



Service Description: Advanced Services

Cisco Proof of Concept (POC) Service for Managed Services Accelerator (MSX)

(ASF-VMS-POC)

This document describes Advanced Services Fixed Price: Cisco Proof of Concept (POC) Service for Managed Services Accelerator (MSX).

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 Proof of Concept Service for MSX

Service Summary

Cisco POC Service for MSX provides proof of concept services for a single instance of the Cisco Managed Services Accelerator ("MSX") solution on the Cisco NFVI POD, limited to the following:

- Installation and configuration of MSX solution on the POD infrastructure (as defined by Cisco NFVI POD BOM) for POC/Demo use
- All components including OpenStack installed as a single POD in one datacenter
- No third party components onboarding, installation or configuration except OpenStack and Linux/KVM
- No Hardware installation (can be ordered separately)
- No OSS/BSS, OpenStack integrations or customization.
- No additional Use Cases/services onboarding other than what is supported by the MSX solution

Deliverables

- MSX component installation and configuration on an NFVI POD infrastructure
- Test Plan and Execution
- Knowledge Transfer

Location of Services

Services are delivered remotely and on site at Customer.

Project Plan Review

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities.

- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide 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.

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) 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 and to comply with Cisco's responsibilities in this Service Description. This information includes, but is not limited to: a) information relating to Customer's network, design, business and other applicable requirements; b) functional and/or technical documentation relating to such requirements; and c) topology maps, configuration information and existing and proposed network infrastructure.
- Identifying primary and backup Customer authorised site contacts that shall provide necessary information, obtain access clearances and coordinate with other organisations/third parties with respect to Services at that site.
- 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 within ten (10) Business Days of Cisco's request, unless the parties agree to another time period for response.

MSX Installation and Configuration

Cisco Responsibilities:

- Review the POD environment to confirm that the environment meets the requirements of the Cisco MSX Pre-Requisites Checklist prior to installation of the MSX solution.
- Install and configure OpenStack and Linux/KVM.
- Install and configure MSX on the NFVI POD Infrastructure for POC/Demo use.

Customer Responsibilities

- Ensure that POD infrastructure is correctly installed and cabled in preparation for MSX Solution installation.
- Coordinate and manage internal resources across Customer network and application groups to support the installation of MSX Solution into the environment.
- Customer shall provide remote access to NFVI POD environment to enable Cisco to deliver services remotely.

NFVI POD POC Test Plan and Execution

Cisco Responsibilities

- Provide a pre-defined test plan for POC.
- Perform solution testing in accordance with the MSX Test Plan.

Customer Responsibilities

- Review the test plan provided by Cisco
- Provide at least one (1) suitably skilled and trained resource to participate in the testing.
- Address any server issues that arise during testing.
- Provide test traffic (e.g. via traffic generators needed for end to end functional testing of the VNF), where appropriate.

Knowledge Transfer

Cisco Responsibilities:

- Provide on-site knowledge transfer sessions as part of the PoC execution of MSX.
- The Knowledge Transfer will be limited to a) MSX solution, b) Installed POD POC environment.
- Provide up to eight (8) hours of remote support over a support period of ten (10) consecutive Business Days for any troubleshooting or information requests related to the POC.

Customer Responsibilities:

- Work with Cisco to schedule the knowledge transfer sessions.
- Designate up to six (6) Customer employees to participate in the knowledge transfer sessions.
- Ensure that the participants are trained on product and solution training before the commencement of the knowledge transfer session.
- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer session.
- Provide Cisco with the commencement date, names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the knowledge transfer sessions commence.
- Ensure that Customer's personnel attending the knowledge transfer sessions meet all course pre-requisites identified by Cisco.

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.
- Customer expressly understands and agrees that the Services shall take place and complete within 90 days calendar days from issuing a Purchase Order to Cisco.
- Customer to notify Cisco of any scheduling changes related to the project at least ten (10) Business Days prior of the scheduled activity.

- To minimize any disruption/delays in deployment as a result of hardware or software failures, Customer should obtain any necessary maintenance contracts for Cisco products or third party products that are a part of the planned deployment.

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.