



Service Description: Advanced Services – Fixed Price

Cisco Wireless LAN 3-Month Optimization Service (ASF-CORE-WLAN-WOSL)

This document describes Advanced Services Fixed Price: Cisco Wireless LAN 3-Month Optimization 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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Wireless LAN 3-Month Optimization Service

Service Summary

The service identifies areas for WLAN network performance improvements by analyzing the underlying infrastructure components of a Customer's network. It is accomplished by collecting and analyzing inventory and configuration data and by performing a series of interviews with the network engineering, infrastructure groups.

The services are comprised of the following:

- Design Consulting
- Software Recommendation
- Change Window Support
- Knowledge Transfer
- Quarterly Business Review

The services align to the following parameters:

- Wireless network not to exceed 5 controllers or 500 Access Points
- Services must be completed within a 3 month period
- Customer can only purchase one instance of this 3-month service per network. A full Optimization Service should be purchased subsequently for continued support.

Location of Services

Services are delivered remotely to Customer with a single onsite kickoff and single onsite QBR.

Onsite Kickoff Meeting

Cisco will kickoff 3-month optimization service.

Cisco Responsibilities

- Delivered onsite at Customer's location in a meeting, which will be a maximum of 3 hours duration.
- Project Manager review project timeline, objectives, and scope of the Services

Customer Responsibilities

- Provide a meeting place for the duration of the kickoff
- Provide a single point of contact and all WLAN planning and design related issues

Design Consulting

Remotely provide design consulting and guidance.

Cisco Responsibilities

Cisco will provide Design Consulting and guidance, which may include the following:

- One (1) remote design consulting meeting per week
- Assist Customer with WLAN design related activities
- Analyze impact of adding new features or making configuration changes to the existing network.
- Consult on Wireless LAN related projects.

Customer Responsibilities

- Provide Cisco with direction of activities and projects on which the Customer needs the Cisco engineer to provide design guidance for.

Change Window Review

Remotely assist with configuration changes.

Customer Responsibilities

- Cisco engineer (“Advanced Services Engineer”) will assist with two (2) configuration changes related to WLAN Hardware or Software changes
- Advanced Service Engineer will assist with the TAC resolution of any specific Cisco Wireless LAN problem that has been entered as a Severity 1 or Severity 2 TAC case or a Severity 3 TAC case based on Customer prioritization.

Customer Responsibilities

- Designate person(s) from within its technical support organization to serve as a liaison to the Cisco designated engineer.
- Provide its designated person(s) with instructions on process and procedure to engage the Cisco designated engineer.
- Provide information on Network architecture.
- Provide information on Customer Implementation plan and implementation schedule
- Provide maintenance window information and any other constraints.
- Provide information on Customer change control process.
- Provide contact information and the Customer escalation process.
- Review details of planned changes with the Cisco designated engineer.
- Provide all necessary information to enable Cisco to perform root cause analysis.

Proactive Software Recommendation

Remotely provide proactive software recommendations.

Customer Responsibilities

Cisco will provide one (1) proactive software recommendations report that evaluate and identify the wireless LAN Software’s ability to meet current and future requirements. Each report covers a single Software Track and may include, among other information, the following:

- Obtaining the Customer Software/IOS inventory,
- Gathering Customer provided Software information, feature/functionality and capability requirements;
- Descriptions of new Software features;
- Overall Software recommendation Customer should test and consider;
- Unresolved Software bugs to which Customer may be exposed and if possible, appropriate workarounds;
- Determine and communicate a Software strategy identifying the appropriate Software/IOS releases for the Customer.
- Determine the upgrade strategy for the Wireless LAN solution based on the Customer’s operational requirements.
- Evaluating the installed Software releases and new versions for interoperability issues and the ability to support current and future business and technical requirements; and,
- Provide critical defect analysis for identified Software versions relative to the Customer’s current and future requirements.

Customer Responsibilities

- Provide Cisco with a list of required features that need supported by the Software or the specific Software version to be reviewed.
- Review the recommendations.

Remote Knowledge Transfer Session

Cisco will provide two (2) knowledge transfer and education sessions on wireless technology topics via a remote workshop based on a Customer selected wireless topic.

Customer Responsibilities

Cisco will consult with Customer to identify requirements and topics for informal training session. Remote Knowledge Transfer Session is:

- Delivered in English (other languages subject to availability).
- Delivered remotely for up to four (4) hours in length, with no labs and no printed course materials. Cisco will determine an appropriate format and delivery method that may include but shall not be limited to using a shared medium via the Internet, teleconference, and/or onsite in conjunction with Quarterly Business Reviews (QBR).

- Relevant to the Cisco products and technologies deployed in Customer's production Network.

Customer Responsibilities

- Provide details on desired/requested topics Customer wants to see covered during the knowledge transfer and mentoring sessions.
- Provide background information on the Customer participant skill sets for the knowledge transfer or mentoring sessions.

Quarterly Business Review

Cisco will present the results of 3-month optimization service.

Cisco Responsibilities

- Review delivered Services, outcomes, and next steps
- Delivered onsite at Customer's location in a meeting, which will be a maximum of 3 hours duration.

Customer Responsibilities

- Provide a meeting place for the duration of the QBR

General Customer Responsibilities

- Customer will allow Cisco to both use the collected Customer Network Information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Customer in the execution of related activities and generally for commercial and business purposes to the extent such Customer Network Information cannot be attributable to the Customer. To the extent any Customer Network Information collected is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data retention policy.
- 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 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.