

Partner

Service Description: Advanced Services – Fixed Price Network Infrastructure, Software Strategy Service

SKU: ASF-CORE-SWS

This document describes Advanced Services Fixed Price: Cisco Network Infrastructure, Software Strategy Services.

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 this Service directly from Cisco, this document is incorporated into either 1) System Integrator Agreement (“SIA”) or 2) Indirect Channel Partner Agreement (“ICPA”); or 3) Two Tier Non-Exclusive Distributor Agreement, or equivalent agreement (“Agreement”), as applicable, executed between you and Cisco that authorizes your purchase of the Service. All capitalized terms not defined herein have the meaning ascribed in the Agreement. In the event of a conflict between this Service Description and your Agreement, this Service Description governs. For purposes of this document, the term “Partner” means either 1) Integrator, when purchasing PSS directly from Cisco through a System Integrator Agreement; 2) Reseller, when purchasing PSS from a Cisco authorized distributor as authorized under the ICPA; or 3) Distributor, when purchasing PSS directly from Cisco through a Two Tier Non-Exclusive Distributor Agreement. This Service is intended to supplement a current support agreement for Cisco products and is only available when Product(s) in Network are supported through a minimum of Cisco’s core device level maintenance services such as Cisco’s Smart Net Total Care and Cisco’s SP Base, amongst other core services. Cisco shall provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Service Summary

This Service Description describes Services in support of a market trial effort coordinated between Cisco, the Partner and the End User.

Cisco will create the Deliverables identified below and review them with Partner so that Partner can provide recommendations to the End User, and manage implementation of any recommendations contained in the Deliverables.

Services described herein apply only those accounts that have Cisco’s Smart Net Total Care (“SNTC”) service and SNTC collector, or Cisco’s Partner Support Services (PSS) and PSS Collector, operational. Further, the current Collector in place must be upgraded to Cisco Services Platform Collector (CSPC) version 2.7 before services can commence.

Deliverables

- Software Infrastructure Analysis Report (SIAR)
- Proactive Software Recommendation Report (PSRR)
- Software Security Alert (SSA)
- Configuration Best Practices Report (CBPR)

Location of Services

Services are delivered remotely to Partner.

Project Management

Cisco Responsibilities

- Provide Partner with a list of designated Cisco personnel roles and responsibilities under this service description.
- Cisco will determine with input from the Partner, standard times to meeting for project planning and review purposes, and related activities.
- Provide a Project Management Plan (PMP), which is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions. The PMP includes a project schedule highlighting deliverables, corresponding milestones, planned project events, resourcing and timescales.
- Work with Partner 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 as determined by Cisco.
- Provide Partner with the identity of personnel requiring access to Site(s), at least two (2) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Partner.
- Provide a handover, follow on actions, lessons learned, and exception reports (in each case, if necessary) upon project completion.

Partner Responsibilities

- Provide the Cisco Project Manager (“PM”) with a list of designated Partner and/or End User personnel roles and responsibilities related to the Services.
- Provide written notification to End User to identify a designated representative who will liaise and engage with Partner for the duration of the Services.
- Ensure that key Partner and End User 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 Partner PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide the Services. This information includes, but is not limited to: (i) information relating to End User'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.

- Identify primary and backup 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 reasonably required by Cisco.
- Coordinate with any external third parties, such as the country carrier/telco activities in relation to deliverables and schedules.
- Ensure that any request by Cisco for information or documentation needed for the Services is provided within two (2) Business Days of the request, unless the parties expressly agree in writing to another time period.
- Provide an authorized signature for delivery confirmation of Cisco Products at the delivery location, as it relates to the Services.

Software Infrastructure Analysis Report

Cisco Responsibilities

- Prior to commencement of Services, configure and test the Cisco SNTC data collector to confirm the proper network inventory data is being collected, which is required for Cisco to conduct the Software Infrastructure Analysis.
- Review the data collected from SNTC for accuracy prior to continuing with the Services. Cisco will notify Partner if a new collection is needed, and will advise of any resulting schedule impact that may be subject to Change Management Procedures.
- Analyze the data for the following: a) End User standards and conformance to software release recommendations; b) Software release diversity; c) Software track-related high level analysis of software advisories, software deferrals, and software release milestones status (e.g., End of Sale, End of Engineering, End of Life).
- Create the Software Infrastructure Analysis Report which includes the results of the data collection and analysis, as well as recommendations for network stability.
- Provide and review the Software Infrastructure Analysis Report with Partner.

Partner Responsibilities

- Ensure that End User's existing accounts to be included in the Software Infrastructure Analysis have the Cisco SNTC service and corresponding SNTC data collector installed and running.
- Provide Cisco with information related to End User's existing software lifecycle management methodologies.

- Provide Cisco with information about End User's current software releases operating on the network.
- Provide Cisco with documented information on End User's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes.
- Provide Cisco with information about critical applications supported by the network.
- Provide Cisco with information about current configuration templates.
- Provide a list of network and security devices and the corresponding configuration files and their role in the network.
- Provide a high-level architectural drawing showing the physical and logical location of these devices in the network.
- Review the Software Infrastructure Analysis Report with Cisco.

Proactive Software Recommendation Report

Cisco Responsibilities

- Review End User's business requirements to be leveraged in determining the correct version of code to be deployed.
- Review End User's software information, feature/functionality and capability requirements.
- Evaluate the installed software releases and new levels for interoperability issues and the ability to support current and future business and technical requirements.
- Create the Proactive Software Recommendation Report, which documents the above requirements and information and contains Cisco's recommendations for optimal code versions to be installed.
- Provide and review the Recommendation Report with Partner.

Partner Responsibilities

- Provide Cisco with End User's business requirements to be leveraged in determining the correct version of the code to be deployed.
- Provide Cisco with details of the End User's existing software release and hardware version for the solution components, including feature/functionality and capability requirements.
- Advise Cisco of any known and unresolved critical software bugs to which End User may be exposed and if available, appropriate workarounds.
- Provide Cisco with a high-level architectural drawing that shows where components are located (e.g., geographical location or location within the network).
- Provide the configuration description for each of the key components identified in writing by Cisco.
- Provide Cisco with detailed requirements and objectives for the End User's network that include but are not limited to scalability, security and manageability.
- Review the Proactive Software Recommendation Report with Cisco.

Software Security Alert

Cisco Responsibilities

- Conduct an analysis of the End User's network devices to identify the existence of any security risks, evaluate the potential impact of the risk(s), and provide recommendations on risk mitigation. Document the results of the analysis on the Security Alert Report.
- Provide and review the Security Alert Report with Partner.

Partner Responsibilities

- Review Security Alert Report with Cisco.

Configuration Best Practices Report

Cisco Responsibilities

- Examine End User's production configurations (per device) and compare them to Cisco's best practice recommendations. The comparison will include the following areas: a) technology and software features; b) routing or routed protocols; c) device security management; d) device network management.
- Create the Configuration Best Practices Report which documents the results of the comparison.
- Provide the Configuration Best Practices Report and review with Partner.

Partner Responsibilities

- Advise Cisco of any End User's unique business requirements that would justify disabling one or more of the Cisco configuration best practice rules.
- Provide Cisco with information regarding business requirements that may necessitate disabling one or more Cisco configuration best practice rules.
- Review the Configuration Best Practices Report with Cisco.

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.