



Service Description: Advanced Services – Fixed Price

Cisco Data Center Deployment Service for UCS Central - Medium (ASF-DCV1-G-UCent-M)

This document describes Advanced Services Fixed Price: Cisco Data Center Deployment Service for UCS Central – 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.

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Cisco Data Center Deployment Service for UCS Central - Medium

Service Summary

The Cisco Data Center Deployment Service for UCS Central – Medium provides planning, design and implementation assistance (the "Services") to Customer for the deployment of UCS Central, which includes project management, design development, software installation, configuration and knowledge transfer.

Location of Services

Services are delivered on the Customer site in consecutive days unless otherwise specified. If remote access to UCS infrastructure is available, work can be performed remotely.

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.

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, Compute Team, Storage Team) 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 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 UCS Central 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

- Ensure Customer Subject Matter Experts, design engineers for data center and systems management 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 UCS Central;
 - 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 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 in the Pre-Requisites checklist.
- Have VMware or Microsoft Hyper-V administrator available to assist in deploying the UCS Central vApp.
- 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 2008 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 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 UCS Central product into the Customer's environment

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 owners and stakeholders are available to participate in the design review session.

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 UCS Central Software into the Customer's environment, in accordance with the design; Installation shall commence the next Business Day Discuss redundancy measures that Customer may wish to implement.

Customer Responsibilities

- Ensure that Customer's environment, including the target compute 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 a supported database server for statistics collection, and an external data store (File Transfer Protocol-FTP, Secure FTP, Trivial FTP, Secure Copy-SCP) for remote backup copy.
- Customer is responsible for providing and ensuring availability of valid licenses for the software installation – specifically the Cisco UCS Central itself as well as any Cisco UCS Central 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.
- 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 UCS Central 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.
- Provide FAST DISK Remote Storage – UCS Central is very sensitive to disk performance. Requirements are to have greater than 125 Mbps Disk Read Speed.

Configuration and Provisioning

Cisco Responsibilities

- Prepare configuration of the Cisco UCS Central installation according to the information contained in the Reviewed Pre-requisites Checklist, which will commence following completion of the Cisco UCS Central Installation services and will include:

Basic Configuration:

- Install, configure, and validate UCS Central OVA (Open Virtualization Appliance format) appliance. If environment is Hyper-V, the UCS Central ISO image will be used.
- UCS Central will be installed in either Standalone or Cluster mode.
- Perform UCS Central for basic configuration:
 - Prepare NTP services and correct Timezone. Make sure NTP is properly configured on UCS and UCS CENTRAL before Registering UCS Domain to UCS CENTRAL.
 - Have 1 Hypervisor Host available for UCS CENTRAL vApp Deployment (2 Hypervisor Hosts if setting-up UCS CENTRAL HA).
 - Configure up to 3 Storage Volumes (80GB LUN for Single vApp) (80GB + 80GB + 40GB Shared/Mapped RDM for HA)
 - Obtain the hostname or IP address of Cisco UCS Central. For standalone mode, use individual VM IP address. If Customer plans to setup in cluster mode, use virtual IP address.
 - Configure DNS for name resolution.
 - Obtain the shared secret that Customer configured when Cisco UCS Central was deployed
 - Registering a Cisco UCS Domain Using Cisco UCS Manager GUI.
- Configure physical infrastructure for provisioning:
 - Configure up to one (1) bare metal server for hypervisor provisioning if required
 - Configure up to three (3) network VLANs.
 - Configure up to three (3) storage volumes.

Configure UCS Central Elements:

- Configure up to 6 UCS Domains
- Setup UCS CENTRAL Administrative Policies:
 - Timezone
 - DNS
 - NTP

- Backup Configuration
- Configure Domain Group Structure
- Up to 6 Global Service Profile templates
 - Configure up to 6 BIOS policies
 - Configure up to 6 Boot policies
 - Configure up to 6 Host Firmware packages
 - Configure up to 6 Local Disk policies
 - Configure up to 12 vNIC templates
 - Configure up to 12 VLANs
 - Configure up to 12 vHBA templates
 - Configure up to 8 vSAN templates
 - Configure up to 24 Identity Pools (MAC, WWNN, WWPN)
- Test Deployment of 6 Service Profiles
- Any configurations not listed above such as Firmware Management and Power Policies are not included as a part of this Services.
- Cisco is not responsible for VMware or Hyper-V administration or set up of LAN, SAN or other similar environments. Operational support services are the responsibility of the Customer.
- Customer will make sure that the UCS Central Licenses are available at the time of installation of software.

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 UCS Central 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 UCS Central 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 UCS Central to synchronize the Active Directory users.
- Provide suitable Active Directory/LDAP connectivity to enable both integration and on-going synchronization between Cisco UCS Central and Customer's Active Directory/LDAP system.
- Make any necessary corrections to the Customer equipment and environment as required for the software configuration

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.

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.

Project Assumptions and Exclusions

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

- This service assumes that the additional UCS systems are appropriately setup and deployed. Migration of existing UCS manager environment to UCS Central is out of scope for service. Deployment of UCS system is out of scope for this service
- All work will be performed in a contiguous block, excluding weekends (unless otherwise agreed upon in writing).
- 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.
- If 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..
- UCS Central deployment to consist of a standalone or clustered UCS Central instance. Advanced activities such as the following are beyond the scope of this project.
 - -Migration of existing service profiles.
 - -Deployment of a load balancer in front of multiple real UCS Central HTTP servers.
- 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 UCS Central installation guide and the Pre-requisites Checklist.
- 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.
- The Customer is responsible for purchase of the Cisco UCS Central 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 Fifty Days (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.