



## Service Description: Cisco ACI Implementation Review Service (CON-AS-ACI-IMP-REV)

This document describes the Cisco ACI Implementation Review Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning described to them in the Glossary of Terms.

**Direct Sale from Cisco to Authorized Channel.** If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your purchase of the Service. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco ACI Implementation Review Service the end of this document have the meaning ascribed in the agreement executed between you and Cisco. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

Cisco shall provide the Cisco ACI Implementation Review 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, quantities of deliverables 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 ACI Implementation Review Service

#### Services Summary

Cisco ACI Implementation Review Service includes Application Centric Infrastructure review services in the areas of ACI Proposal Review, Advise and Implement Support and Program Management Support. These services provide support to Authorized Channel in service delivery to its end user’s Application Centric Infrastructure addressing the following:

- Datacenter Networking: DC Nexus Family of ACI Switches (Nexus 9000 Series)
- APIC Cluster
- Datacenter Eco-System Integration: Eco-System L4-7 and VMM services integrated via published and supported device packages

Cisco shall provide the following services remotely during Standard Business Hours (unless stated otherwise):

#### Proposal Review

#### Customer Requirement (CR)

The Customer Requirement (CR) review provides support to the ACI solution proposal by reviewing is the Authorized Channel’s end user’s solution requirements for ACI is supportable by Cisco.

#### Cisco Responsibilities

- Provide the ACI Requirement Gathering Questionnaire Template, which specifies the required business and technical scoping information that Authorized Channel must gather from its end user to enable Cisco to review the Bill of Materials.
- Work with Authorized Channel to understand its end user’s Current Data Center infrastructure environment and requirements for the future ACI Solution.
- Participate in up to one (1) hour remote review session(s) over a period of up to one (1) week to review the ACI Scoping Questionnaire, and the High Level Physical Design. The review sessions shall commence within one (1) week following receipt by Cisco of the Scoping questionnaire and High Level Physical Design from the Authorized Channel.
- Document recommendations and changes if any in the ACI Proposal Review Document and provide it for review.

#### Authorized Channel Responsibilities

- Provide Cisco with completed responses to the ACI Scoping Questionnaire Template within ten (10) Business Days of receipt.
- Provide all supporting documents, which includes and not limited to the High Level Physical Design.
- Make appropriate Technical and Pre-Sales Resources available for remote discussions, and reviews of the Bill

of Materials, ACI Scoping Questionnaire, and High Level Physical Design with Cisco Representatives

- Review the ACI Proposal Review Document.

### Statement of Work (SOW) Review

Statement of Work review service provides support to the ACI solution proposal by reviewing the Statement Of Work proposed by the Authorized Channel to its end user for Plan, Build and Delivery of the ACI Solution. The review will validate scope and activities required for deployment of the Authorized Channel's end user's ACI solution based on the Bill of Materials, ACI Scoping Questionnaire, and High Level Physical Design.

#### Cisco Responsibilities

- Provide the ACI Scoping Questionnaire Template which specifies the required business and technical scoping information that Authorized Channel must gather from its end user to enable Cisco to review the Statement of Work provided by the Authorized Channel
- Work with Authorized Channel to understand its end user's Current Data Center infrastructure environment and requirements for the future ACI Solution.
- Review the Statement of Work along with the ACI Scoping Questionnaire, and the High Level Physical Design to validate that it addresses all the requirements for deploying the ACI solution.
- SOW review will be limited to ACI component of project, not complete project Authorized Channel is undertaking.
- Participate in up to three (3), one (1) hour, remote review session(s) over a period of up to two (2) weeks to review with Authorized Channel the Statement of Work and provide comments and recommendations. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's Statement of Work.
- Document and provide any recommendations and changes in the ACI Proposal Review Document for review.

#### Authorized Channel Responsibilities

- Provide all supporting documents which includes and not limited to Cisco-reviewed Bill Of Materials, and ACI High Level Physical Design
- Make appropriate Technical and Pre-Sales Resources available for remote discussions, and reviews of the ACI Scoping Questionnaire, Bill of Materials, Statement of Work and any other supporting documents as needed by Cisco.
- Review the updated ACI Proposal Review Document.

### Advisory and Implementation Support

#### ACI Adoption Strategy review

This Service reviews and validates that the ACI Adoption Strategy is in alignment with Authorized Channel's end user's requirements for migration to an Application Centric Infrastructure Solution.

#### Cisco Responsibilities

- Provide the ACI Requirements Document (ARD) Template that Authorized Channel must use to enable Cisco to review the Adoption Strategy. The ACI Requirements document has two sections: Customer Requirements section and the Adoption Strategy Section.
- The ACI Adoption Document (ARD) "Customer Requirements" review focuses on the Authorized Channel requirements for its end user's Application Centric Infrastructure and includes but is not limited to the following:
  - Scale requirements
  - Multicast
  - Applications to be migrated to the ACI fabric
  - Security tiers, dependencies, types, location of the applications
  - Management Network
  - Hardware and Software Features
  - Network Centric Vs Application Centric approach for application
  - Monitoring Strategy
  - Integration of Orchestration tools or platforms with ACI
  - L4-7 devices not managed by APIC (Unmanaged mode)
  - Supported Eco-System L4-7 devices managed by APIC (Device Package Integration)
  - Supported Eco-System Orchestration requirements for automation
  - Supported Eco-System Virtual Machine Manager (VMM) Integration strategy
  - Eco-System Management for monitoring strategy
- The ACI Adoption Document (ARD) "Adoption Strategy" review focuses on the Adoption Strategy for migrating to an Application Centric Infrastructure based on Authorized Channel's end user's requirements and includes but is not limited to the following:
  - Available and preferred options to adopt an ACI Policy model
  - Recommendations on Network Centric Vs Application Centric approach for Applications
  - Temporary infrastructure required during Migration
  - Analyze risks that would impede in executing the adoption strategy
  - Reviews of Orchestration tools and platforms its end user wants to use and integrate with ACI fabric
- Participate in up to two (2), one (1) hour remote review session(s) over a period of up to two (2) weeks to review with Authorized Channel the end user requirements

section and the Adoption Strategy section documented in the Authorized Channel provided ACI Requirements Document (ARD).

- Create the ACI Adoption Strategy Review Document with any recommendations or changes and provide for review.

#### Authorized Channel Responsibilities

- Provide Cisco with ACI Requirements Document (ARD) using the Cisco provided template within ten (10) Business Days of receipt. The ARD includes two sections – Customer Requirements section and the ACI Adoption section.
- Provide all supporting documents which includes and not limited to Bill of Materials, its end user's existing DC Network and WAN diagrams, its end user's Documented IP addressing and VLAN scheme; L2/3 Configurations, WAN/DCI documentation.
- Make appropriate Technical and Pre-Sales Resources available for remote discussions, and reviews of the ACI Requirements Document (ARD), Bill of Materials, and its end user provided documentation as needed by Cisco.
- Review the ACI Adoption Strategy Review Document.

#### ACI Architecture and Design review

This Service review the Authorized Channel's detailed design including high level design aligned to customer requirements and Low Level Design and ~~low level design~~ that considers Authorized Channel's end user's current network design criteria, future growth requirements and Cisco Data Center leading practices. ACI Adoption Strategy Review Service is a pre-requisite and must have been completed before ACI Architecture and Design review.

#### Cisco Responsibilities

- Work with Authorized Channel to understand its end user's Current Data Center infrastructure environment and requirements for the future ACI Solution.
- Review the Authorized Channel provided ADD (ACI Design Document) along with Authorized Channel provided ARD (ACI Requirements Document) that documents end user requirements and ACI Adoption Strategy, end user's existing Network Diagrams (Logical, Physical, WAN), and Scale requirements, based on the Authorized Channel's end user's business and technical requirements for deploying an Application Centric Infrastructure, which is supportable by Cisco.
- Create and document the ACI Architecture and Design Review Document that includes and is not limited to:
  - Comparison of Authorized Channel's end user's requirements with standard Cisco Data Center ACI architectures and designs; and provide design options to resolve gaps, as required;
    - Fabric Design
    - Tenant Constructs

- Eco-System integration recommendations based on Cisco supported 3<sup>rd</sup> party devices, supported Device Packages and customer requirements
- DCI designs
  - Active/Active,
  - Active/Standby
  - Disaster Recovery
- Single-Site/ Multi-Site/ Stretched-fabric
- Any key risks of the design and design recommendations and proposed changes to help mitigate risks, if any;
- Review aspects of design and deployment model including device placement, physical and logical connectivity, as well as network management based on Cisco leading practices
- Participate in up to three (3), two (2) hour remote review session(s) over a period of up to two (2) weeks to review with Authorized Channel the ACI Architecture and Design documented in Authorized Channel provided ACI Design Document (ADD)
- Create the ACI Architecture and Design Review document with any recommendations or changes and provide to Authorized Channel for review.

#### Authorized Channel Responsibilities

- Provide Cisco with ACI Design Document (ADD) for review
- Provide all supporting documents which includes and not limited to Cisco reviewed and approved ACI Requirements Document (ARD), Bill of Materials (BOM), its end user's existing DC Network and WAN diagrams, its end user's Documented IP addressing and VLAN scheme; L2/3 Configurations, WAN/DCI documentation.
- Make appropriate Technical and Pre-Sales Resources available for remote discussions, and reviews of the ACI Design Document (ADD), ACI Requirements Document (ARD), Bill of Materials (BOM), and end user provided documentation as needed with Cisco Representatives
- Review the ACI Architecture and Design Review Document .

#### Proactive Software Recommendation Report

Cisco will consult with Authorized Channel via a series of meetings to develop an understanding of Customer's Software management requirements and practices such as standards, migration triggers, and implementation methodologies. The Proactive Software Recommendation Report will contain overall recommendations

#### Cisco Responsibilities

- Each report covers a single Software track and may include, among other information, the following:
  - Descriptions of new Software features

- Unresolved Software bugs to which Customer may be exposed and if possible, appropriate workarounds
- Periodic proactive critical bug analysis for identified Software track(s) or key Network infrastructure Software feature categories
- Periodically updated follow-up reports, at a rate of no more than once per month, for up to 120 days from the original Software recommendation date

- Device Configuration
- Device Monitoring
- Resource Management
- Basic Device Troubleshooting
- Root-cause Analysis
- Technology/Device Knowledge Transfer
- Weekly Status Reporting

#### Authorized Channel Responsibilities

- Provide Cisco with customer environment document as well as information on software management requirements and practices.
- Provide visibility to Cisco on customer's environment related information for Cisco to provide software recommendation where Authorized Channel would like Cisco involvement.

#### Remote Subject Matter Expertise

Remote Subject Matter Expertise provides skilled ACI professionals to supplement Authorized Channel's personnel and spends in minimum interval of an hour to an entire day, as specified in Quote and Purchase Order, and will perform the following types of tasks:

#### Cisco Responsibilities

- Provides targeted consulting support as directed by Authorized Channel during normal business hours. After hours support available upon mutual agreement within scope of engagement.
- Consult with Authorized Channel's staff to develop an understanding of Customer's ACI design and implementation, with a focus on concerns such as resiliency, self-recovery, scalability, disaster recovery, business continuance, virtualization, application traffic requirements, and ability to handle increased traffic demands.
- Participate in remote meetings and periodic conference calls to review Network status, planning and the Services being provided
- Monitor a Authorized Channel-specific Cisco email alias to facilitate communication with Cisco designated Services team
- Utilize Authorized Channel's provided data, scripts or internal tools to assist in collecting data from the Network.
- Provides guidance in the following areas
  - Device/Server Admin Functions
  - Planning Of Moves, Adds, And Changes
  - Change Window Support
  - Basic Design Consulting

#### Authorized Channel Responsibilities

- Retain responsibility and accountability for utilizing remote subject matter expertise during contract period.
- Retain responsibility and accountability for any deliverable to the customer
- Utilize remote subject matter expertise in minimum one hour interval.

#### General Customer Responsibilities

- Authorized Channel shall ensure that, User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must have the necessary consents from its end user to allow Authorized Channel to provide to Cisco certain end user information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.
- Authorized Channel is solely responsible for all interactions and communications with end user and the provision of services and deliverables to end user.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel'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 architects and engineers, and network engineers.
- Ensure Authorized Channel'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
- Authorized Channels expressly acknowledges and agrees that it is solely responsible for the determination and implementation of its end user's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet Authorized Channel's end user's network, design, business or other

requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of its end user's network design, architecture, implementation, business or other requirements.

#### License of Deliverables

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#### Representation of Cisco Brand

Authorized Channel agrees to comply with the guidelines located at <http://www.cisco.com/web/partners/market/partner-marks.html>, which is incorporated herein by reference.

#### Supplemental Glossary of Terms for Cisco ACI Implementation Review Service

- **Application Centric Infrastructure (ACI)** consists of, but not limited to, the Nexus 9000 Leaf and Spine Switches,

ACI Application Policy Infrastructure Controller (APIC), ACI Software Licenses and interfaces with third-party products which address Layer 4-7 services using Cisco ACI APIC related southbound APIs.

- **APIC Cluster:** Consists of a cluster of APIC controllers that are used to manage ACI infrastructure of Nexus 9000 Series switches and supported eco-system devices.
- **ACI Third Party Vendor** means an independent technology supplier whose products are used in the User's ACI for Layer L4-L7 services, leveraging Cisco ACI APIC related southbound and / or Northbound APIs.
- **Solution** means Cisco ACI Fabric products and ACI Third Party Vendor products.