



Service Description: Advanced Services – Fixed Price

Cisco Data Center Deployment Service for Prime Service Catalog (ASF-DCV1-G-PSC)

This document describes Advanced Services Fixed Price: Cisco Data Center Deployment Service for Prime Service Catalog.

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

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Cisco Data Center Deployment Service for Prime Service Catalog
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Service Summary

The Cisco Data Center Deployment Service for Prime Service Catalog provides planning, design and implementation assistance (the "Services") to Customer for the deployment of Prime Service Catalog which includes project management, design development, test plan review, software installation, configuration, workflow provisioning, testing support and knowledge transfer.

Deliverables

- Pre-Requisite Checklist
- Environment Review Session
- Solution Design Document
- Software Installation and Configuration
- Test Plan
- As Built Document

Location of Services

Services are delivered onsite unless otherwise specified as remote.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.

- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least five (5) Business Days prior to the scheduled date such personnel requires access.
- 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.

- Provide Customer with Cisco Prime Service Catalog Pre-requisites Checklist prior to or during the project kick-off meeting for completion by the Customer prior to the Customer environment review session.
- Provide a Customer environment review session to provide advice and guidance to Customer related specifically to the Customer's data center, systems management and provisioning environment, and associated Customer environment documentation.
- During the Customer environment review session, perform a review of the Pre-requisites Checklist as completed by the Customer, identifying any errors or gaps in the information provided and updating the pre-requisite checklist with any corrective actions required to be taken by the Customer prior to installation.
- Provide the Pre-requisites Checklist to Customer.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identifying primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within five (5) Business Days of Cisco's request, unless the parties agree to another time period for response.
- Provide an authorized Customer signature for delivery of Cisco Products at Customer location.

Customer Environment Review

Cisco Responsibilities

- Conduct a project kick-off meeting of up to two (2) hours to provide advice and guidance on the scope of the project and to review for understanding of the Customer's environment.

Customer Responsibilities

- Ensure Customer Subject Matter Experts, design engineers for data center and systems management / automation / provisioning owners and staff are available to participate in the project kick-off meeting and environment review session to discuss the Customer's data center, systems management and provisioning environment.
- Provide to Cisco the requested documentation prior to or during the project kick-off meeting which may include:
 - Business and IT strategy and vision;
 - Data center architecture – and in particular the data center infrastructure that will be managed by Cisco UCS Director;
 - Cloud strategy documents – including planned cloud use cases;
 - Systems management design documentation.
- Provide the completed Pre-Requisites Checklist to Cisco, and complete any pre-requisite activities such as installation of UCS Director, Virtual Application Container Services (if applicable), VMware vCenter product, VM Creation based on Cisco Prime Service Catalog compatible Operating System, Installation of Cisco Prime Service Catalog compatible Database Management System, at least one (1) Business Day prior to the Customer environment review session.
- Ensure that the selected compute infrastructure (e.g. Cisco UCS, NetApp® FlexPod or VCE Vblock™) upon which the software installation shall later be performed, is fully installed and configured, in accordance with the requirements defined by Cisco UCS Director.
- If remote delivery is desired, provide remote access to relevant server and data center equipment to enable Cisco to deliver services remotely.
- For Active Directory-based Windows Authentication integration, ensure Customer's LDAP system is available and is correctly configured by the Customer

(For this particular integration, use of Windows Server Active Directory is assumed).

- Perform any required corrective actions as requested by Cisco, including accordingly updating the Pre-requisites Checklist, prior to Cisco providing the Installation services.

Solution Design Review

Cisco Responsibilities

- Provide a Cisco Prime Service Catalog Solution Design template to the Customer at project kick-off.
- Provide one (1) design review session of up to two (2) hours to provide advice and guidance related to the proposed installation design of the Cisco Prime Service Catalog product into the Customer's environment
- Update the Solution Design Document as required and provide to the Customer.

Customer Responsibilities

- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco prior to or during the Project Kick Off meeting. IP addressing will be IPv4 only; no IPv6 configuration is provided.
- Ensure Customer design engineers for data center and systems management / automation / provisioning owners and stakeholders are available to participate in the design review session to review the test plan.

Test Plan Review

Cisco Responsibilities

- Provide a Cisco Prime Service Catalog Test Plan template (a pre-defined Test Plan) to the Customer at project kick-off. This Test Plan template defines the scope of the testing for this project.
- Provide one (1) remote Test Plan review session of up to one (1) hour to provide advice and guidance related to the testing approach as documented in the Test Plan
- Update the Test Plan Document, based upon the Test Plan template, where appropriate and provide to the Customer.

Customer Responsibilities

- Ensure Customer design engineers for data center and systems management / automation / provisioning owners and staff are available to participate in the Test Plan review session to review the test plan.

Software Installation

Cisco Responsibilities

- Review the Customer's environment in accordance with the reviewed Pre-requisites Checklist document prior to installation of the software, including availability of appropriate Customer-provided software licenses and any required third party software.
- Perform installation of the Cisco Prime Service Catalog Software into the Customer's environment, in accordance with the design; Installation shall commence the next Business Day following completion by Cisco of the Test Plan review session.

Customer Responsibilities

- Ensure that Customer's environment, including the target compute infrastructure and hypervisor, is prepared in accordance with Pre-requisites Checklist document prior to installation of the software, including availability of appropriate software licenses and any required third party software.
- Customer is responsible for providing and ensuring availability of valid licenses for the software installation – specifically the Cisco Prime Service Catalog itself as well as any Cisco Prime Service Catalog required third party software as defined in the Pre-requisites Checklist.
- Provide remote access (Internet and phone) to both the management server as well as all relevant data center equipment in this installation to ensure that the services can be delivered remotely.
- Customer must provide an FTP server to store the Cisco Prime Service Catalog patch file on to facilitate patching the software to the latest version.
- Provide relevant passwords and authentication credentials to Cisco staff in order for Cisco to provide the Services.
- Schedule remote access to the server and related equipment in order for Cisco to provide the Services.
- Customer is responsible for coordinating and managing internal resources across Customer network, system administration, and application groups to support the installation of Cisco Prime Service Catalog into the environment.
- Provide at least one (1) suitably skilled and trained resource to support and participate in installation related activities during the environment installation.
- Customer is responsible for making any necessary changes to the Customer equipment and environment as required by the software installation (e.g., DNS).

Configuration and Provisioning

Cisco Responsibilities

- Perform configuration of the Cisco Prime Service Catalog installation according to the information contained in the reviewed Pre-requisites Checklist and the Solution Design Document, which will commence following completion of the Cisco Prime Service Catalog installation services and will include:

Virtual Environment:

- If required, configure LDAP integration into one (1) Active Directory domain.
- If required, configure SSO integration as an External User Authentication operation
- If applicable, configure Cisco Prime Service Catalog (PSC) integration to Cisco UCS Director (UCSD).
- Within Cisco Prime Service Catalog, perform the Discovery of Cisco UCS Director Objects.
- Within Cisco Prime Service Catalog, configure up to two (2) Customer-identified Cisco UCS Director Catalog Items.
- Within Cisco Prime Service Catalog, configure up to two (2) Cisco Intercloud Fabric for Business (ICFB). discovered services
- If applicable, configure Cisco Prime Service Catalog integration to ICFB.
- Within Cisco Prime Service Catalog, perform the Discovery of Cisco Intercloud Fabric for Business Objects.
- Within Cisco Prime Service Catalog, configure up to two (2) Customer-identified Cisco Intercloud Fabric for Business Catalog Items.
 - a. 1 VM in public cloud provider to private DC
 - b. 2 VM in private DC to public cloud provider

- Make any necessary corrections to the Customer equipment and environment as required for the software configuration

Testing Support**Cisco Responsibilities**

- Provide up to a maximum of two (2) hours of support services (“Testing Support Services”). The Testing Support Services will commence on the next Business Day following completion by Cisco of the software configuration.
- The Testing Support Services will be provided by a Cisco resource as consultative support, to resolve testing issues and provide troubleshooting assistance, which shall be limited to supporting test activities defined in the Cisco-supplied Test Plan in the Customer’s environment.
- The Testing Support Services will only cover the standard product features as set out in the Test Plan.

Customer Responsibilities

- Customer is responsible for the overall execution of the Test Plan, including scheduling, staffing, and coordination across all Customer network and application groups.
- Ensure an appropriate and timely testing window is available for provision of Testing Support Services.
- Customer understands and agrees that it is responsible for the selected server installation and any server issues that arise during Cisco Prime Server Catalog testing.
- Customer must provide the following to Cisco for the provision of support services:
 - access to the server and related third party software;
 - relevant user accounts, passwords and authentication credentials;
 - access to user account Active Directory data as required by the Cisco Prime Service Catalog application.

Knowledge Transfer**Cisco Responsibilities**

- Provide information to Customer regarding any course and/or skillset pre-requisites for Customer personnel nominated to attend the knowledge transfer sessions. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer sessions.
- Reach agreement on the location and the commencement date of the knowledge transfer session.
- Provide up to a maximum of two (2) hours knowledge transfer session(s) for up to six (6) Customer participants.
- Write the As-Built Document, which documents details of the software installation, based upon the design.
- Provide the As-Built Document to Customer.

Customer Responsibilities**Customer Responsibilities**

- Schedule access for Cisco staff to the server and related equipment.
- Provide relevant passwords and authentication credentials to Cisco for provision of Services.
- Customer is responsible for coordinating and managing internal resources across Customer network and application groups to support the installation of Cisco Prime Service Catalog into the environment.
- Provide at least one (1) suitably skilled and trained resource to assist Cisco during the software configuration.
- Provide Cisco with a read-only account for the Active Directory/LDAP-based directory system. Access must be provided for all user names that should be synchronized with the Cisco Prime Service Catalog product. The Customer will ensure that LDAP is populated with clean, correct, and well-maintained data for all valid solution users, containing the following fields: First Name, Last Name, Email Address, Business unit/Department, Username; and will ensure that the field used for the login name (the username) must be unique, and likewise for any additional fields required.
- Ensure that the Active Directory/LDAP base domain name is appropriately set to enable Cisco Prime Service Catalog to synchronize the Active Directory users.
- Provide suitable Active Directory/LDAP connectivity to enable both integration and on-going synchronization between Cisco Prime Service Catalog and Customer’s Active Directory/LDAP system.

- Work with Cisco to schedule the knowledge transfer session(s).
- At Project Kick-off, reach agreement with Cisco on the actual location and the commencement date of the knowledge transfer session(s). The commencement date must lie within the duration of this service, as defined in the project plan.
- Designate up to six (6) Customer participants to attend the knowledge transfer sessions.
- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer session.
- 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 sessions commence.

Project Assumptions and Exclusions

Services and service pricing are based upon the following assumptions and exclusions ("Assumptions").

- Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.
- All data (designs, topologies, requirements) provided by Customer is assumed to be current and valid.
- Cisco will not be responsible for providing test tools specific to the environment being tested as well as specific applications being tested.
- This service is delivered remotely. Customer will provide remote internet access to relevant server and data center equipment to Cisco.
- Customer is responsible for ensuring backup of all data and configurations prior to the start of this engagement. All data backup and recovery tasks are the responsibility of the Customer.
- Customer is responsible for ensuring that hardware platforms have been properly installed according to manufacturer specifications. Equipment should be cabled and IP reachable prior to the start of this engagement..
- Cisco Prime Service Catalog deployment to consist of a single, non-distributed Cisco Prime Service Catalog instance only. Advanced designs are beyond the scope of this project. Examples of advanced designs include, but are not limited to
 - Deployment of Cisco Prime Service Catalog into two (2) Application Server instances to split the processing of Prime Service Catalog Server and ServiceLink Integration Server.
 - Deployment in a three-tiered architecture
 - Configuration of Single-Sign On
- Implementation of typical VMware designs or operational procedures such as backup and recovery, high availability designs, isolation or separation of virtual machines used

for management purposes from other virtual machines, etc. are not included in the scope of this project.

- This project does not require any changes to the IP addressing scheme or VLAN allocation scheme.
- IP addressing will be IPv4 only; no IPv6 configuration is required.
- No commitment is made to create any operational procedures or other documentation not explicitly listed.
- Customer is responsible for ensuring the compliance to the third party software dependencies as defined in the Cisco Prime Service Catalog installation guide and the Pre-requisites Checklist.
- This service integrates with Cisco UCS Director only.
- There is no support for additional integrations other than those included in the standard product as defined in the Bill of Materials (BOM). Specifically excluded are IP address management systems, ticketing/help desk systems, software image management systems, alternate hypervisors, monitoring systems, storage provisioning, automated backup systems, and automated patch/application management software.
- Embedding any third-party user interface components into the Cisco Prime Service Catalog software is not part of the scope of this Service.
- The Customer is responsible for purchase of the Cisco Prime Service Catalog software and required third party software packages and software licenses.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within one hundred and fifty (150) calendar days from issuing a Purchase Order to Cisco for the Services herein.

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