



Service Description: Advanced Services – Fixed Price StadiumVision Director - Upgrade Remote (ASF-SAE-G-SVD-UPGR)

This document describes Advanced Services Fixed Price: StadiumVision Director - Upgrade Remote

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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StadiumVision Director - Upgrade Remote

Service Summary

The StadiumVision Director - Upgrade Remote Services provide remote planning, design, and build assistance (the "Services") to Customer for the upgrade of StadiumVision Solution components including servers, digital media players (DMP) and video head end nodes.

Deliverables

- Remote Upgrade Implementation Plan

Location of Services

Services are delivered remote to Customer.

Cisco StadiumVision: Remote Upgrade Service

Cisco Responsibilities

- Review the Customer requirements regarding the scope of the upgrade: SVD, DMP firmware, 3d Party Device firmware/software, etc.
- Develop Remote Upgrade Implementation Plan, including how to back out/fail back if necessary (including SVD, DMP FW, head-end FW, Ad insertion FW, etc.), and pre- and post-upgrade test steps (for verification of functionality).
- Provide the Remote Upgrade Implementation Plan to Customer for review and approval in accordance with Document Deliverable Review and Approval Process.
- Verify BIOS/CIMC version on StadiumVision Director servers and upgrade if required in accordance with Release Notes for the target release documented on www.cisco.com.
- Perform StadiumVision Director application health checks/verification of basic functionality at different points during the upgrade process as per the Remote Upgrade Implementation Plan.
- Perform upgrade in accordance with the Remote Upgrade Implementation Plan, repeating the health checks and verification of basic functionality.
- Triage and remediate failures to StadiumVision Solution functionality that are identified during post-upgrade health checks and verification, and provide a remediation plan to

the Customer for review, with the next steps to be mutually agreed upon by Customer and Cisco.

- Provide Remote Upgrade Knowledge Transfer of no more than two (2) hours covering StadiumVision system administration, configuration, and operations changes introduced by the upgrade.

Customer Responsibilities

- Ensure that system hardware and license requirements are met prior to commencing on the upgrade.
- Provide the Customer's final requirements regarding the scope of the upgrade to Cisco, including: SVD, DMP firmware, Third Party Device firmware/software, etc.
- Designate a single point of contact to act as the primary technical interface.
- Review and approve the Remote Upgrade Implementation Plan with Cisco in accordance with Document Deliverable Review and Approval Process.
- Assist Cisco in the investigation of failures encountered during health checks/verification of basic functionality.

Document Deliverable Review Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document
- Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco will be deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

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.
- Customer shall provide Cisco with direct remote access.
- Customer will be responsible for receiving and tracking of all hardware, software, and licensing related to the project.
- 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.
- 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.

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.