



Service Description: Advanced Services – Fixed Price

Cisco DC Validation Service for InterCloud Fabric Medium (ASF-DCV1-G-ICF-MED)

This document describes Advanced Services Fixed Price: Cisco DC Validation Service for Intercloud Fabric Medium

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.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Cisco DC Validation Service for Intercloud Fabric Medium

Service Summary

The Cisco DC Validation Service for Intercloud Fabric Medium provides planning, design and implementation (the "Services") for the deployment of Intercloud Fabric (ICF) in the lab environment which includes Project Management, Customer Environment Review, Software Installation, Configuration and Provisioning, Testing Support and Knowledge Transfer.

Deliverables

- Pre-Requisite Checklist
- Test Plan
- Runbook

Location of Services

Services are delivered remotely to Customer.

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 project manager ("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 5 Business Days prior to the scheduled date such personnel requires access.
- 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

- 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 cloud activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within 5 Business Days of Cisco's request, unless the parties agree to another time period for response.

Customer Environment Review

Cisco Responsibilities

- Conduct a project kick-off meeting of up to four (4) hours to provide advice and guidance on the scope of the project and to review for understanding of the Customer's environment.
- Provide Customer with Cisco InterCloud Fabric 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 for review and approval in accordance with Completion of Document Deliverable Review and Approval Process below.

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 to be managed by Cisco Intercloud Fabric;
 - 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 VMware vCenter product, at least one (1) Business Day prior to the Customer Environment Review session.
- Ensure that the selected virtual infrastructure upon which the ICF software installation shall later be performed, is fully installed and configured, in accordance with the requirements defined in the Pre-Requisites checklist.
- Provide remote access to relevant server and data center equipment to enable Cisco to deliver services remotely.
- Review and approve the Pre-requisites Checklist in accordance with Document Deliverable Review and Approval Process.
- Perform any required corrective actions as requested by Cisco, including accordingly updating the Pre-requisites Checklist, prior to Cisco providing the Installation services.

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 one (1) instance of the Cisco InterCloud Fabric Software installation into the Customer's environment, may include up to one instance of ICF Provider Platform into the provider 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

- 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, as defined in the pre-requisite checklist. IP addressing will be IPv4 only; no IPv6 configuration is provided.
- Ensure that Customer's environment, including the target virtual infrastructure, 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 Intercloud Fabric itself as well as any Cisco Intercloud Fabric required third party software as defined in the Pre-requisites Checklist.

- Provide remote access 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 accessible FTP server to download and store the InterCloud Fabric Software and any other pre-requisite software files to facilitate installing the software.
- 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 and application groups to support the installation of Cisco Intercloud Fabric 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.
- Customer is responsible for creating and managing valid accounts on either Amazon or Azure public clouds for Enterprise customers. For Providers side of installation, Customer is responsible for setting up and managing Cisco enabled out-of-box cloud platforms such as Cloudstack, Openstack, etc.
- Cisco InterCloud Fabric will be deployed only for pre-validation lab environment under this project.
- Cisco InterCloud Fabric deployment to consist of a single, non-distributed InterCloud instance only. Advanced designs are beyond the scope of this project. Examples of advanced designs include, but are not limited to:
 - Deployment of two (2) InterCloud Director instances in an active/standby configuration.
 - Migration of the embedded database to a separate host or virtual machine.
 - Deployment on top of another database platform, different from the embedded MySQL database.
 - Deployment to Production environment.
 - Deployment to include High Availability for InterCloud Fabric VMs
 - Deployment to include services integration such as VSG & CSR.
 - Deployment that requires integrating with public cloud providers using customized API calls – such as providers other than Amazon or Azure.
- 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.
- Customer is responsible for ensuring the compliance to the third party software dependencies as defined in the Cisco Intercloud Fabric installation guide and the Pre-requisites Checklist.

- This service integrates with VMware vCenter only (and specifically not with VMware vCloud Director).
- 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, LDAP/AD Integration, 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 InterCloud Director software is not part of the scope of this Service.
- The Customer is responsible for purchase of the Cisco Intercloud Fabric software and required third party software packages and software licenses.

Configuration and Provisioning

Cisco Responsibilities

- Perform remote configuration of the Cisco InterCloud Fabric installation according to the information contained in the Reviewed Pre-requisites Checklist, which will commence following completion of the Cisco InterCloud Fabric software Installation services and will include:

Intercloud Infrastructure:

- Configure InterCloud Director for virtual infrastructure provisioning
- Up to one (1) instance of Cisco PNSC provisioning and configuration.
- Up to one (1) instance of InterCloud VSM (cVSM) provisioning and configuration.
- Up to one instance of ICF Provider Platform for non Amazon/Azure/DiData Public Cloud Integration into ICF fabric.
- Configure VLAN & IP pools, device profiles setup for the infrastructure provisioned.

Public Cloud Setup:

- Configure InterCloud Director for Public Cloud integration:
- Up to one (1) instance of either Amazon, Azure or Cisco powered Public Cloud.
- Upload, provisioning and configuration of one (1) instance of InterCloud Fabric Extender & one (1) instance of InterCloud Switch virtual device, within Customer's environment and public cloud.
- Configure profiles and IP pools to support workload mobility

Virtual Environment:

- Configure VMware virtual infrastructure for discovery, configuration, provisioning, monitoring and basic operations
- Configure virtual constructs for:
- Creation of up to two (2) virtual Data Center (vDC) tenants (Groups & Users)
- Creation of Compute, Network and Storage policies for vDCs

- Configure and upload up to two (2) virtual machine images or templates onto public cloud.
- Create catalogs for end user provisioning to support the following 2 use cases :
- Simple VM provision on public cloud.
- Deploy VM from template
- Deploy VM from image
- Migrate existing VM
 - from private cloud to public cloud
 - from public cloud to private cloud
- VM lifecycle Actions – end user VM mgmt. with approvals

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 Intercloud Fabric into the environment.
- Provide at least one (1) suitably skilled and trained resource to assist Cisco during the software configuration.
- Customer is responsible for creating and managing accounts directly with public cloud, either Amazon, Azure or Cisco powered Public Cloud.
- Provide Cisco with public cloud credentials to access and integrate Cisco InterCloud Fabric.
- Make any necessary corrections to the Customer equipment and environment as required for the software configuration

Testing Support

Cisco Responsibilities

- Provide a Cisco Intercloud Fabric Test Plan template (a pre-defined Test Plan) to the Customer. This Test Plan template defines the scope of the testing for this project.
- Provide up to a maximum of four (4) 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 InterCloud Fabric 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;

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 a single two (2) hour knowledge transfer session for up to six (6) Customer participants.
- Write the RunBook (As-Built Document), which documents details of the implementation guide and software installation in customer’s environment.
- Provide the RunBook Document to Customer.

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer sessions.
- At Project Kick-off, reach agreement with Cisco on the actual location and the commencement date of the knowledge transfer session. 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.

General Customer Responsibilities

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

- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
 - 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 consultants.
 - 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.
 - 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.
- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
 - Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document Deliverable within two (2) business days immediately after completion of such review.
 - If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco is deemed to be accepted by the Customer.
 - If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.
 - No further Services will be performed until the Customer's acceptance of Document Deliverables is received by Cisco.
 - If Customer nevertheless insists on Cisco performing any further Services, the relevant Document Deliverable as presented by Cisco will be deemed accepted.

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

Document Deliverable Review and Approval Process

- For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process: