



Service Description: Advanced Services – Fixed Price

Cisco Service for Big Data – Cold Data Offload (ASF-DCV1-G-BD-CDO)

This document describes Advanced Services Fixed Price: Cisco Service for Big Data – Cold Data Offload.

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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Service Summary

Cisco will provide the Cisco Service for Big Data – Cold Data Offload to Customer during Standard Business Hours.

Services Activities

- Project Management
- Build and Testing
- Data Warehouse Offload Cold Data

Deliverables

Executive Summary
Final Report

Location of Services

Services are provided remotely and onsite, as necessary.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this Service Description.
- 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 ongoing questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- 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.

Customer Responsibilities

Cisco Service for Big Data – Cold Data Offload

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this Service Description.
- Ensure that key Customer personnel (such as database administration, architecture design and planning, server/network engineering, database/server/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 and comply with Cisco's responsibilities in this Service Description. 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.

Build and Testing

Cisco Responsibilities

- Build and configure environment at Customer location consisting of one UCS Big Data Starter Kit or equivalent number of hosts, eight, and equipment in accordance with Cisco UCS Common Platform Architecture Version 3 (CPAv3) for Big Data.
- Install Redhat, CentOS, SUSE or Ubuntu operating systems as licensed by Customer.
- Provide installation and configuration services for the Hadoop cluster.
- Evaluate current environment, plan for multi-tenancy of applications, data placement, volumes, workflows, and job queues.
- Install and configure Hadoop distribution either manually or with the use of UCS Director Express.
- Install and configure each required Hadoop packaged Hadoop ecosystem components.
- Perform system validations for all Hadoop installed components on all nodes.
- Create and review all installation, implementation and configuration documents. Present the install plan to the Customer stakeholder(s).
- Present the business uses cases and how the UCS architecture meets the business challenges.

Customer Responsibilities

- Racking and stacking of hardware into Customer datacenter location
- Provide IP addressing for all components including both Operational and Management addresses.
- Be responsible for any additional warehousing costs associated with delays caused by the Customer.
- Provide all the necessary operating system and/or Big Data/Hadoop software and licenses that will be installed on the UCS platform
- Provide Cisco with access to all areas required to develop the architecture, install the UCS hardware and software, and test the system.
- Perform testing and provide testing environment.

Data Warehouse Offload (Cold Data)

Cisco Responsibilities

- Discuss requirements, assumptions, dependencies, and identify the proper resources and technical skills required for this project
- Work with stakeholders to refine and update requirements
- Work with Customer to select the data to be offloaded that meets the following guidelines:
 - A network service exists to transfer data from Customer defined sources, such as a Hadoop client or connector, or NFS client, or HDFS client or connector that is compatible with Hadoop, or SQOOP.
 - The data transfer is a one time event, with onsite support from Cisco not lasting more than 4 business days.
 - The data does not require any transformation, and can be accomplished with a direct copy, or a SQL statement provided by the Customer.
 - Presentation of the data for inquiry and insight through a network service provided by the Hadoop Distribution
- Historical Data Migration
 - Develop and review Data Transfer Plan with stakeholders
 - Configure cluster with Hadoop connectors
 - Transfer data from identified data sources to Hadoop Cluster
- Data and Services Validation
 - Testing and validate the data set
 - Document test results
- Cisco will provide the following documents for review by Customer in the PDF format:
 - Hadoop Prerequisites Implementation Checklist
 - Final Report

Customer Responsibilities

- Jointly with Cisco identify data structures that can be moved to Hadoop environment.
- Cisco will request Customer to participate in a timely fashion in the following activities

- Discuss engagement requirements, assumptions, dependencies, resources, and technical skills;
- Review all implementation and engagement prerequisites;
- Complete all prerequisites prior to Cisco personnel arriving onsite;
- Develop and schedule resources, based on timelines, dates and availability;
- Review existing and or proposed infrastructure and solution architecture;
- Develop recommendations and or required changes, based on best-practices and Customer requirements;
- Assist with and or perform activities and tasks related to the installation and configuration of Hadoop components;
- Review of installation, implementation and configuration notes and documentation.
- Customer will review the deliverables provided by Cisco within 5 business days of receipt by Customer and provide written feedback.
- Notify Cisco of any scheduled implementation activities within ten (10) business days of the scheduled activity.
- Notify Cisco of any installation scheduling change at least seventy-two (72) hours prior to the originally scheduled installation date.
- Supply the workplace policies, conditions and environment in effect at the site.
- Provide documented Customer requirements (business and technical) and high-level architecture design specifications.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Customer will create and manage an internal email alias for communication with Cisco team.
- Customer will provide the required access to the databases, data warehouses, network and required port connectivity for appliances and tools; and, Customer will provide the required IP addresses to connect the devices and the necessary DNS/NIS, Windows domain/Active directory configuration details.
- Notify Cisco about changes made to the Network such as Product(s) added/deleted and changes made to Product credentials, and any changes to Syslog, DNS, proxy and gateway servers IP address.
- Customer is responsible to implement system change requests (firewall, ACL configuration, user-id creation, etc.) to facilitate data gathering within one (1) business day of the initial request.
- All Documentation Deliverables will be provided in the English language.
- Customer will schedule the necessary facilities for On Site meetings (such as: conference rooms, projectors and conference bridges).

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: database administration, architecture design and planning, server/network engineering, database/server/network operations personnel.
- 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
- Designate a single point of contact to act as the primary technical interface with the designated Cisco engineer.
- Designate a backup when the Customer contact is not available who has the authority to act on all aspects of the Services in the absence of the primary contact.
- Notify Cisco of any hardware and/or software upgrades or any other changes within Customer's Network at least thirty (30) business days prior to the upgrade.

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.