



Service Description: Advanced Services – Fixed Price

Cisco CloudCenter Suite Essentials Advise and Implement QuickStart Service (ASF-DCV1-G-CC-QS)

This document describes the Cisco CloudCenter Suite Essentials Advise and Implement QuickStart Service Offering.

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 CloudCenter Suite Essentials Advise and Implement QuickStart Service Offering

Service Summary

The Cisco CloudCenter Suite Essentials Advise and Implement QuickStart Service Offering provides planning, design, and implementation of the Cisco CloudCenter Suite.

Deliverables

Pre-Deployment Questionnaire
As-Built Document
Test Plan
Knowledge Transfer

Location of Services

Services are delivered as a combination of Remote and 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.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco Project Manager ("PM") with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco PM 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 PM 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 PM.
- Schedule the necessary facilities for On Site implementation (such as conference rooms, projectors and conference bridges).
- Arrange for execution of any third party 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.

Implementation and Configuration

Customer Responsibilities

- Conduct a remote project kick-off meeting of up to two (2) hours to provide advice and guidance on the scope of the project and to review the customer's environment.
- Provide the customer with the Pre-Deployment Checklist.
- Perform the Installation of the Cisco CloudCenter Suite through its Suite Admin in one (1) of the following options:
 - Private Clouds:
 - VMware vSphere
 - OpenStack
 - Public Clouds:
 - Amazon Elastic Container Service for Kubernetes (EKS)
 - Google Kubernetes Engine (GKE)
 - Azure Container Service (AKS)
- Install the following Cisco CloudCenter Suite components:
 - Workload Manager
 - Action Orchestrator
 - Cost Optimizer
- Perform the following configuration tasks:
 - Configuration of Workload Manager including:
 - One (1) root administrator account
 - One (1) standard user account
 - One (1) Aging Policy
 - Repository (httpd)
 - Usage Plan
 - 2 Deployment Environment of the following, Public Cloud, Private Cloud or Kubernetes Cluster.
 - Create and deploy CentOS 7 base OS application profile.
 - Configuration of Action Orchestrator including one (1) sample workflow:
 - One example workflow (example: Create VPC or VMware Port Group).
 - Configuration of Cost Optimizer
 - Add configured cloud endpoints for cost optimization.

- Provide customer with As-Built document which details the customer specific implementation
- Execute Test Plan Cases
- Update Test Plan Document with Test Plan Case results and provide to customer

Customer Responsibilities

- At project kick-off, reach agreement with Cisco on the physical location and the commencement date of the Implementation and Knowledge Transfer. The Knowledge Transfer must take place during the week of On Site implementation.
- 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 any hardware components in Customer's data center per specified configuration.
- Provide Public Cloud Accounts for Integration.
- 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

Customer Responsibilities

- Conduct a two (2) hour Knowledge Transfer session consisting of a review of the system information sheet and key features of the solution.

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.
- Provide Cisco access to Cisco CloudCenter Suite.
- Provide public cloud information, including access credentials and other necessary information.
- Schedule the necessary facilities for the Knowledge Transfer.

Post Implementation Support

Customer Responsibilities

- Provide customer up to eight (8) hours of remote Post Implementation support over a period of two (2) weeks.
- The Support will commence the next day after completion of the Implementation and knowledge transfer.
- The Support will be provided by a Cisco resource to provide troubleshooting assistance and resolve issues.

Customer Responsibilities

- Identify customer point of contact for Post Implementation Support.

- Perform any hardware and software execution, including scheduling, staff and coordination across customer teams.
- Provide remote access to the required equipment.

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 licenses for vCenter, vSphere, Cisco CloudCenter Suite Cloud Platform, and other third party software are purchased prior to commencement 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.