

## Cisco Business Critical Services 3.0

This Service Description must be read in conjunction with [“How Cisco Provides Services”](#) which is incorporated into this document by reference.

Cisco Business Critical Services 3.0 are intended to supplement a current support agreement for Cisco Products and are only available where all Products in Customer’s Network are supported through a minimum of core Services such as Cisco Smart Net Total Care™/ SP Base, Software Support Services (SWSS), Solution Support, Limited Lifetime Warranty, Software Application Services, or the Partner Support Service offering from within the Cisco Services Partner Program.

### Service Tiers

Cisco Business Critical Services 3.0 offer Services aligned by Service Tier. The table below provides the Service Features available by Service Tier. “Year,” “Month” and “Quarter” referred to below are per Service Term.

Service Tier Features	Essential	Advantage
<b>Expert Review Workshops</b>	Up to 2 per year	Up to 4 per year
<ul style="list-style-type: none"> <li>• Configuration Review Workshop</li> <li>• Test Review Workshop</li> <li>• Implementation Review</li> </ul>	●	●
<ul style="list-style-type: none"> <li>• Strategy Review Workshop</li> <li>• Architecture Review Workshop</li> <li>• Design Review Workshop</li> <li>• Resiliency Review Workshop</li> <li>• Audit Review Workshop</li> </ul>	N/A	●
<b>Operational Insights Review</b>	Up to 1 per month	Up to 2 per month
<ul style="list-style-type: none"> <li>• Configuration Best Practices Report</li> <li>• Syslog Analysis Report</li> <li>• Field Notice Report</li> <li>• Hardware Lifecycle Milestone Report</li> <li>• Product Security Advisory Impact Assessment</li> <li>• Software Management Strategy Report</li> </ul>	●	●
<b>Change Window Support</b>	Up to 4 per year	Up to 4 per year
<b>Ask the Experts</b>	Full Access to Ask the Experts catalog	Full Access to Ask the Experts catalog
<b>Accelerators</b>	N/A	Up to 6 per year
<b>Expert Incident Review</b>	N/A	Up to 1 per quarter
<b>Delivery of Service Tier</b>	Remote	Remote / On-site visits up to 8 per year

## 1. Essential Service Tier

### 1.1. Expert Review Workshops

Cisco helps the Customer's efforts to enhance their technical knowledge and skills through Expert Review Workshops described below. The Customer may request up to two (2) Expert Review Workshops per Service year. Each scheduled Expert Review Workshop is up to two (2) hours in length. Cisco provides the Customer a report summarizing Cisco's recommendations provided during the Expert Review Workshop. The Customer may choose from the following Expert Review Workshops:

- **Configuration Review Workshop** helps guide the Customer's Software feature planning decisions, new Software Feature configuration and best practices for deployment in Customer's environment. Cisco helps the Customer to identify conformance trends of Cisco Network devices which adhere to Customer-defined policy configuration templates. Cisco provides one (1) Configuration Review Report containing Cisco's recommendations for one (1) Cisco Platform and up to two (2) Software Features. For specific restrictions for Configuration Review refer to [Configuration Review Workshop Limitations below](#).
- **Test Review Workshop** reviews the Customer's ready-for-use test plans for new Software Features and configuration changes in the Customer's environment. Cisco guides the Customer's development of success criteria based on their existing test plan. Cisco provides one (1) Test Review Report containing Cisco's recommendations for one (1) Cisco Platform and up two (2) Software Features.
- **Implementation Review Workshop** provides advice and guidance on the Customer's implementation plan for new Software Features and configuration changes. Cisco provides one (1) Implementation Review Report containing Cisco's recommendations for one (1) Cisco Platform and up two (2) Software Features.

### 1.2. Operational Insights Review

Cisco conducts one (1) monthly meeting to review the Operational Insights Reports described below to help the Customer prioritize and sequence actionable data-driven recommendations into decisions and actions Customer will take aligned to Customer's objectives for availability, performance and minimizing risk.

**Operational Insight Reports.** The following reports depend on the Cisco technology and Products supported. Customer should refer to the Quote which contains the quantity of Operational Insights Reports. For specific restrictions for Operational Insights Reports refer to [Operational Insights Review Limitations below](#). For specific restrictions for Customer environments with only manual data collection methods refer to [Additional Data Collection Limitations below](#).

- **Configuration Best Practice Report** helps the Customer to reduce configuration complexity, misconfigurations, inconsistent configurations for similar Software Features across Cisco Network elements. It helps the Customer to validate that their Network aligns with Cisco best practices and industry standards.
- **Syslog Analysis Report** helps the Customer to identify the potential risk of service impact to Cisco Network elements through an analysis of operational and performance syslog data from Cisco Network elements.
- **Field Notice Report** helps the Customer to identify and track Cisco Network elements affected by a published Cisco Field Notice.
- **Hardware Lifecycle Milestone Report** helps the Customer to identify and track Cisco Network elements affected by a published Cisco Product Lifecycle Milestone (i.e. End-of-Sale Notice Period, Software Maintenance Support, End-of-Life).
- **Product Security Advisory Impact Assessment** helps the Customer to identify Cisco Network elements affected by a published Cisco Product Security Advisory with a "Critical" or "High" impact rating.
  - Cisco provides recommendations for how the Customer may address the advisory for impacted Cisco Network elements.
  - If a published Security Advisory for an affected release(s) contains an available Software update, Cisco will review Customer's deployed Software for the affected Cisco Network elements and recommend a Software version where the fix is incorporated.
  - One (1) Product Security Advisory Impact Assessment supports the following:
    - Cisco release bundles of Cisco IOS, IOS XE, and NX-OS Software Security Advisories published in accordance [Cisco's Vulnerability Policy and Disclosure Schedule](#).

- Up to four (4) individual Security Advisories for Cisco IOS Software, Cisco IOS XE Software, or other Cisco products outside the published schedule.
- Cisco Published Product Security Advisories with a “Critical” or “High” impact rating for other Cisco Software.
- **Software Management Strategy Report**
  - Create or update one (1) Software management process and procedure document to help the Customer address aspects of Software strategy, lifecycle management, upgrade planning and triggers.
  - Guide the Customer with recommendations for improving Software adoption KPIs based on Customer’s deployed standards and Cisco’s recommendations.
  - Advise Customer on Cisco published Software deferrals, Software End-of-Sale / End-of-Life.
- **Software Analysis and Release Standard Report** Analyze Software for one (1) Platform and its Software Release and provide Cisco’s recommended Software version Customer should consider.
- **Risk Mitigation Report** contains crash risk factors for top ten (10) impacted Cisco Network elements grouped by “clusters” which can be used to compare Cisco Network elements in a high-risk cluster with those in low-risk clusters.

### 1.3. Change Window Support

Customer may request up to four (4) Change Window Support per Service Term year. Cisco will provide the Customer procedures for how to engage Cisco Consulting Engineer in support of Customer’s scheduled change window.

Cisco will perform the following for a Customer scheduled network change:

- Cisco conducts a review of the change prior to and during Customer’s scheduled change window.
- Cisco reviews Customer’s method of procedures (MOP) document and test results for implementing Cisco’s recommendations
- Cisco provides guidance to the Customer during an agreed-upon scheduled change window.

### 1.4. Ask the Experts

Cisco guides the Customer’s technology implementation via access to a catalog of scheduled open enrollment webinar sessions or recorded webinar sessions aligned to Cisco’s Customer Success Lifecycle. Customer has full access to the catalog for the Services Term.

- Sessions provide access to Cisco experts who share insights and recommended practices to onboard, implement, use, adopt and optimize Cisco solutions.

*Limitations:*

- No slides or printed materials are provided.
- Ask the Experts sessions are limited to the first thirty (30) registrants.

## 2. Advantage Service Tier

Essential Services are included with the Advantage Service Tier described below. The number of Service Features listed under the Advantage Service Tier below are a total cumulative amount that includes the number of Service Features included within the Essential Service Tier. Advantage Service Tier provides up to eight (8) on-site visits per Service Term year. Each scheduled on-site visit is up to three (3) days on-site to guide the Customer with activities described below.

### 2.1. Expert Review Workshops

Cisco helps the Customer’s efforts to enhance their technical knowledge and skills through Expert Review Workshops. Customer may request up to four (4) Expert Review Workshops per Service year from the [Essential Service Tier Expert Review Workshops](#) and from the Expert Review Workshops described below. Each scheduled Expert Review Workshop is up to four (4) hours in length. Cisco provides the Customer a report summarizing Cisco’s recommendations provided during the Expert Review Workshop.

- **Strategy Review Workshop** guides the Customer's validation of their architecture concept or architecture blueprint by reviewing input drivers, evaluating business and technical requirements enabled by the architecture strategy aligned with the Customer's stated vision and desired outcomes. Cisco provides one (1) Strategy Review Report containing Cisco's recommendations.
- **Architecture Review Workshop** guides the Customer's translation of business requirements into an architecture management vision, multi-generation plan and target architecture model which aligns with the Customer's business and technology objectives. Cisco provides one (1) Architecture Review Report containing Cisco's recommendations.
- **Design Review Workshop** guides the Customer's current state design to determine whether Cisco best practices are incorporated and aligned with the Customer's objectives. Cisco provides advice and guidance to help Customer's evaluation of proposed design changes, deployment model considerations, capacity and growth fulfillment, and alignment of Customer's technical requirements with anticipated benefits. Cisco provides one (1) Design Review Report containing Cisco's recommendations. For specific restrictions for Design Review refer to [Design Review Workshop Limitations below](#).
- **Resiliency Review Workshop** helps the Customer to identify improvements for Customer's availability and resiliency objectives by assessing Customer's Architecture design, configuration changes and monitoring features. The architecture / technology and range of devices that will be evaluated will be specified in the Quote. Cisco provides one (1) Resiliency Review Report which contains Cisco's recommendations. For specific restrictions for Resiliency Review refer to [Resiliency Review Workshop Limitations below](#).
- **Audit Review Workshop** helps the Customer to review a targeted area of Customer's environment to determine how network elements, technology, protocol, or a solution is performing. Cisco provides one (1) Audit Review Report which contains Cisco best practices and recommendations to help the Customer to optimize availability, performance, network health and security based on the findings in the audit. For specific restrictions for Audit Review refer to [Audit Review Workshop Limitations below](#).

## 2.2. Operational Insights Review

- Cisco conducts up to two (2) monthly meetings to review the Operational Insights Reports described under [Essential Services Operational Insights Review](#) to help the Customer prioritize and sequence actionable data-driven recommendations into decisions and actions Customer will take aligned to Customer's objectives for availability, performance and minimizing risk.

## 2.3. Expert Incident Review

- Cisco provides the Customer up to one (1) Expert Incident Report per quarter which includes:
  - Quarterly review of trends, patterns and remedies for Severity 1 and Severity 2 cases Customer opened with Cisco TAC.
  - Cisco correlates Severity 1 and Severity 2 cases with recommendations provided to Customer to identify root cause and actions Customer should take to mitigate recurring or systemic problems.

## 2.4. Accelerators

- Cisco guides the Customer's technology adoption via access to a catalog of Cisco expert one-to-one technical sessions aligned to Cisco's Customer Success Lifecycle. Customer may request up to six (6) technical sessions per Service Term year. Each session is up to six (6) hours and is delivered within a two-week period. The following is a description of the category of sessions Customer may access via the catalog:
  - **Onboarding sessions** help the Customer understand the features and deployment considerations of the Cisco solution within the Customer's environment.
  - **Implement sessions** help the Customer understand strategies and deployment best practices of the Cisco solution within their environment.
  - **Use sessions** guide the Customer's effective use of the features deployed within their environment.
  - **Adopt sessions** guide the Customer's adoption of the features deployed and plans to add features within their environment.
  - **Optimize sessions** provide advice and guidance to help the Customer to optimize the performance of the features deployed within their environment.

### Limitations:

- No slides or printed materials are provided.

## 3. Services Limitations

### 3.1. Expert Review Workshops

#### 3.1.1. Configuration Review Workshop

- The review does not support review of migration and associated configuration changes.
- The review does not provide design, migration or implementation recommendations.
- The review does not provide lab testing or validation of Customer's test plan.

*Specific to Network Security:*

- Configuration Review (configuration conformance trends and adherence to policy configuration templates) is supported only for Cisco Adaptive Security Appliance (ASA) and Cisco Firepower Threat Defense (FTD).
  - ASA versions 9.1.7+, 9.4.4+, 9.6, 9.8, 9.9.2+, 9.10, and 9.12.
  - FTD: versions 6.2.3 and 6.3.

*Specific to Security Policy and Access:*

- Configuration Review (configuration conformance trends and adherence to policy configuration templates) is not supported.

*Specific to Collaboration:*

- Collaboration Security Configuration Review is not supported.
- Custom Scripting Customer Voice Portal (CVP) Configuration Review, Customer CUIC Report Configuration Review and Customer Finesse Gadget Configuration Review for Contact Center technologies is not supported.
- One (1) application per review
- Third party applications are not supported.

#### 3.1.2. Design Review Workshop

*Specific to Optical Networking Technology:*

- The following are not covered:
  - Cisco Transport Design Generation and updates.
  - Script reviews and recommendations, Custom-developed objects or code Script Support.
  - Data Communications Network (DCN) determination of GNE locations, OSPF areas, IP addressing strategy and plan, Optical Service Channel (OSC) configuration.
  - TDM timing primary and secondary source locations based on traffic demands and service Circuit types.
  - Third-party applications, integrations, determination of requirements for systems integration of both the optical solution and Network Management.
  - Reconciling of report data for determination of design requirements.
  - Optical Systems BOM creation.
  - OSS/BSS integration and SNMP trap determination.
  - Design for circuit restoration routing.

*Specific to Collaboration:*

- Collaboration Security Design Review is not supported.
- Custom Scripting Customer Voice Portal (CVP) Design Review, Customer CUIC Report Design Review and Custom Finesse Gadget Design Review for Contact Center technologies is not supported.
- One (1) application per review.

### 3.1.3. Resiliency Review Workshop

#### *Specific to Security Technologies:*

- Cisco Firewall Hardware and guidance on software lifecycles (EOX, Software diversity) are included in the analysis, but Firewall rules are not included.
- One (1) Resiliency Review for the following:
  - Up to one (1) security technology (such as Cisco Identity Services Engine (ISE), Cisco AnyConnect® Remote VPN, or 802.1x deployments).
  - Up to two (2) Network segments with a total of up to ten (10) Customer device classes, defined as group of devices (such as firewalls or routers) that have what Cisco reasonably determines to be similar configurations.

#### *Specific to Routing and Switching Technology:*

- Resiliency Review covers only Cisco Routing and Switching networking devices up to a maximum of five thousand (5,000) Cisco devices.
- Cisco Wi-Fi Hardware and guidance on software lifecycles (EOX, Software diversity) along with manageability and security best practices are included in the analysis. Wi-Fi specific configurations and Radio Frequency (RF) studies are not covered in the Routing and Switching Resiliency Review; these activities are supported within the Wireless Assessment Deliverable.
- Cisco Firewall and load-balancer Hardware and guidance on software lifecycles (EOX, Software diversity) are included in the analysis, but Firewall and load-balancer rules are not included.
- VoIP configurations are out-of-scope.
- Third-party equipment is out-of-scope.
- Resiliency Review analyzes and makes recommendations addressing the existing Network infrastructure and does not make recommendations based on future Network designs.
- Resiliency Review does not offer any Network performance analysis, application analysis, or Network bandwidth utilization assessments.

#### *Specific to Optical Networking Technology:*

- One (1) Resiliency Review Report supports up to a maximum of fifty (50) devices.
- The scope of the Resiliency Review will focus on protection schemes and alternate routing at the hardware level only. Resiliency of power plant, circuit and node capacity, and third-party products is out of scope.

#### *Specific to Collaboration:*

- Resiliency Workshop is not applicable for Collaboration architecture.

### 3.1.4. Audit Review Workshop

#### *Specific to Data Center Switching Technology:*

- One (1) Audit Review Report for Data Center Switching is limited to Cisco Nexus family of switches in a single instance of Data Center.

#### *Specific to Optical Networking Technology:*

- One (1) Audit Review Report for Optical Networking is limited to IP addressing and Data Communication Network (DCN) and Dense Wave Division Multiplexing (DWDM) channel utilization.

#### *Specific to Collaboration:*

- One (1) application per review.
- Third party applications are not supported for Audit Reviews.

## 3.2. Operational Insights Review

#### *Specific to Wireless Networking Technology:*

- Cisco Meraki is not supported.

*Specific to Optical Networking Technology:*

- Configuration Best Practices Report is limited to optical power level thresholds only.
- Configuration Best Practices Report and Product Security Advisory Impact Assessment are not supported for Cisco Optical Networking Services (ONS) and Cisco Network Convergence Series (NCS) 2000 Platforms.
- Recommendations to information analyzed via syslog is based on alarms and conditions, system resources and shelf environment.
- A maximum of fifty (50) devices is supported by the Optical Operational Insights Reports.

*Specific to Network Security Technology:*

- Network Security Operational Insights Review Reports is supported only for Cisco Adaptive Security Appliance (ASA) and Cisco Firepower Threat Defense (FTD).
  - ASA versions 9.1.7+, 9.4.4+, 9.6, 9.8, 9.9.2+, 9.10, and 9.12.
  - FTD: versions 6.2.3 and 6.3.

*Specific to Security Policy and Access Technology:*

- Security Policy and Access Operational Insights Review reports are supported only for Cisco Identity Services Engine (ISE).
  - ISE: versions 2.2, 2.3 and 2.4.

*Specific to Collaboration:*

- One (1) application per Configuration Best Practices Report (CBPR).
- Third party applications are not supported.
- Syslog Analysis is not supported for Collaboration.
- Risk Mitigation Report is not supported for Collaboration.

### 3.3. Common Limitations

The following limitations apply to the Services:

#### 3.3.1. Additional Data Collection Limitations

- If data collection in Customer's environment is not performed with Cisco's Data Collection Tools and Customer must provide Cisco requested data manually, Cisco will determine the number of devices which can be supported by the report-based features.

## 4. Architectures and Technologies Supported by the Services

The following are the architectures and technologies supported by the Services as specified in the Quote:

### 4.1. Networking

- **Routing and Switching technology**-aligned Services support all Cisco Products and technologies that forward and/or process routed Internet Protocol (IP) and switched Ethernet traffic, Hardware, and virtual infrastructure appliances, Software-defined access switches, and controllers.
- **Wireless Networking technology**-aligned Services support all Cisco Unified Network Wireless Products including Wireless LAN (WLAN) Access Points (AP), Wireless Controllers and Wireless Network Management, Connected Mobile Experiences (CMX), and Mobility Services Engine (MSE).
- **Network Management and Orchestration**-aligned Services include Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM), Cisco Digital Network Architecture (DNA) Center, Cisco Prime® Infrastructure, Cisco Prime Network, Cisco Prime Optical, Cisco Prime Central, Cisco Prime Performance Manager, Cisco Prime Provisioning, Cisco Prime Access Registrar, Cisco Prime Network Registrar, Cisco Evolved Programmable Network (EPN) Manager, Cisco WAN Automation Engine (WAE), and other Cisco OSS / Network Management Software.

- **Optical Networking technology**-aligned Services support all Cisco Optical Products and technologies including DWDM, IPoDWDM, Optical Transport (OTN), Packet Optical, Circuit Emulation, SONET, and SDH.
- **Next Gen Cable Access technology**-aligned Services support Cable Modem Termination System (CMTS), Cisco Converged Broadband Router (cBR-8) Platform, Evolved Converged Cable Access Platform (CCAP), DOCSIS 3.1 Migration, and Broadband Access Control for Cable (BACC), and Cisco Network Register (CNR).

## 4.2. Data Center

- **Computing Systems technology**-aligned Services support all Cisco Data Center Compute Products, Cisco Hyperflex Infrastructure Platforms, Software, and technologies, such as servers and management Software and connectivity.
- **Data Center Switching technology**-aligned Services support all Cisco Data Center Switching Products and technologies that forward and/or process and forward IP, switched Ethernet, storage traffic, and Cisco Application Control Engine.
- **Storage Area Networking (SAN) technology**-aligned Services support all Cisco Data Center SAN Products and technologies that forward and/or process and forward IP, switched Ethernet, and storage traffic.
- **Application Centric Infrastructure (ACI) technology**-aligned Services support all Data Center Cisco Nexus® Family of ACI-capable 9000 Switches and Application Policy Infrastructure Controller (APIC) Cluster.
- **Data Center Orchestration and Automation**-aligned Services support Cisco ONE™ Enterprise Cloud Suite Solutions such as Cisco Unified Computing System™ (Cisco UCS®) Director (UCS-D), Cisco Prime Service Catalog (PSC), Cisco Process Orchestrator (CPO), Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), Cisco UCS Central (UCSC), Cisco Cloud Center (CCC), Cisco Prime Data Center Network Manager (DCNM), and other future Cisco infrastructure and Software Products for Hybrid Cloud and IT Automation.

## 4.3. Security

- **Network Security Services** include Cisco Security Products and Solutions including next generation firewall and next generation Intrusion Prevention Systems (IPS).
- **Cloud Security Services** include Cisco Cloud Security, including Cisco Umbrella™, and Cloudlock®.
- **Security Policy and Access Services** include Cisco Policy and Access Products, including Identity Services Engine (ISE) and AnyConnect® VPN.
- **Advanced Threat Services** include Advanced Threat Products and Solutions such as Cisco Advanced Malware Protection (AMP) technologies, Stealthwatch®, and Cognitive Threat Analytics.
- **Tetration technology-aligned Services** support Cisco Tetration™ Clusters (39RU, 8RU, Cloud), Sensors (Software and Hardware) and Software Subscription Licenses.

## 4.4. Collaboration

- **Unified Communications (UC) technology**-aligned services support Cisco Collaboration Product families and technologies that may include call control, voicemail, instant messaging and presence, analytics and reporting, emergency response, mobility, and endpoints. Includes Cisco products and applications including Call Processing, Voice Mail, Instant Messaging and Presence, Voice Gateways, Telephony endpoints.
- **Video Collaboration** technology-aligned services support Cisco Collaboration Product families and technologies that may include call control, video conferencing, personal meeting rooms, analytics and reporting, room and immersive video endpoints, desktop video endpoints, personal video endpoints, video infrastructure, and video applications.
- **Customer Care** technology-aligned services support Cisco Collaboration Product families and technologies that may include call control, call routing, interactive voice response, scripting, omni-channel and self-Service Solutions, and analytics and reporting.
- **Cloud Meetings and Messaging** technology-aligned services support Cisco Collaboration Product families and technologies that may include on-premise and cloud conferencing, personal meeting rooms, analytics and reporting, cloud Collaboration Platform and hybrid Services, and cloud instant messaging and presence.
- **Unified Communications Manager (UCM) Cloud** technology-aligned services support Cisco Collaboration Product families and technologies that may include on-premise and cloud call processing, voice mail.

- **Webex Calling** technology-aligned services support Cisco Collaboration Product families and technologies that may include on-premise and cloud calling, analytics and reporting, cloud collaboration Platform and hybrid Services, and cloud instant messaging and presence.
- **Webex Contact Center** technology-aligned services support Cisco Collaboration Product families and technologies that may include on-premise and cloud contact center, analytics and reporting, cloud collaboration Platform and hybrid Services, and cloud instant messaging and presence.
- **Webex Contact Center Enterprise** technology-aligned services support Cisco Collaboration Product families and technologies that may include on-premise and cloud contact center, analytics and reporting, cloud collaboration Platform and hybrid Services, and cloud instant messaging and presence.

## 5. Glossary of Additional Terms

The following terms used within this document are defined below:

Defined Term	Meaning
<b>Platform</b>	A Cisco Product family (i.e. ASR 9000 Series, ASR 1000 Series, NCS 5000 Series) and associated Software Release(s).
<b>Software Feature</b>	User-configurable function for a Cisco technology, protocol, or application module on a single system.