



Service Description: Advanced Services – Fixed Price

Cisco UCS Firmware Upgrade Advisory Service (ASF-DCV1-G-UCS-FUS)

This document describes Advanced Services Fixed Price: Cisco UCS Firmware Upgrade Advisory Service.

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 UCS Firmware Upgrade Advisory Service

Service Summary

The Cisco UCS Firmware Upgrade Advisory Service provides implementation assistance to the Customer for the process of upgrading the firmware in a UCS environment. This service covers the upgrading of a maximum of two (2) UCS domains and 32 B-Series or C-Series servers to be completed within one 8-hour outage window. The Customer will be responsible for all change control processes and server reboot scheduling.

This service includes providing advice on upgrading of the UCS Manager, the Fabric Interconnects, the I/O modules (IOM) and all UCS series servers and their related components. This service does not include any upgrade assistance with Operating Systems, Driver Installs or other components outside the UCS domain.

This service will cover one (1) contiguous outage window up to 8 hours in length. This service excludes post upgrade support.

Location of Services

Services are delivered remotely

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities
- Provide Customer with the identity of personnel requiring access to Customer environment, at least five (5) Business Days prior to the scheduled date such personnel requires access.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities
- Participate in scheduled project review meetings or conference calls, if required.
- Ensure that Cisco's request for information or documentation needed for the project is provided five (5) Business Days prior to the start of the project,

unless the parties agree to another time period for response.

Firmware Upgrade Service

Cisco Responsibilities

- Cisco will conduct a project kick-off meeting of up to one (1) hour to provide advice and guidance on the scope of the project and to review for understanding of the Customer's environment.
- The project kick-off meeting will be used to understand Customer's current UCS environment.
- Cisco will assist the Customer in the execution of the firmware upgrade process of the UCS environment.

Customer Responsibilities

- The Customer is responsible for the firmware upgrade process
- Customer will provide remote access to Cisco designated personnel during the upgrade window.
- Customer will provide access to the resources such as UCS Manager needed during the firmware upgrade process.
- Customer will ensure that all of the UCS components will be available for upgrade during the outage window.
- 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.

Project Assumptions and Exclusions

- All work will be performed in a contiguous block, excluding weekends (unless otherwise agreed upon in writing).
- This service is delivered remotely. Customer will provide remote Internet access to relevant server and data center equipment to Cisco.
- Customer will ensure that required 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 is responsible for verifying firmware compatibility and code levels prior to performing the firmware upgrade. Cisco recommends performing a HealthCheck and bug scrub prior to performing a firmware upgrade.
- Cisco will recommend firmware versions for the upgrades based solely upon information provided to Cisco by the Customer at the time of the services. In no event shall Cisco be liable for the effectiveness of the firmware upgrade code version recommended.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- 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