migration.
- Designate and ensure that key Customer personnel are available for ongoing information gathering and feedback during the discovery phase.
- Provide details for completing the requirements questionnaires regarding the following:
  - Customer’s current design of the Cisco Unified Communications (Cisco UC) Solution.
  - Configuration and connectivity details regarding all Cisco UC applications integrated with Cisco Unified Communications Manager (Cisco Unified CM).
  - Security associated with the Cisco Unified CM.
  - Additional software installed and/or configured on Unified CM or elsewhere on the Network that may impact the Migration.
  - Additional applications connected to the Cisco Unified CM.
- Communicate any additional design requirements and considerations that may be affected by the migration process.
- Provide physical and logical network schematics for Customer’s existing network where applicable.
- Provide voice network topology diagrams and other information which could include details of messaging, conferencing, and contact center.
- Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the Deliverable.

**Pre-Migration Lab Test**

- Setup the lab to perform the Pre-Migration Lab Test of Customer’s Cisco Unified CM Cluster.
- Test the required features, limited to features and functionalities on the new version of Cisco Unified CM only.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Provide Cisco Advanced Services Engineers with up-to-date Cisco UC topology diagrams and information about the current Cisco UC architecture, device configuration and security policy.
- Provide Cisco Advanced Services Engineer with access to existing network devices.
- Provide Cisco Advanced Services Engineer with answers to questions asked during the interview process in a timely manner.
- Provide a Backup and Restore System (BARS) file or the Cisco Unified CM Publisher hard disk drive set in preparation for pre-migration lab testing.
• Gather the following information prior to interviews with Cisco Advanced Services Engineers:
  o Current detailed Cisco UC infrastructure diagram
  o Network topology diagram
  o High Level Design (HLD) documentation
  o Low Level Design (LLD) documentation
  o Configuration of other Cisco UC devices (such as gateways and routers)
  o IP addressing plan identifying IP route summary in the network core and IP address allocations for telephony
  o Security policy and requirements
• Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the Deliverable.

Pre-Migration Readiness Support

• Review the Customer's up-to-date Cisco UC topology diagrams for the Sites to be migrated along with information about the current architecture, configurations of these devices, usage requirements, and security policy.
• Provide recommendations for software code changes.
• Provide Cisco Emergency Responder upgrade as optional work that should be completed prior to the Cisco Unified CM Migration.
• Work with Customer to request approval for the Megacluster (11+ Cisco Unified CM server) from the appropriate Cisco business unit one month prior to the scheduled migration, as applicable.
• Provide and review the checklist of pre-migration readiness with due dates required for the completion prior to the Cisco Unified CM Migration.

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

• Arrange for security access for Cisco Personnel at designated Customer Sites where the Pre-Migration Readiness Assessment will be performed.
• Provide Cisco Advanced Services Engineers with answers to questions asked during the interview process in a timely manner. Any outstanding answers to questions during the interview process are required prior to starting the Pre-Migration Readiness Assessment.
• Identify the appropriate staff members involved at each site and co-ordinate the scheduling for all meetings and data gathering.
• Provide Cisco Advanced Services Engineers with up-to-date Cisco UC topology diagrams and information about the current architecture, configuration of these devices, usage requirements, security policy, and utilization reports.
• Upgrade all IOS voice gateways to the recommended software code changes agreed upon prior to the Migration.
• Verify that all of Cisco's recommended software code changes have been implemented.
• Execute recommendations recorded in the Pre-Migration Readiness Assessment and confirm in writing to Cisco when all the changes have been completed.
• Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the document.

Network Implementation Plan Development
- Develop a site-model specific Network implementation plan to migrate to the latest version of Cisco Unified CM.
- Review Network implementation Plan for each Cisco Unified CM server site-model to be migrated.
- Develop Network Implementation Plan, containing sequenced and detailed events required to migrate the Unified Communications Solution as designed and within the scope of this project.
- Define timelines for post-implementation testing.
- Develop contingency and rollback plans to restore back to the original Cisco Unified CM (or Cisco CallManager) version.
- Present Network Implementation Plan and obtain Customer’s feedback and concurrence of the implementation schedule.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Ensure that Customer resources are available during and after the Migration to support all Cisco UC applications including Cisco Unified CM.
- Ensure that Customer internal resources and/or partner(s) are available to conduct the Migration on all third party applications
- Provide hard disk drive required for the rollback, as necessary.
- Participate in the review of the completed Deliverables, and acknowledge receipt of the Deliverables by signing the Deliverables.

**On-Site Migration Service**

- Review pertinent Customer-provided documentation prior to Migration.
- Provide Pre-Migration checklist to verify that all pre-requisites have been met prior to Migration.
- Assist Customer with escalation of any items at risk during the migration process pertaining to timely completion of events as scheduled in the Project Plan; Cisco may guide the Customer by identifying the appropriate Cisco contacts within Cisco’s Advanced Services team, as well as the appropriate product-specific business unit and Cisco Technical Assistance Center (Cisco TAC) organizations.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- Provide On-Site contact information to Cisco.
- Provide change control management, limited to the Migration tasks.
- Provide an On-Site support engineer to work with Cisco Advanced Services Engineer during the Migration.
- Provide Cisco Advanced Services Engineer access to the Customer’s facility and network equipment.
- Review the Migration Fallback Plan with Cisco Advanced Services Engineer and determine a contingency timeframe with a respective fallback schedule.
- Provide Cisco Advanced Services Engineer with required documents.
- Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the document.

**Migration Acceptance Test**
• Review Customer’s documented acceptance criteria and expected results for development of the Solution and Site-Model Specific Acceptance Test Plan.

• Develop and document the Solution and Site-Model Specific Acceptance Test Plan which validates communication between the servers, systems, application and networks.

• Identify the tools required for executing test cases.

• Define facilities requirements and tools required to perform tests.

• Conduct Solution and Site-Model Specific Acceptance Test Plan of the upgraded Cisco Unified CM limited only to those features identified as functional in the previous version prior to the upgrade.

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

• Designate Customer personnel responsible for assisting in the development and approval of the Migration Acceptance Test Plan.

• Identify the Sites where testing may need to be conducted.

• Provide technical personnel at the remote sites where physical testing may be required.

• Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the Deliverable.

Post Migration Cut over Support

• Provide On-Site service support on Cisco Unified CM for issues related to the scope of this Migration project and limited to the Services provided herein.

• Provide guidance and assistance limited to two (2) days commencing with the first day the system starts receiving live calls.

Customer Responsibilities:

In addition to the General Responsibilities, Customer shall provide the following:

• Designate key personnel as resources for the Post-Migration Cutover Support.

• Provide access to all designated areas.

• Review the Post-Migration Cutover Support (number of days) with Cisco Project Manager.

• Provide Cisco with appropriate physical and remote access sufficient to perform Cisco Responsibilities as outlined for the Services.

• Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the Milestone Completion Certificate (MCC)

Knowledge Transfer

• Provide one (1) day of informal knowledge transfer to the Customer’s designated personnel following the Migration in the form of Q&A, white-boarding and other informal communication methods covering migration related topics.

Customer Responsibilities:
In addition to the General Responsibilities, Customer shall provide the following:

- Designate Customer personnel who require knowledge transfer concerning migration related topics.
- Prepare appropriate questions regarding the migration to be addressed in the knowledge transfer.
- Participate in the review of the completed Deliverable, and acknowledge receipt of the Deliverable by signing the Deliverable.

**UC Operational Risk Management Analysis**

The UC Operational Risk Management Analysis (UC ORMA) is a gap analysis and improvement plan for the operation of a Cisco Unified Communications (Cisco UC) environment. The UC ORMA analyzes the reactive operational support areas that are critical to on-going operational excellence and Cisco UC service availability. Cisco will conduct an assessment of the current operating environment related to Cisco UC to determine gaps and strengths in the service life cycle processes.

The assessment will evaluate several critical areas of Cisco UC service availability as defined by Cisco, the Information Technology Infrastructure Library (ITIL), the International Standards Organization (ISO), and the ITU FCAPS (Fault, Configuration, Accounting, Performance and Security) model.

Leveraging Cisco leading practices and the ITIL v3 framework, Cisco will evaluate the following process areas:

- **Staffing & Expertise**
  - Roles & Responsibilities Definitions
  - Skill Requirements
  - Training & Development Plans
- **Service Design**
  - Service Level Management
    - Critical Success Factor Definitions
    - Key Progress Indicator Definitions & Mapping
  - Service Catalog Management
    - Service Definitions
    - Service Level Commitments
    - Service Component Decomposition
- **Service Transition**
  - Change Management
    - Change Communication Plan
  - Knowledge Management
    - Work Instruction Production and Maintenance
    - Network Documentation Production and Maintenance
  - Service Asset and Configuration Management
    - Configuration Standards and Compliance
    - Knowledge Management Integration
- **Service Operation**
  - Incident Management
    - Incident Management Process (Workflow)
    - Incident Tracking System and Compliance
    - Incident Priority, Escalation, and Notification Procedures
• Analysis is conducted in a five step process:
  o Gather technical documents, processes, tools architecture, organizational data, and templates
  o Interview business and IT leaders, technical engineers, and other stakeholders
  o Analyze Customer information and interview data to determine gaps from Cisco leading practices
  o Document gaps and develop recommendations for improvement of Cisco UC service availability
  o Present the findings to the Customer

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**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

• The level of commitment and collaboration is critical to the success and value of the UC Operational Risk Management Analysis (UC ORMA) engagement. The ability of Cisco staff to accurately assess the current operations environment and provide recommendations is dependent on the amount and accuracy of the data provided as well as the level of participation in the items listed below.

• Designation of an Executive Sponsor to provide leadership and oversight for the project to ensure timely and effective participation of all Customer participants.

• Assignment of a Primary Customer Contact who will work with Cisco team members to coordinate schedules, collect information, and host the engagement team while onsite including obtaining a conference room for all interviews and access badges for the Cisco Advanced Services team.

• Ensure participation in the UC ORMA Kick-off Meeting of appropriate operations process owners and other IT stakeholders.

• Ensure participation of designated stakeholders and process owners in all on-site interviews.

• Ensure delivery of items on the Data Collection Worksheet seven days prior to onsite interviews.

• Provide reasonable access to buildings, conference rooms, facilities, and workspaces for assigned Cisco team members during the project.

• Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco’s request for documentation or information needed for the project.

• Ensure that contracts and licenses with all third-party vendors are fully executed and reflect the correct terms to enable Customer’s business requirements to be met in full. In addition, Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to, or working on this Project.

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**Collaboration Change Management Service**

Collaboration Change Management Services (CCMS) helps Customer plan, implement and reinforce change in organization with the goals to increase adoption of Cisco Collaboration solutions and address the Customer specific business goals. These consulting services include guidance, best practices, tools and techniques to support changes to business processes, behaviors and culture.
All CCMS consulting activities require active collaboration and partnership with the Customer so the Customer can determine if activities and deliverables are appropriate and workable within the Customer’s culture and organization. The Customer is responsible for evaluating and leading the implementation of Cisco’s recommendations within the Customer organization.

The Collaboration Change Management Service may include the following:

- **CCMS Assessment**
  - Work with the Customer to determine the appropriate assessment methods based on the identified objectives
  - Identify resources necessary to complete assessments
  - Establish the scope of assessment and identify key stakeholders
  - Assist the Customer to plan and execute the assessments
  - Work with the Customer to gather data and conduct surveys with key stakeholders
  - Review the results of the survey with the Customer and discuss the impact on design and implementation of change program (CCMS Strategy and Governance)

- **CCMS Strategy and Governance**
  - Work with the Customer to develop a change management strategy providing a framework of guiding principles to promote change and adoption
  - Develop a change management deployment plan with the Customer including specific steps to address adoption and business goals
  - Assist the Customer to design and implement a change management governance plan that addresses policies, metrics, accountability, stressing reinforcement of the behaviors to sustain and promote ongoing adoption of Cisco Collaboration solutions
  - Provide consultative support while the Customer executes the change management governance plan

- **CCMS Marketing and Communication**
  - Understand the existing communications infrastructure specific to new Collaboration tool introduction
  - Analyze the readiness of internal communications to support the change
  - Develop a communication plan with the Customer that includes key messages with a compelling case for the change, product information, target audience, communications channels, roles and responsibilities, success metrics and survey results
  - Interview key stakeholders and known early adopters
  - Create the Marketing and Communications deployment plan with the Customer including specific timelines, resources, deliverables, and milestones
  - Assist Customer to develop internal marketing communication content
  - Provide consultative support while the Customer executes the communication plan utilizing the marketing communication content developed with Cisco
  - Help identify ongoing Marketing and Communications activities to continually reinforce key messages, recognize success of the new product, and encourage ongoing adoption of the Cisco Collaboration solution

- **CCMS Training**
  - Analyze the readiness of the internal training resources to support the new training effort for the Cisco Collaboration solution
  - Develop a training strategy with the Customer providing the framework and guiding principles to promote change including key learning objectives, unique training needs for different stakeholder groups, roles and responsibilities of training resources, and success metrics
  - Create the training deployment plan with the Customer including specific timelines, resources, deliverables, and milestones
  - Assist Customer to develop any required training content which may include the use of Cisco best practice tools, templates, designs and product-specific content
Provide consultative support while the Customer executes the training plan utilizing the training content developed with Cisco.

Help identify ongoing Training activities to support new behaviors and processes as well as promote ongoing adoption.

**Customer Responsibilities:**

In addition to the General Responsibilities, Customer shall provide the following:

- **CCMS Assessment**
  - Collaborate with Cisco to evaluate and execute assessments.
  - Make existing organizational communication channels available, as needed.
  - Provide access to relevant operational and financial metrics.
  - Facilitate communications with and access to stakeholders, especially executive sponsor.

- **CCMS Strategy and Governance**
  - Collaborate with Cisco to ensure the relevance and workability of all project activities.
  - Lead the implementation of the change management plan with guidance from Cisco.
  - Facilitate communications with and access to stakeholders, especially executive sponsor.
  - Make existing organizational communication channels available, as needed.

- **CCMS Marketing and Communications**
  - Collaborate with Cisco to ensure the relevance and workability of all project activities.
  - Work with Cisco on the implementation of the Marketing and Communications Plan.
  - Facilitate communications with and access to stakeholders, especially executive sponsor.
  - Ensure availability of existing internal communication channels and infrastructure.
  - Provide access to pertinent corporate branding material for inclusion in communications.

- **CCMS Training**
  - Collaborate with Cisco to ensure the relevance and workability of all project activities.
  - Lead the implementation of the Training Plan with guidance from Cisco.
  - Facilitate communications with and access to stakeholders.
  - Ensure availability of existing training resources and infrastructure.

- Designate an employee as primary Collaboration Change Management project lead and point of contact.

- Collaborate with Cisco to ensure the Services are appropriate and effective within the context of the Customer’s organization, culture, processes, staffing and resources.

- Retain overall responsibility for any business process change and impact.

- Ensure key Customer personnel are available to participate in Service activities as required.

- Secure commitment and funding for all activities.

- Customer will provide necessary data to measure baseline and impact of change on targeted business results and ROI.

- Ensure executive sponsor is identified and available for periodic project reviews.

- Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco’s request for documentation or information needed for the Service.

- Customer acknowledges that Cisco’s obligation is to only provide assistance to Customer with respect to the activities detailed and that such assistance may not result in some or all of the activities being completed.
General Support

- Designate an engineer (“Advanced Services Engineer”) to act as the primary interface with Customer for its Network.

- Schedule with Customer up to five visits per year (not to exceed seven (7) days in aggregate) to Customer's site to kick off the engagement, review proactive deliverables and activities and to plan for next quarter. Additional visits will be mutually agreed at Cisco’s then-current travel and labor rates.

- Schedule periodic conference calls (usually weekly) to review Customer’s Cisco Unified Communications Solution status, planning and the Services being provided.

- Establish a Customer-specific Cisco email alias to facilitate communication with Advanced Services Engineer.

- Provide certain Data Collection Tools that Cisco identifies as appropriate for Unified Communications system data collection during the Term of the Services, provided that all fees due and owing to Cisco under this Appendix have been paid. Data Collection Tools may or may not include Hardware or Software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tools. In addition to Cisco provided tools, the Advanced Services Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Unified Communications system.

General Customer Responsibilities

- Designate at least two (2) but not more than six (6) technical representatives, who must be Customer's employees in a centralized Network support center (Customer's Technical Assistance Center), to act as the primary technical interface to the Advanced Services Engineer. Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Network configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).

- Customer's TAC shall maintain centralized network management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.

- Provide reasonable electronic access to Customer's Network to allow the Advanced Services Engineer to provide support.

- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure Local Area Network (LAN), under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody. Customer must immediately return Data Collection Tool(s) to Cisco as instructed by Cisco, upon the earlier of: (i) expiration or termination of the Service Description or (ii) Cisco's request to Customer that the Data Collection Tool(s) be returned to Cisco.

- Provide a Network topology map, configuration information, and information of new features being implemented as needed.

- In the event the Network composition is altered, after the Services selected in this Service Description are in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Network composition has increased beyond the original pricing quote for Services.

- Create and manage an internal email alias for communication with Advanced Services Engineer.

- Retain overall responsibility for any business process impact and any process change implementations.

- Provide its designated person(s) with instructions on process and procedure to initiate cases and access the Advanced Services Engineer.

- Notify Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer’s business environment.

- Provide all necessary information to enable Cisco to perform root cause analysis.

- Information on any Cisco Unified Communications (Cisco UC) service level agreements
- Information on additional Cisco UC applications supported by the solution.
- Identify Customer Cisco UC issues and concerns
- Ensures key engineering and operational personnel are available to participate in interview sessions as needed.
- Provide support to Cisco team to collect needed information for performance and optimization services that may or may not use automated tool.
- Inform Cisco of Cisco UC-related projects and critical changes that may impact the solution that Customer has implemented.
- Provide Cisco with detailed information that describes Customer's requirements and objectives for its Network including but not limited to scalability, security and manageability, roadmap and changes, solution components such as Hardware, quantity and Software releases