Service Description: Automation, Integration and Management (AIM) Optimization Service

This document describes Cisco's Automation, Integration and Management 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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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This Cisco Service for Automation, Integration and Mangement is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) are supported by the necessary maintenance contracts for Cisco products or third party products. Cisco shall provide the Optimization Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Availability of Services described herein and service delivery may vary by geographical region.

Automation, Integration and Mangement (AIM) Optimization

Service Summary

The Automation, Integration and Mangement Optimization Service provides post-implementation optimization, solution support and adoption acceleration by identifying changes needed for the Customer's evolving needs surrounding their Cloud Management Platforms and infrastructure. The Service addresses needed updates for design and solution changes. Cisco will review Customer's current Cloud Management Platform(s) and analyze their IT Workflow Automation and cloud orchestration environment to optimize current and/or future solution implementations.

The Cloud Management Platform(s) and IT Workflow Automation is based on but not limited to CiscoONE for Data Center - Enterprise Cloud Suite (ECS) or Foundation for Compute, Cisco UCS Director (UCS-D), Cisco Prime Service Catalog (PSC), Cisco Virtual Application Cloud Segmentation (VACS), Cisco Process Orchestrator (CPO), Cisco Unified Computing System (UCS), Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), and Cisco UCS Central (UCSC).

Automation, Integration and Mangement Optimization Service will evaluate future state requirements of business and operations needs, recommend a roadmap that meets the Customer's desired business outcomes with their Cloud

Management Platform through enhanced automation and orchestration of the Customer's converged infrastructure targeting their specified performance goals.

This Service provides annual ongoing support and lifecycle management of IT environments, hybrid - public and/or private – cloud management, & supporting infrastructure addressing the following:

Private Data Center Orchestration:
- DC Infrastructure Automation
- Bare Metal Automation
- Virtualized Infrastructure Network Segmentation
- Advanced Workload Security
- Bare Metal Mobility

Cloud Management Platform:
- Hybrid Cloud Application Deployment and Management
- Public Cloud Application Deployment and Management
- Private Cloud Application Deployment and ManagementApplication or Virtual Machine Elasticity
- Application Lifecycle Management
- DevOps Transformation
- Support Agile and Test Driven Development

IT Workflow Automation:
- Business Services Automation (e.g., New Employee Onboarding, Laptop Provisioning)
- Technical Services Workflow Automation, Integration and Management
- Virtual or Physical Infrastructure Lifecycle Management
- Service Catalog Rationalization and Taxonomy

Cisco Responsibilities

Automation, Integration and Mangement Optimization Service consists of the activities described below, which Cisco shall provide for the Customer during Standard Business Hours (unless stated otherwise). The overall quantity of any efforts for ongoing activities described herein will vary depending on Customer requirments, what product or technology areas need coverage and what Customer and Cisco mutually agree upon when Services are purchased as identified in the Quote provided by Cisco. Cisco shall provide services focused on the following key deliverables.

- **General Support**

  o Designate an engineer ("Advanced Services Engineer") to act as the primary interface with the Cisco project manager appointed for the Customer.
  o Participate in regular meetings with the Customer as required by the project manager either via phone or in-person to review proactive deliverables, activities and to plan for next quarter. In-person visits not to exceed eight (8) days in aggregate. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.
  o Designate additional engineer(s) to work with the Cisco project management and the primary engineer.
  o Monitor a Customer-specific Cisco email alias to facilitate communication with primary engineer as well as the engineers on Cisco's other engineering teams.
  o Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer operations environment.

- **Program Management**

  o Conduct a kickoff call to initiate a new service engagement to identify key stakeholders, review and agree on service scope and activities and discuss governance & communication process.
  o Lead periodic conference calls to review Customer's status, planning and the Services being provided.
  o Prepare and deliver remote quarterly business review (QBR) presentation to Customer executive team.

- **Detailed Design Collaboration**

Provide an analysis of the Customer's current management automation tools – such as orchestration, provisioning tools, management portal - making recommendations for the management tools infrastructure necessary to support a cloud computing architecture capable of offering cloud Infrastructure-as-a-Services (IaaS). The activities and deliverables for the Design tasks are the following:

o Conduct a discovery workshop including interviews with Customer to capture and document the Customer's current management automation strategy and toolset, along with associated workflows.
o Review of Customer's design requirements, priorities and goals and/or review of Customer's design document.
o Engaging during design whiteboards and workshops, and providing expertise to review design of current product(s) deployed.
o Analysis of impact of new requirements, additional integration requirements and/or optimize the current deployment.
o Providing design assistance in aligning automation, integration and management architecture evolution and service model development.
o Review of user interfaces, enabling the solution to be specifically branded to Customer's needs.
o Design interlock sessions with Cisco engineering experts.
o Review with Customer the Cloud Management Automation Assessment Report for comment and approval before it is formally completed and released.
o Deliver a Cloud Management Automation Assessment Report

• **Platform Performance Audit**
Cisco will consult with Customer to understand Customer's requirements in the areas detailed under this Service surrounding Cloud Management Platform, IT Workflow Automation and cloud (hybrid, public, and/or private) orchestration, focusing on capacity, performance and scalability.

o Documentation of any existing Customer issues with product performance and projected capacity planning needs.
o Global user interface performance reviews and relevant testing
o Review of overall system resource utilization.
o Review of overall solution resource utilization bottlenecks between integrations, third party systems, networks, storage, and implementation parameters.
o State recommendations on optimizations of existing product configurations and on changes to platform resources.
o Perform enhancement assessment for software product upgrades as needed.

• **Software Strategy Review**
Cisco will consult with Customer via a series of meetings to develop a thorough understanding of Customer's Software management requirements and practices such as standards, migration triggers, and implementation methodologies. Cisco will provide a Proactive Software Recommendation Report which will contain overall strategy recommendations and may include, among other information informal support for incremental changes to device configuration, infrastructure, architecture, and/or application:

Each review will create a report that covers a single Software track and may include, among other information, the following:
o Analysis of Customer's current practices related to establishing and managing Software release standards and Software migration triggers.
o Identification of appropriate Software versions
o Analysis of Customer's current practices related Software selection, testing, staging, implementation, and troubleshooting.
o Assistance establishing Software track methodologies.
o Overall Software recommendation Customer should test and consider.
o Descriptions of new Software features
o Unresolved Software bugs to which Customer may be exposed and if possible, appropriate workarounds.
o Periodic proactive critical bug analysis for identified Software track(s) or key infrastructure Software feature categories.
o Periodically updated follow-up reports, at a rate of no more than once per month, for up to 120 days from the original Software recommendation date.

- o Assistance in defining feature requirements and performance/availability objectives as relates to Software strategy.

- **Site and Systems Administration Support**
  The Site and Systems Administration Support service is designed for Customer's site administrators responsible for the configuration, administration, and maintenance of the Cloud Management Platform, IT Workflow Automation and/or orchestration systems implementation. Cisco will provide remote support for the following activities that are generally performed:

  - o Monitor environment(s):
    - Perform daily system health checks (log files, archive, response times)
    - Provide proactive notification of erros, degradation, other suspicious or unusual activity to appropriate contacts.
    - Monitor server utilization
      - Memory
      - CPU
      - Local storage
      - Throughput metrics
    - Create weekly service level reports
  - o Maintain environment(s):
    - Apply hot fixes and upgrades
    - Develop and maintain daily/weekly/monthly maintenance plans and processes
    - Perform system restarts as required
    - Work with hardware operations for physical server maintenance as scheduled
    - Maintain security scheme and permissions
    - Inspect settings and Software versions; check for consistency across environments
    - Manage deployment related issues – migration objects from development to test to production
  - o Develop and document operational and system management processes (deployment models, user management, access controls)

- **Testing and Validation Support**
  Cisco will consult with Customer via a series of meetings to develop a thorough understanding of Customer's solution-oriented testing goals and requirements. Testing and Validation Support may include, among other information, the following:

  - o Review of Customer's testing goals and business objectives.
  - o Test Plan development assistance or review/refine existing test plan.
  - o Test results analysis, documenting the analysis of the results in a Test Report.
  - o Testing and Validation Support is only available to certain geographic locations and will be specified in the Quote for Services.

- **Implementation Mainenance**
  - o Analysis of Customer-identified service configurations/customizations to further implement enhancements with service ordering and service delivery fulfillment.
  - o Analyze and resolve problems with Customer's solution implementation based on the Cloud Management Platforms and IT workflow automation where developed or understood by Cisco previously
  - o Test and validate the custom code revisions to ensure problems are resolved.
  - o Determine the changes to implement based on recommendations from other deliverables (Design review, best practices).

- **Integration and Migration Support**
  Support ongoing integration of deployed solution(s) within Customer environment that may include IT Service Management, IPAM, DNS, and other related Customer systems.
  - o Provide ongoing support and advice to aid in the integration of the Customer's support systems with the Automation and Management Solution.

- o Determine the feasibility, effort and risk associated with utilizing new features in Customer-identified service configurations / customizations.
- o Assist in new deployments / upgrades and provide support.
- o Implement the changes using tools, scripts, or manually, as determined best by Cisco.

- **Knowledge Transfer & Mentoring:**

  Cisco will consult with Customer to identify requirements and topics for informal training sessions and provide Quarterly Business Reviews (QBR's).Remote Knowledge Transfer Sessions are:

  - o Delivered in English (other languages subject to availability)
  - o Informal technical updates such as a "chalk talk" on a topic that is mutually agreed upon and relevant to the technologies in the data center.
  - o Service to be provided by an Advanced Services Engineer or another senior Cisco engineer.
  - o Delivered remotely for up to four (4) hours in length, with no labs and no printed course materials.
  - o Relevant to the Cisco products and technologies deployed in Customer's production environment.

- **On Site Engineer Consulting Support**
  - o Provide ongoing, onsite Automation, Integration and Management Orchestration consulting support in the form of a designated engineer ("Advanced Services Engineer") onsite at Customer's designated location to act as the primary interface with Customer, providing general advice and guidance related to Customer's Cisco products, up to five days per week (pending local work restrictions) during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacation, and training days.
  - o Customer directed tasks to be performed by the Advanced Services Engineer are subject to Cisco approval, which shall not be unreasonably withheld.
  - o Onsite Engineer Consulting Support is only available to certain geographic locations and will be specified in the Quote for Services.
  - o Participate in on site meetings and periodic conference calls to review Customer's Automation, Integration and Management status, planning and the Services being provided.
  - o Represent and communicate Customer's requirements to Cisco product planning.
  - o Augment Customer development teams and provide mentorship of Automation, Integration and Management development and deployment best practices.

Customer Responsibilities

- **General Responsibilities**

  - o Designate at least two (2) but not more than six (6) technical representatives in each area covered under (AIM) Automation, Mangement and Integration Optimization Service, who must be Customer's employees in a centralized operations support center (Customer's technical assistance center), to act as the primary technical interface to Cisco. Customer will designate as contacts senior engineers with the authority to make any necessary changes recommended. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).

  - o Provide reasonable electronic access to Customer's Cloud Management Platform &/or IT Workflow Solutions to allow the Cisco to provide support.

  - o If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within an environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.

o   Provide the appropriate information about the cloud automation and orchestration platforms, configuration, and information of any new features being implemented as requested by Cisco.

o   In the event the change management if the cloud automation and orchestration within scope are altered after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the cloud automation and orchestration composition has increased beyond the original pricing quote for Services.

o   Create and manage an internal email alias for communication with Cisco.

o   Retain overall responsibility for any business process impact and any process change implementations.

• **Design Collaboration.** In addition to the General Responsibilities, Customer shall provide the following:

o   Provide the design and process documents describing how Customer's cloud automation and orchestration environment is built and engineered to meet a specific set of technical requirements and design goals. The level of details must be sufficient to be used as input to review any of the services being delivered to the Customer.

o   Ensure key detailed design stakeholders and decision-makers are available to participate during the course of the service(s).

o   Provide or extract additional information required in the design effort (e.g., current and planned operational framework).

• **Software Management & Support.** In addition to the General Responsibilities, Customer shall provide:

o   Information on current operating system and application levels of the cloud automation and orchestration solutions and components in scope of these services.

o   Information on Customer business and technical requirements for new Software releases.

o   Review details of planned changes with Cisco.

o   Information on Customer certification process and lab testing process.

o   Information on Customer change control process.

• **Knowledge Transfer & Mentoring.** In addition to the General Responsibilities, Customer shall:

o   Provide details of Customer requirements on the related topics that the customer wants to see covered through transfer and mentoring together with background information on the skill sets of the audience.

o   Ensure that facilities and equipment are available to host the informal technical update sessions, if needed.

• **Testing and Validation Support**. In addition to the General Responsibilities, Customer shall:

o   Perform the physical test setup.
o   Document the Test plan.
o   Execute the test plan with Cisco's assistance.