



Service Description: Advanced Services – Fixed Price

Cisco Cyber Range - Small (ASF-CORE-CYBER-S)

This document describes Advanced Services Fixed Price: Cisco Cyber Range – Small.

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 Cyber Range

Service Summary

The Cisco Cyber Range provides a specialized technical training workshop to help security staff build the skills and experience necessary to combat modern cyber threats. Cyber Range provides a synthetic environment that allows staff to play the role of both attacker and defender to learn the latest methods of vulnerability exploitation and the use of advanced tools and techniques to mitigate and remove threats. This service provides one (1) contiguous three-day workshop during Standard Business Hours within a business week (Mon – Fri or Sun – Thur) during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days.

Limitations

- Workshops are limited to twelve (12) attendees.
- Workshops will cover up to eight (8) technologies.

Location of Services

Services shall be performed on-site at a single Customer location, or at a Cisco training location, as agreed upon. Where Customer desires on-site delivery, travel will be limited to no more than one (1) visit of up to three (3) days on-site at a single Customer location during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days. Where on-site travel is agreed upon, travel must be arranged at least two (2) weeks in advance.

Cyber Range Workshop

Cisco Responsibilities

This three-day Cyber Range Workshop may contain the following activities:

- Provide Customer with workshop requirements.
- Provide Customer with workshop agenda.
- Conduct Cyber Range Workshop:
 - Conduct Attack simulation
 - Conduct Defense simulation
- Provide standard Cyber Range workshop environment housed at a Cisco lab via remote VPN.
- Provide workshop attendees with Workshop Attendance Certificate.

- Provide workshop attendees with a Service Completion Certificate.

Customer Responsibilities

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service being performed.
- Designate a backup contact when Customer contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
- Provide Cisco with a connection to the Internet to access the Cyber Range workshop environment housed at a Cisco lab if the workshop is conducted at Customer site.
- Providing reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access equipment and/or lab facilities etc.
- Customer shall ensure that contracts with its own vendors, end users and third parties are fully executed and reflect the correct terms to enable service delivery.
- Customer is responsible for the management, support and direction of the resource supplied to Customer by Cisco.
- Customer confirms workshop requirements are fulfilled two (2) weeks prior to the workshop.
- Provide list of up to twelve (12) workshop attendee names.
- Attend Cyber Range Workshop at scheduled times.

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, project managers, 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. Where multiple quantities of this Service are purchased under the same Purchase Order, these services may run consecutively.

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 Service to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Service. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Service within the five (5) Business Day period signifies Customer's acceptance of completion of the Service in accordance with this Service Description