



## Service Description: Advanced Services – Fixed Price

### Azure Stack Appliance Assembly and Installation Support Service (ASF-DCV1-G-AZRINST)

This document describes Azure Stack Appliance Assembly and Installation Support 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 ascribed to them in the Glossary of Terms.

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#### Azure Stack Appliance Assembly and Installation Support Service

##### Service Summary

The Azure Stack Appliance Assembly and Installation Support Service provides on-site assembly and installation of the Azure Stack Appliance with Unified Computing System (UCS) Fabric Interconnects and Servers per Microsoft certified configuration. Cisco will verify upon completion of these services that the Azure Stack configuration meets current Microsoft specifications.

Services do not include rack and stack of appliance components, advanced configuration changes of the appliance or modifications of application(s). Services will cover a single Azure Stack appliance deployment with up to twelve (12) servers.

##### Deliverables

Project Schedule  
Azure Stack Canary test results  
System information sheet

##### Location of Services

Services are delivered on-site to Customer.

##### Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described Project management services will be provided for the duration of the project.

#### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide the following: a). Kick-off Meeting; b). Schedule Resources; and c). Project Schedule.
- Manage the project based on the Project Schedule.
- Provide the Service Deliverables.
- Schedule and participate in project review meetings or conference calls, if required.

- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

#### **Customer Responsibilities**

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco Project Manager to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables, roles, and responsibilities with Cisco.
- Schedule the necessary facilities for On Site meetings (such as conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors.
- Confirm execution of any third party contract and schedule communications for activities, deliverables or schedules as required for Cisco's completion of the services.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

#### **Assembly and Installation of Azure Stack Appliance**

##### **Cisco Responsibilities**

- Perform assembly and installation tasks for one (1) Azure Stack Appliance, including:
  - Manage the installation tasks, including:
    - pre-installation interview;
    - review Site Plan;
    - customer design (diagram) review;
    - Physical installation.
    - Verify rack and stack of UCS and Nexus components per specification
  - Verify all components of the appliance are powered on and operating without defect.
  - Install and configure UCS in a single data center including connecting to the customer's network.
  - Configure UCS nodes and install Azure Stack software per Microsoft specifications
  - Run Azure Stack Canary Test
- Provide assembly, installation and final verification of Azure Stack product configuration, software installation, and initial configuration in accordance with the latest certified Azure Stack configuration and Cisco Product bill of materials (BOM).

- Identify any installation elements that are considered non-standard or not meeting standard Microsoft Azure Stack deployment best practices and ensure that these are corrected.
- Present the installed system to Customer ready for application configuration.
- Review with Customer the Azure Stack System information sheet for comment and approval.
- Provide the Customer-approved Azure Stack System information sheet confirming completion of implementation and active nodes are available for use.

##### **Customer Responsibilities**

- Inspect Cisco equipment delivered to ensure Products received are in accordance with the Customer order; conduct an inventory listing and verify that Hardware components per the Cisco Products BOM are in accordance with the Customer order.
- Lead rack and stack of Azure Stack hardware components in Customer's data center per specified configuration
- Inspect and review with Cisco the installation, including the Azure Stack System information sheet, providing validation that the installation is complete. If there are any issues found during post-installation, Customer must inform Cisco of any related installation discrepancies for resolution within five (5) Business Days.

##### **Knowledge Transfer**

##### **Cisco Responsibilities**

- Conduct a one (1) hour Knowledge Transfer session consisting of a review of the system information sheet and a question and answer session.

##### **Customer Responsibilities**

- Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the Knowledge Transfer Session commences.
- At project kick-off, reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer Workshop. The commencement date must take place within the duration of Services, as defined in the PMP.

##### **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.
- Customer will ensure that proper security procedures and access requirements are met in advance so that delivery

personnel are able to enter the facility and perform the delivery with the necessary tools.

- 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.
- Ensure that the relevant software license for Microsoft Azure Stack is purchased prior to commencement of Services; Customer will make available the Microsoft Azure Stack software license to Cisco for completion of Services.

## 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. The 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.

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