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 when 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 Tiers. The table below shows the Service Features available by each Service Tier. “Year,” “month” and “quarter” referred to below are per Service Term.

<table>
<thead>
<tr>
<th>Service Tier Features</th>
<th>Essentials</th>
<th>Advantage</th>
<th>Premier</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational Insights Review:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Configuration Best Practices Report</td>
<td>Up to 2 per year</td>
<td>Up to 4 per year</td>
<td>No more than one report per architecture at a time for each Deliverable.</td>
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<tr>
<td>• Syslog Analysis Report</td>
<td>Up to 4 per year</td>
<td>Up to 4 per year</td>
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<tr>
<td>• Field Notice Report</td>
<td>Up to 2 per year</td>
<td>Up to 4 per year</td>
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<tr>
<td>• Hardware Lifecycle Milestone Report</td>
<td>Up to 2 per year</td>
<td>Up to 4 per year</td>
<td></td>
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<tr>
<td>• Product Security Advisory Impact Assessment</td>
<td>Up to 2 per year</td>
<td>Up to 4 per year</td>
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<tr>
<td>• Policy Variation Analysis</td>
<td>Up to 2 per year</td>
<td>Up to 4 per year</td>
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<tr>
<td>• Software Management Strategy Report</td>
<td>Up to 1 per year</td>
<td>Up to 1 per year</td>
<td></td>
</tr>
<tr>
<td>• Software Analysis and Release Standards Report</td>
<td>Up to 2 per year</td>
<td>Up to 3 per year</td>
<td></td>
</tr>
<tr>
<td>• Risk Mitigation Report</td>
<td>Up to 4 per year</td>
<td>Up to 6 per year</td>
<td></td>
</tr>
<tr>
<td>• Technology Review Call</td>
<td>Up to 1 per month</td>
<td>Up to 2 per month</td>
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</tbody>
</table>

| Change Window Support                      | Up to 4 per year | Up to 4 per year  | One at a time                                               |
| Priority Case Management                   | Up to 12 Severity 1 & 2 Cases per year | Up to 24 Severity 1 & 2 Cases per year | No limit of Severity 1 & 2 Cases per year |
| Ask the Experts (ATX)                      | Full Access to Ask the Experts catalog. Webinar registration required | Full Access to Ask the Experts catalog. Webinar registration required | Full Access to Ask the Experts catalog. Webinar registration required |
| Accelerators                               | N/A              | Up to 6 per year  | One at a time                                               |
|                                           |                  | Each session must be scheduled 30 days in advance. | Each session must be scheduled 30 days in advance. |
| Expert Incident Review                     | N/A              | Up to 1 per quarter | Up to 1 per quarter |
|                                           |                  |                   |                                                             |
The Cisco Project Manager will perform the following:

- Schedule the Customer Priority Validation meeting at which time Cisco will work with the Customer to build a monthly plan of delivery for the Service features in the Service tier purchased.

- Create a quarterly report that will include:
  - activities performed
  - Deliverables provided
  - amount of Service features delivered, and how many Service features are remaining

1. Essentials Service Tier

1.1. Operational Insights Review

Cisco conducts up to one (1) monthly Technology Review call to prepare for, or 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. The Customer shall specify which Operational Insights Report they want included in the Technology Review.

Operational Insight Reports. The following reports depend on the Cisco technology and Products supported. Customer should refer to the Quote containing the quantity of Operational Insights Reports purchased. 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 reduce configuration complexity, misconfigurations, inconsistent configurations for similar Software Features across Cisco Products. This report helps the Customer validate that their network aligns with Cisco best practices and industry standards.
- **Syslog Analysis Report** helps the Customer identify the potential risk of service impact to Cisco Products through an analysis of operational and performance syslog data from Cisco Products.
- **Field Notice Report** helps the Customer to identify and track Cisco Products affected by a published Cisco Field Notice.
- **Hardware Lifecycle Milestone Report** helps the Customer identify and track Cisco Hardware affected by a published Cisco Product lifecycle milestone (i.e. End-of-Sale Notice Period, Last Date of Support, End-of-Life).
- **Product Security Advisory Impact Assessment** helps the Customer identify Cisco Products affected by a published Cisco Product Security Advisory with a “Critical” or “High” impact rating. This assessment includes the following:
  - Cisco provides recommendations for how the Customer may address the advisory for impacted Cisco Products.
o 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 Products and recommend a Software version to address the identified issue.

o 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.
  ▪ Cisco published Product Security Advisories with a “Critical” or “High” impact rating.

• **Policy Variation Analysis Report** helps the Customer identify variations in device policies that may contribute to additional network design complexity. Cisco provides one (1) Policy Variation Analysis Report containing network complexity metrics, an overview of the discovered policies, configured versus applied policies, and recommendations to help the Customer address the variations. One (1) Policy Variation Analysis Report examines ten (10) policies and a total of up to fifty (50) Customer devices where all devices are running only one of the following software: Cisco IOS Software, Cisco IOS XE Software, Cisco XR Software, Cisco Nexus OS software.

• **Software Management Strategy Report**
  o 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.
  o Guide the Customer with recommendations for improving Software adoption KPIs based on Customer’s deployed standards and Cisco’s recommendations.
  o 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 recommend the Software version Customer should consider.

• **Risk Mitigation Report** helps Customer identify device crash risks in network and provides guidance to manage risk. One (1) Risk Mitigation report provides identification for ten (10) Cisco Products, and provides recommendations for reducing downtime risk through data-driven analysis of:
  o Risk Scoring
  o Machine Learning Factor Analysis
  o Software compliance and Defect Analysis
  o Software Security Advisories
  o Hardware Field Notice notifications
  o End-of-Life notifications

1.2. **Change Window Support**

Customer may request support for up to four (4) Change Windows 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 Change Window:

- Cisco conducts a review of the change prior to and provides requested input during Customer’s scheduled Change Window.
- Cisco to review the Customer’s planned configuration changes, Software updates and activities, and assess technical dependencies, impacts and best-practice risk mitigation steps in support of the planned change.
- 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.
1.3. Priority Case Management

Priority Case Management (PCM) is a queue-based Service providing monitoring and escalation support of Customers’ high priority Cases and RMAs resulting from Severity 1 and 2 Cases and monthly reporting of reactive issues. All reports and PCM Services will be provided only on those supported Products’ Severity 1 and Severity 2 Cases handled by Cisco TAC under a support agreement.

Cisco will perform the following:

- Provide monitoring during Standard Business Hours for Severity 1 and 2 Cases and any resulting RMAs.
- Escalation assistance during Standard Business Hours to Customer for Severity 1 and 2 Cases and any resulting RMAs.
- Deliver monthly reports that include summary level information for the Customer’s Severity 1 and 2 Cases and RMAs.

The Customer will:

- Follow the prescribed Case opening processes for Severity 1 and Severity 2 Cases for your associated Cisco support agreement.
- Follow the prescribed escalation guidelines found in Cisco Severity and Escalation Guidelines.
- Provide Cisco with Service contracts to be monitored.

1.4. Ask the Experts

Cisco provides Customer access to a catalog of scheduled open enrollment webinar sessions and recorded webinar sessions that helps guide Customer through Cisco’s Customer Success Lifecycle. Customer has access and may view the entire Ask the Experts catalog during 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.
- Recording or rebroadcasting of the Ask the Experts sessions is prohibited.
- Live Ask the Experts sessions are limited to the first thirty (30) registrants.

2. Advantage Service Tier

Essential Services are included within the Advantage Service Tier described below. The number of Service Features listed under the Advantage Service Tier shown below are a total cumulative amount that includes the number of Service Features included within the Essential Service Tier.

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 Term year 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.

- **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 Products that 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 Customer’s 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.

- **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 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 Technology Review calls 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.

For Customers requiring an Air-Gapped Data Collection Tool, Operational Insights data will be collected onsite and be used to create Operational Insights Reports. Air-Gapped Data Collection must be specified in advance in the Quote.

### 2.3. Expert Incident Review

Cisco provides the Customer up to one (1) Expert Incident Review per Service Term quarter, which includes:

- Quarterly review of trends, patterns and remedies for Cases that Customer opened with Cisco TAC.
- Cisco correlates Cases with recommendations to help Customer identify actions Customer should take to mitigate recurring or systemic problems.
- Expert Incident Review will be provided only for supported Cisco Products for which Cases are handled by Cisco TAC under a support agreement.

### 2.4. Accelerators

Cisco provides the Customer 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 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.

• Recording or rebroadcasting of the Accelerator sessions is prohibited.

3. **Premier Service Tier**

The Premier Service Tier is an enhanced version of the Advantage Service Tier. The Premier Service Tier enhancements are:

• The Services are provided across Core Networking, Data Center, Security, and Collaboration architectures.

• The Service Term annual quantities that are available in the Advantage Tier are replaced with the following:

| Operational Insights Reviews | No more than 1 review per architecture at one time. Each Review must end before the Customer may begin another review. Allow minimum of 1 week to complete each Service. |
| Change Window Support | No more than 1 Change Window per week. Each Change Window must end before the Customer may receive support for another Change Window. Allow minimum of 1 week to complete each Service. |
| Expert Incident Reviews | No change from the Advantage Service Tier. Quarterly per Service Term. |
| Priority Case Management | No change from the Advantage Service Tier, with the exception of no maximum quantity of Severity 1 or 2 incidents supported. |
| Ask the Experts | No change from the Advantage Service Tier. |
| Accelerators | Each Accelerator must end before the Customer may begin another Accelerator. Allow minimum of 1 week to complete each Accelerator. |
| Expert Review Workshops | No more than one Workshop active at one time. Each Workshop must end before the Customer may begin another Workshop. |

4. **Scrum Services**

Scrum Services are used in combination with the Customer’s chosen BCS 3.0 or BCS 2.0 and higher Service (“BCS 2.x”) to provide additional consultative capabilities that supplement the specific BCS Services purchased. The project categories that may be purchased include:

• Planning and Architecture

• Design Engineering

• Implementation Planning

• Assessments and Analysis
• Testing
• Security and Threat Management
• Operations and Enablement
• Automation and DevOps
• Cloud Transformation
• Matrix Analytics

The purchased Scrum Services will be as set forth in the Quote. For these projects, activities and Deliverables may include the following:

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Activities</th>
<th>Deliverables</th>
</tr>
</thead>
</table>
| **Planning and Architecture** | • Architecture Strategy and Planning helps Customer to develop a strategy or plan to adopt and support Cisco solutions.  
• Architecture Definition helps Customer support to create technology adoption roadmaps.  
• Architecture Management helps Customer to assess and translate business requirements into an architecture management vision and strategy, multi-generation plan and target architecture model.  
• Strategy and Analysis helps Customer to develop a strategy for expanding or evolving current infrastructure or defining a strategy for a new Cisco technology solution.  
• Transformation Management provides support to help Customer to align and prioritize project(s). Support may include Transformation Governance, Alignment and Roadmap Management, Financial Management, Resource Management, Change Management, Process Management.  
• Architecture Readiness Assessment provides insight into the current infrastructure plan to support additional infrastructure, including Hardware, Software, design, links, and power.  
• Architecture Development recommends a process for developing an architecture development approach in which business, organizational, and system requirements are defined, analyzed, synthesized, implemented, and evolved while applying an agile manner through its full lifecycle. | • Architecture Management Vision and Strategy Document  
• Target Architecture Document  
• Multi-Generation Plan  
• Strategy and Analysis Report  
• Architecture Readiness Assessment Report  
• Architecture Solution Document |
| **Design Engineering**     | • Ongoing Design Support helps Customer with guidance and recommendations in making incremental changes to Customer’s designs.  
• Design Development provides guidance and assistance in developing or improving Cisco infrastructure designs (High-Level or Low-Level).  
• Design Change Support provides assistance in assessing the potential feasibility and impact of proposed changes to Customer designs. | • Design Document  
• Design Change Support Recommendations Report |
| **Implementation Planning** | • Migration Planning and Implementation Support assists Customer’s engineering staff in evaluating Customer’s solution design changes, dependencies, affected processes and Documentation. | • Migration Planning and Implementation Recommendation Report  
• Solution Implementation Recommendation Report |
| Assessments and Analysis | Technology Assessments identify gaps and assist Customer with recommendations for optimizing the capacity, reliability, general performance, and/or security of Cisco Products.  
Resiliency Assessment evaluates the resiliency and availability for enabling secure, reliable, high-quality network and application services. The assessment focuses on resiliency and availability improvements to the architecture and operations of the Cisco Products.  
Radio Frequency (RF) Verification Assessment surveys the RF environment and provides an analysis and recommendations for optimal RF performance and coverage.  
WLAN RF Assessment works to identify RF signal propagation and provide recommendations for optimizing wireless access point (AP) placement.  
Wireless Security Assessment evaluates the deployment of the Customer’s wireless environment for vulnerabilities at a Customer building.  
Network Security Architecture Assessment identifies deviations and security weaknesses in the network from Cisco’s security best practices.  
Network Device Security Assessment helps Customer with analyzing device configurations to help identify security gaps and provide recommendations to remediate gaps in the configurations. | Technology Assessment Report  
Resiliency Assessment Report  
RF Verification Document  
Site Survey Report  
Wireless Security Assessment Report  
Network Security Architecture Assessment Report  
Network Device Security Assessment Report |
| --- | --- |
| Testing | Test Strategy and Plan Review assists Customer with evaluating Customer business and operational testing requirements and constraints, analyzing priority areas for review or improvement.  
Testing and Lab Validation Assessment evaluates Customer’s current test validation practices and principles for consistency and automation improvements of test plan design, development and deployment.  
Technology Adoption and Migration Validation helps Customers plan, execute, and report on the adoption of new technology test cycles. Cisco provides guidance in testing hardware, software, and architecture migration.  
Test Validation Support helps Customers to adopt new technologies, implement proof of concept, or validate migration to new architectures, through test set up and test execution guidance. | Testing and Lab Strategy Review Report  
Test Results Report  
Testing and Lab Validation Assessment Report  
Test Plan  
Test Report  
Test Execution Report |
| Security and Threat Management | Network Penetration Test performs external or internal testing of a single Customer Network to assist Customer with identifying high-risk and exploitable vulnerabilities, and to provide an opportunity to measure the effectiveness of security investments against a simulated threat.  
Cisco Red Team and Cisco Purple Team perform testing to gain access to Customer Network and systems. The | Network Penetration Test Document  
Cisco Red Team Report  
Cisco Purple Team Report  
Segmentation Architecture Design Strategy Document  
Readiness Assessment Report |
<table>
<thead>
<tr>
<th>Operations and Enablement</th>
<th>Adversarial simulation may exercise security monitoring and response capabilities and provides an opportunity to assess how well Customer defenses can prevent or detect modern threats. Customer is responsible for providing authorizations and consents necessary to permit performance of such tests.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>● Security Segmentation develops an enterprise network security segmentation strategy architecture. The strategy and architecture will define a set of segmented security design templates, or security enclaves, including required technical control capabilities and a logical implementation diagram for each segment.</td>
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<td>● Incident Response Planning and Triage Review focuses on cyber incident readiness planning and offers triage review to help determine if a cyber incident has occurred.</td>
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<td></td>
<td>Operations and Enablement</td>
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<tr>
<td></td>
<td>Automated Fault Management automates Event detection, data correlation and notification of service impacting events to drive actionable recommendations that are customized to the Customer environment.</td>
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<td></td>
<td>● Performance Tuning Support assesses gaps with performance objectives, policies, and configurations, and assists Customer with recommended tuning changes for performance, security, and resiliency.</td>
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<tr>
<td></td>
<td>● Compliance and Remediation assesses Customer’s goals and requirements against internal and external standards for compliance, and provides analysis of findings, actionable insights, recommendations, and accelerated remediation.</td>
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<tr>
<td></td>
<td>● Configuration Compliance and Remediation provides an automated way to help the Customer identify network devices that are out of configuration compliance and guides the Customer through the steps to remediate / upgrade to the required standard based on recommendations.</td>
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<tr>
<td></td>
<td>● Software Compliance and Remediation provides an automated way to help Customer identify Cisco Products that are out of Software compliance and guides the Customer through the steps to remediate / upgrade to the required Operating System version based on current and deployed recommended releases.</td>
</tr>
<tr>
<td>Automation and DevOps</td>
<td>Continuous Automation and Integration Testing provides test consulting and automated test case development for Customers requiring the redesign of their manual test cases to reusable automated test cases to accelerate new technologies, rapid deployment migrations, and new IT services.</td>
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<td>● Continuous Test Cycle Integration Validation provides test validation consulting and testing guidance for Customers requiring continuous network simulation.</td>
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<tr>
<td>Cloud Transformation</td>
<td>Cloud Advisory helps Customer align strategies based on corporate visions, with each business objective further decomposed into IT objectives to complete assessment and alignment for activation of required cloud capabilities.</td>
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<tr>
<td></td>
<td>Cloud Transformation</td>
</tr>
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<td></td>
<td>Cloud Advisory Report</td>
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</table>
Cisco will perform the following:

- Work with the Customer to identify the mutually agreed-upon projects and activities within the scope of this Service Description and to the extent identified in the Quote.
- The specific projects and activities for the Scrum Services will be reviewed at the engagement kickoff meeting. During the engagement kickoff meeting, the format of written requests and responses will be mutually agreed upon.
- Create a quarterly report that will include:
  - status of projects
  - activities performed
  - Deliverables provided
  - amount of work left on project
  - amount of Scrum Service delivered, and how much of the Scrum Service is remaining in the current Service Term
- Cisco will respond to Customer written requests within three (3) Business Days of when request was made.

Customer will:

- Work with the Cisco to identify the mutually agreed-upon projects and activities within the scope of this Service Description.
- The specific projects and activities for the Scrum Services will be reviewed at the engagement kickoff meeting.
- Schedule a quarterly meeting to review the quarterly report that Cisco provides, if Customer believes necessary.
- Submit requests to the Cisco Project Manager in writing, using the format as mutually agreed-upon in the engagement kick off meeting. If Customer does not receive a response within three (3) business days, Customer will document for resolution in quarterly meeting.

Requirements:

- The Scrum Services must be used with at least one Essentials Service Tier, Advantage Service Tier, Premier Service Tier or an equivalent BCS 2.x Service. The Scrum Services will have the same Service Term stop dates as the associated Service Tier or BCS 2.x Service. Scrum Services are only available as an Add-On to the Essentials, Advantage and Premier Service Tiers or BCS 2.x Service and not as an hourly or time and materials offering.
- Cisco remains responsible for assigning, supervising and directing the specific individuals delivering this Service, and Cisco may switch individuals at any time. Cisco is not obligated to make personnel changes to accommodate workload or work type changes. Cisco will assess what experience is required and assign personnel and resources based upon the agreed-upon Deliverables.
- Scrum Services will utilize the purchased Essentials, Advantage Premier Services Tiers or BCS 2.x Services as well as tools and personnel made available by the Customer. Cisco may recommend Cisco or third party tools or products that may benefit a specific project. The Customer is responsible for the evaluation and, if desired, the purchase of these additional items. The Scrum Services will not be responsible for providing equipment, tools, products or services not otherwise purchased or provided by the Customer.
• The Scrum Services may be delivered either remotely or on-site (at locations where Cisco makes such Services available and as permitted by applicable law) as specified in the Quote.

• This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.

• All Services will be conducted during Standard Business Hours unless otherwise agreed to in advance by Cisco and the Customer.

• This Service is related to Cisco infrastructure only. Cisco will collaborate with Customer-provided third party technology and equipment providers as Cisco deems required and practical. Cisco will not be responsible for outcomes related to third party devices nor will Cisco perform activities directly on third party equipment.

• This Service is provided solely as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Scrum Service delivery will stop and be considered complete on the last Business Day of the Service Term.

4.1. Packaged Scrum Services

Packaged Scrum Services are used in combination with the Customer’s chosen BCS 3.0 or BCS 2.x Service to provide additional consultative capabilities that supplement the specific BCS Services purchased. Packaged Scrum Services may include the following specialized automation-driven BCS capabilities as purchased by Customer and described below:

• Automated Fault Management
• Compliance and Remediation
• Continuous Automation and Integration Testing

These Packaged Scrum Services can be purchased by Customer individually or in combination with one another.

4.1.1. Automated Fault Management (AFM) Starter Scrum Services

Performs proactive diagnostics and provides near real-time alerts, and remediation advice.

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Activities</th>
<th>Deliverables</th>
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| AFM Starter Scrum Service| • AFM automates Event detection, data correlation and notification of service impacting events to drive actionable recommendations that are customized to the Customer environment.  
• AFM platform analyzes device syslogs using Cisco rules and algorithms to detect Software, Hardware, and configuration faults in the Network, and deliver remediation instructions to the Customer.  
• Syslogs are monitored to detect sequences that indicate a fault has happened or is imminent.  
• When detection occurs, the system may collect Systems Information required for problem resolution, generating 1) a notification and/or 2) opening a service request with Cisco support, and/or 3) opening a trouble-ticket in the Customer’s own service-management platform. |  
|                          | • AFM Quarterly Faults Detected and Service Request Status Report  
• AFM Global signature database with up to 900 signatures | |

4.1.2. Compliance and Remediation Starter Scrum Services

The Compliance and Remediation Starter Scrum Service helps Customer’s efforts to reduce software variation and maintain custom compliance standards for uninterrupted IT flows. This Service helps identify devices that are non-compliant to Customer’s engineering standards or Cisco best-practice standards, and automates remediation/configuration changes steps available to Customer intended
to bring the identified devices to the required configuration standard or operating systems (OS) version based on recommendations outlined in Cisco’s Business Critical Services Operations Insight Service Features such as; Configuration Best Practices, Policy Configuration Conformance, Software Feature Planning; or Customer provided standardized network device configuration.

This Service uses automation to help implement network configuration changes, and OS upgrades at scale targeting Network devices by utilizing a Customer provided Method of Procedures (MOP), intelligent pre-check and post-check intellectual capital that contain the pre-conditions and the post-check success criteria for devices in scope.

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<tr>
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| Compliance & Remediation      | • Determine areas of compliance, remediation, conducts data gathering and analysis to provide recommendations and findings. The service platform then proceeds to implement approved changes on Customer’s network.  
• Provides a process to reduce software variation and maintain custom compliance standards for uninterrupted IT flows. Identify devices that are non-compliant to Customer or Cisco best practice standards and performs remediation/configuration change steps available to Customer to bring identified devices to the required configuration standards.  
• Provide network configuration changes and OS upgrades at scale targeting Network devices by utilizing a Customer provided MOP and intelligent pre-check and post-check routines. | • Execution of approved compliance and/or software change Scripts during scheduled maintenance windows |
| Starter Scrum Service         |                                                                             |                                                                              |

4.1.3. **Continuous Automation and Integration Testing Starter Scrum Services**

Continuous Automation and Integration Testing (CAIT) helps Customer accelerate the adoption of new technologies and IT services by transforming manual test case development into reusable automated test cases. Cisco consults with Customer to identify requirements for creation of automated test cases, and reviews prioritization of test cases.

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Activities</th>
<th>Deliverables</th>
</tr>
</thead>
</table>
| CAIT Starter Scrum    | • Provide test consulting and automated test case development for Customer to accelerate new technologies, rapid deployment migrations, and new IT services.  
• Convert manual test case development into reusable automated test cases.  
• Review Customer provided testing objectives and artifacts, and develop a Test Plan for Customer review.  
• Consult with Customer to identify requirements for automated test cases. Cisco reviews prioritization of test cases and provides recommendations towards optimization of the test strategy. | • CAIT Access to CXTA Library of Test Cases  
• CAIT Solution Validation Test Plans  
• CAIT Automated Test Cases |

4.1.4. **Packaged Scrum Services Responsibilities and Requirements.** For each of the Services identified in this Section, the following applies:

- The specific activities for the Packaged Scrum Services will be reviewed at the engagement kickoff meeting. Also during this meeting the format of written requests and responses will be mutually agreed upon.
• Create a quarterly report that will include:
  o Status of projects
  o activities performed
  o Deliverables provided
  o amount of work left on project
  o amount of Packaged Scrum Services delivered, and how much of Packaged Scrum Service is available is remaining in the current Service Term

• Cisco will respond to Customer written requests within three (3) Business Days of when request was made.

Customer will:

• Work with the Cisco to identify the mutually agreed-upon projects and activities within the scope of this Service Description.
• The specific projects and activities for the Packaged Scrum Services will be reviewed at the engagement kickoff meeting.
• Schedule a quarterly meeting to review the quarterly report that Cisco provides.
• Submit requests to Cisco Project Manager in writing, using the format as mutually agreed-upon in the engagement kick off meeting. If Customer does not receive a response within three (3) business days, Customer will document for resolution in quarterly meeting.

Requirements:

• The Packaged Scrum Services must be used with at least one Essentials Service Tier, Advantage Service Tier, Premier Service Tier or an equivalent BCS 2.x Service. The Packaged Scrum Services will have the same Service Term stop dates as the associated Service Tier or BCS 2.x Service. Packaged Scrum Services are only available as an Add-On to the Essentials, Advantage and Premier Service Tiers or BCS 2.x Service and not as an hourly or time and materials offering. Packaged Scrum Services may not be purchased as a stand-alone subscription contract without a BCS 3.0 or BCS 2.x Service.

• Cisco remains responsible for assigning, supervising and directing the specific individuals delivering this Service, and Cisco may switch individuals at any time, and Cisco is not obligated to makes personnel changes to accommodate workload or work type changes. Cisco will assess what experience is required and assign personnel and resources based upon the agreed-upon Deliverables.

• Packaged Scrum Services will utilize the purchased Essentials, Advantage Premier Services Tiers or BCS 2.x Services as well as tools and personnel made available by the Customer. Cisco may recommend Cisco or third party tools or products that may benefit a specific project. The Customer is responsible for the evaluation and, if desired, the purchase of these additional items. The Packaged Scrum Services will not be responsible for providing equipment, tools, products or services not otherwise purchased or provided by the Customer.

• The Packaged Scrum Services may be delivered either remotely or on-site (at locations where Cisco makes such Services available and as permitted by applicable law) as specified in the Quote.

• This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.

• All Services will be conducted during Standard Business Hours unless otherwise agreed to in advance by Cisco and the Customer.

• This Service is related to Cisco infrastructure only. Cisco will collaborate with Customer-provided third party technology and equipment providers as Cisco deems required and practical. Cisco will not be responsible for outcomes related to third party devices nor willCisco perform activities directly on third party equipment.

• This Service is provided solely as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Digital Scrum Service delivery will stop and be considered complete on the last Business Day of the Service Term.

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4.2. Expert-as-a-Service

The Expert-as-a-Service Service is used in combination with the Customer’s BCS 3.0 or BCS 2.x Service to provide additional consultative capabilities that supplement the specific BCS Services purchased. Expert-as-a-Service may include the benefits of resources and skills not otherwise available to Customer, access to Cisco tools, analytics, software, knowledge resources and systems during the consultative or project management engagement.

- The following Expert-as-a-Service roles are available for purchase:
  - **Consulting Engineer**: Cisco provides consultative advice and guidance in support of Customer’s objectives for design, implementation, operations and knowledge transfer for a specific technology, architecture, or solution as identified in the Quote.
  - **Solution Architect**: Cisco provides consultative advice and guidance in support of Customer’s architecture vision, strategy development, and architecture standards alignment for a specific technology, architecture, or solution as identified in the Quote.
  - **Project Manager**: Cisco provides a Project Manager responsible for providing guidance to Customer regarding (a) creating the project plan, project schedule, and (b) coordination of Cisco resources, tasks, and Deliverables as purchased by Customer in support of Customer’s objectives for the Cisco solutions or technologies identified in the Quote.
  - **Outcome Acceleration Manager**: Cisco provides consultative advice and guidance in support of Customer’s acceleration through the lifecycle from onboarding to optimization from purchased Cisco Products.

Cisco will perform the following:

- Work with the Customer to identify the mutually agreed-upon projects and activities within the scope of this Service Description.
- During the engagement kickoff meeting, the format of written requests and responses will be mutually agreed upon.
- Create a quarterly report that will include:
  - status of projects
  - activities performed
  - deliverables provided
  - amount of Service delivered, and how much of Service is remaining in the current Service Term
- Cisco will respond to Customer written requests within three (3) Business Days of when request was made.

Customer will:

- Work with the Cisco to identify the mutually agreed-upon projects and activities within the scope of this Service and to the extent identified in the Quote.
- Schedule a quarterly meeting to review the quarterly report that Cisco provides.
- Submit requests to Cisco Project Manager in writing, using the format as mutually agreed-upon in the engagement kick off meeting. If Customer does not receive a response within three (3) Business Days, Customer will document for resolution in quarterly meeting.
- The Expert-as-a-Service must be used together with at least one Essential, Advantage, Premier Service Tier or BCS 2.x Service. This Service will have the same Service Term stop dates as the associated Service Tier or BCS 2.x. Multiple Expert-as-a-Service engagements can be purchased.
- Customer may not substitute or change the Expert-as-a-Service role type purchased or architecture as identified in the Quote. The Expert-as-a-Service role, and if applicable the architecture, will be specified in the Quote.
- Cisco remains responsible for assigning, supervising and directing specific individuals, and Cisco may switch individuals at any time to delivery this Service, provided however only one person will be available to fulfill the responsibilities of this Service at any single
time. The Expert-as-a-Service is only provided as a fixed price add-on to the Essentials, Advantage Premier Tiers or BCS 2.x Service and not as an hourly or time and material offering.

- This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
- The Expert-as-a-Service may be delivered either remotely or on-site (at locations where Cisco makes such Services available and as permitted by applicable law) as specified in the Quote.
- Work will be conducted during Standard Business Hours unless otherwise agreed to in advance by Cisco and the Customer.
- This Service is provided solely as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Service delivery by this Service will stop and be considered complete on the last Business Day of the Services Term.

5. Services Limitations

5.1. Common Limitations

The following limitations apply to all Services:

5.1.1. On-site Services

On-site Services are subject to availability. If a party reasonably believes necessary according to applicable law, the parties will work together to document the reasons and justifications for on-site Services prior to the on-site Services being performed and such Service will be limited by those reasons and justifications. Unless otherwise agreed by Cisco, trips will be within the Location of Services specified in the Quote. On-site Services are not available and will be substituted with remote Services if Cisco believes providing the on-site Services may pose a health or safety risk or if Cisco is prevented from providing on-site Services based on applicable law or regulation.

5.1.2. Non-Integration of Cisco Representatives

The Services are provided in accordance with this Service Description and are not dependent on a specific Cisco representative. Customer will not treat Cisco representatives as their own employees. Questions or assistance related to a specific Cisco representative should be directed to Cisco’s point of contact for the Service as identified in accordance with the How Cisco Provides Services document.

5.1.3. 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 that can be supported by the report-based features.

5.1.4. U.S. Federal Customers and Other Government Customers

Cisco recognizes that U.S. Federal customers and other governmental customers may have certain regulated or government specific requirements or limitations. The parties must work together to identify these requirements before issuance of the Quote.

5.2. Expert Review Workshops

5.2.1. 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 Collaboration:

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• 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.
• Limited to Customer specific application configurations for Webex Contact Center and Webex Contact Center Enterprise technologies and Customer premises equipment (Local Gateways) for Webex Calling technology.

Specific to SP Mobility:
  o One (1) Expert Review Workshop will cover only one (1) service application in StarOS for one golden node based on Customer’s preference.
  o Configuration Review of one application per node/Virtualized Network Function (VNF) based on Customer’s preference.

5.2.2. Design Review Workshop

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

Specific to Optical Networking Technology:
• RF Design Review is not supported.

Specific to Collaboration:
• Collaboration Security Design Review is not supported.
• One (1) application per review.
• Limited to Customer specific application configurations for Webex Contact Center and Webex Contact Center Enterprise technologies.
• Design Review Workshop is not supported for Webex Calling technology.

Specific to SP Mobility:
• Design/Audit Review involving Third-party hardware used for hosting 4G/5G VNFs is not included.
• Design Review of security related aspects is not included.
• One (1) Expert Review Workshop will cover only one (1) service application in StarOS for one golden node based on Customer’s preference.
• Third-party applications or Transport/IP design review not supported.
• OSS/BSS integration and SNMP trap determination is not covered.

5.2.3. **Resiliency Review Workshop**

*Specific to Security Technologies:*
• Resiliency Review is applicable for Tetration technology only if DataBase Backup and Recovery (DBR) is being used.
• 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.
• 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 Wireless Networking:*
• 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 Data Center:*
• For UCS, the scope will be limited to Cisco components like UCS FI, B series, C series servers and network uplinks. It would not cover virtualization technologies like VMware, Microsoft HyperV, KVM & other.

*Specific to Collaboration:*
• Resiliency Workshop is not applicable for Collaboration architecture.
Specific to SP Mobility:

- 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.
- Report will not cover the impact on Customer network devices like switches/routers and firewalls or any third-party elements.

5.2.4. 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 Security:
- Audit Review Workshop is supported only for below technologies:
  - Network Security
  - Security Policy & Access
  - Tetration technology-aligned Service
  - Advanced Threat – Stealthwatch, AMP for Endpoints
- One (1) Audit Review for the following:
  - Up to one (1) security technology (such as Cisco Identity Services Engine (ISE), FTD or Stealthwatch platform)
  - Up to two (2) Network elements or one (1) Cluster (such as 2 FTD and 1 FMC)
- Audit Review is applicable for the Tetration technology only if Data Base Backup and Recover (DBR) is being used.

Specific to Collaboration:
- One (1) application per review.
- Third party applications are not supported for Audit Reviews.
- Limited to Customer specific application configurations for Webex Contact Center and Webex Contact Center Enterprise technologies, Customer premises equipment (Local Gateways) for Webex Calling technology, and cloud endpoints for Cloud Meetings & Messaging technology.

Specific to SP Mobility:
- One (1) Expert Review Workshop will cover only one (1) service application for one golden node.
- Audit of third party hardware /software components is not supported.

5.2.5. Architecture Review Workshop

Specific to Collaboration:
- Architecture Review Workshop is not supported for Webex Contact Center, Webex Contact Center Enterprise and Webex Calling technologies.
Specific to SP Mobility:

- Architecture Review of Third-party application, integration and assurance solutions is not included.
- Architecture Review will cover one (1) service application for one (1) golden node.

5.2.6. **Implementation Review Workshop**

Specific to Collaboration:

- Limited to Customer specific application configurations for Webex Contact Center and Webex Contact Center Enterprise technologies and Customer premises equipment (Local Gateways) for Webex Calling technology.

5.2.7. **Testing Review Workshop**

Specific to Collaboration:

- Limited to Customer specific application configurations for Webex Contact Center and Webex Contact Center Enterprise technologies, and Customer premises equipment (Local Gateways) for Webex Calling technology.

5.2.8. **Strategy Review Workshop**

Specific to Collaboration:

- Strategy Review Workshop is not supported for Webex Contact Center and Webex Calling technologies.
- Limited to Customer specific application configurations for Webex Contact Center Enterprise technology.

5.3. **Operational Insights Review**

Specific to Networking

- Policy Variation Analysis Report is supported only for platforms running IOS and IOS-XE.

Specific to Wireless Networking:

- Cisco Meraki is not supported.
- Policy Variation Analysis Report is not supported.
- Syslog Analysis Report is not supported.
- Risk Mitigation Report is not supported.

Specific to Optical Networking:

- Configuration Best Practices Report is limited to optical power level thresholds only.
- Policy Variation Analysis Report is not supported.
- 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 Data Center:

- Policy Variation Analysis Report is limited to DC Switching technologies and is supported only for platforms running NX-OS.
- Risk Mitigation Report is only supported for Nexus Standalone switches.
- Configuration Best Practices Report is limited to a single ACI fabric.
• Syslog Analysis Report is limited to a single ACI fabric.

Specific to Security:
• Policy Variation Analysis Report is not supported.
• Syslog Analysis Report is not supported.
• Risk Mitigation Report is not supported.
• Operational Insights Review Reports are only supported for the following technologies:
  o Network Security
  o Security Policy and Access
  o Tetration
  o Advanced Threat
    ▪ OAMP connectors
    ▪ Stealthwatch

Specific to Collaboration:
• One (1) application per Configuration Best Practices Report (CBPR).
• Third party applications, cloud products are not supported.
• Policy Variation Analysis Report is not supported.
• Syslog Analysis Report is not supported for Collaboration.
• Risk Mitigation Report is not supported for Collaboration.
• Configuration Best Practices Report is limited to Customer specific application configurations for Webex Contact Center and Webex Contact Center Enterprise technologies, and Customer premises equipment (Local Gateways) for Webex Calling technology.
• Field Notice Report is limited to Customer premises equipment (Cisco Collaboration endpoints and Local Gateways) for Unified Communications Manager (UCM) Cloud and Webex Calling technologies, (Cisco Collaboration endpoints, Cisco Unified SIP Proxy and Local Gateways) for Webex Contact Center Enterprise technology, and (Cisco Webex Cloud registered endpoints) for Cloud Meetings & Messaging technology.
• Hardware Lifecycle Milestone Report is limited to Customer premises equipment (Cisco Collaboration endpoints and Local Gateways) for Unified Communications Manager (UCM) Cloud and Webex Calling technologies, (Cisco Collaboration endpoints, Cisco Unified SIP Proxy and Local Gateways) for Webex Contact Center Enterprise technology, (Cisco Webex Cloud registered endpoints) for Cloud Meetings & Messaging technology, and (Cisco Collaboration endpoints and Local Gateways) for Webex Contact Center technology.
• Product Security Advisory Impact Assessment is limited to Customer premises equipment (Cisco Collaboration endpoints and Local Gateways) for Unified Communications Manager (UCM) Cloud and Webex Calling technologies, (Cisco Collaboration endpoints, Cisco Unified SIP Proxy and Local Gateways) for Webex Contact Center Enterprise technology, (Cisco Collaboration endpoints and Local Gateways) for Webex Contact Center technology, and (Cisco Webex Cloud registered endpoints) for Cloud Meetings & Messaging technology.
• Software Analysis and Release Standards Report is limited to Customer premises equipment (Cisco Collaboration endpoints and Local Gateways) for Unified Communications Manager (UCM) Cloud and Webex Calling technologies, and (Cisco Collaboration endpoints and Local Gateways) for Webex Contact Center technology.
• Software Management Strategy Report is limited to Customer premises equipment (Cisco Collaboration endpoints and Local Gateways) for Unified Communications Manager (UCM) Cloud and Webex Calling technologies, (Cisco Collaboration endpoints,
Cisco Unified SIP Proxy and Local Gateways) for Webex Contact Center Enterprise technology, and (Cisco Collaboration endpoints and Local Gateways) for Webex Contact Center technology.

**Specific to SP Mobility:**
- Field Notice Report is not supported.
- Hardware Lifecycle Milestone Report is not supported.
- Policy Variation Analysis is not supported.
- Risk Mitigation Report is not supported.
- Software Management Strategy Report is not supported.
- Syslog Analysis Report is not supported.
- For StarOS VNF (Packet Core) Configuration Best Practices Report (CBPR) will cover only one (1) service application for one golden node based on Customer’s preference.
- For Cisco Policy Suite (PCRF) Configuration Best Practices Report (CBPR) will cover one (1) golden node based on Customer’s preference.

**Specific to Air Gapped Collector:**
- Policy Variation Analysis Report is not supported.
- Syslog Analysis Report is not supported.
- Risk Mitigation Report is not supported.

**5.4. Change Window Support**

**Specific to Collaboration:**
- Limited to Customer premises equipment (Cisco Collaboration endpoints and Local Gateways) for Webex Calling technology.

**5.5. Expert Incident Review**

**Specific to Collaboration:**
- Limited to Customer premises equipment (Local Gateways) for Webex Calling technology.

**5.6. Packaged Scrum Services**

**5.6.1. Automated Fault Management Starter Scrum Service**
- Number of devices covered: 2,000
- Custom signatures developed: 26
- Automated SR creation with Cisco: Unlimited
- Machine-to-Machine Notification (via API): Unlimited
- Automated Customer ticket creation: Not included

**The following technologies are currently not supported:**
- Networking: Network Management and Orchestration; ONS platforms for Optical Networking; Next Gen Cable Access
- Data Center: UCS B-Series platforms for Computing Systems; Storage Area Networking; Data Center Orchestration and Automation
- Security: Advanced Threat; Security Cloud; Tetration; Security Policy and Access
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6. Architectures and Technologies Supported by the Services

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

• Network Security support is limited to the ASA, FTD platforms
• Security Policy and Access support is limited to ISE
• Network Security support is limited to the ASA, FTD platforms
• Collaboration: Unified Communications; Video Collaboration; Customer Care; Cloud Meetings and Messaging
• SP Mobility: Mobility Policy and Access; Packet Core

5.6.2. Compliance and Remediation Starter Scrum Service

• Number of devices covered: 750
• Number of change windows: up to 6 per quarter
• Configuration compliance reports: up to 2 per quarter
• Email/community support for platform issues, assessment report questions and issues: Unlimited
• Customized device compliance standards: up to 1 per quarter

The following technologies are currently not supported:

• Networking: Network Management and Orchestration; Optical Networking; Next Gen Cable Access
• Data Center: Computing Systems; Storage Area Networking; Data Center Orchestration and Automation; Application Centric Infrastructure
• Security: Advanced Threat; Security Cloud; Security Policy and Access; Tetration
• Collaboration: Unified Communications; Video Collaboration; Customer Care; Cloud Meetings and Messaging
• SP Mobility: Packet Core; Mobility Policy and Access

5.6.3. Continuous Automation and Integration Testing Starter Scrum Service

• Access to libraries and test cases: Unlimited
• Creation of custom test cases: 10
• Platform and library updates: 2 per year
• Support for CXTM platform issues: Unlimited
• Knowledge transfer sessions on CXTM: 2 per year

The following technologies are currently not supported:

• Networking: Next Gen Cable Access
• Security: Tetration
• Collaboration: Customer Care; Cloud Meetings and Messaging
• SP Mobility: Packet Core; Mobility Policy and Access
6.1. 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.

- **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).

6.2. 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.

6.3. Security

- **Network Security Services** include Cisco Security Products and Solutions including next generation firewall and next generation Intrusion Prevention Systems (IPS), and Content Security (Email/Web).

- **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, Tet-V, Cloud-TaaS), Sensors (Software and Hardware) and Software Subscription Licenses.
6.4. 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.

6.5. SP Mobility

- **Cisco Packet Core** includes StarOS ASR 5500 and StarOS VNF NFVI based virtual packet Core.

- **Mobility Policy and Access** includes Cisco Policy Suite (PCRF).

7. Glossary of Additional Terms

The following terms used within this document are defined below:

<table>
<thead>
<tr>
<th>Defined Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air-Gapped Data Collection Tool</td>
<td>A Data Collection Tool deployed as an appliance within the customer’s network. Collected data remains on-site as the Data Collection Tool will not create any external links outside the customer network. Typically used for highly secure (“air-gapped”) networks.</td>
</tr>
<tr>
<td>Case</td>
<td>An entry created in the CSOne system to track Customer’s concerns, status, and resolution. A Case has a unique identification number and contains fields for Customer information, the Case owner, and Case status, as well as a chronological list of actions that have occurred leading to its resolution or closing.</td>
</tr>
<tr>
<td>Change Window</td>
<td>A Customer scheduled outage of service for the purpose of implementing planned changes, upgrades and/or repairs to Customer’s network.</td>
</tr>
<tr>
<td>Event</td>
<td>A change of state which has significance for the management of a configuration item or service. The term Event is also used to mean an alert or notification created by any IT service, configuration item or monitoring tool. Events often require IT operations personnel to take actions, and may lead to incidents being logged.</td>
</tr>
<tr>
<td><strong>Platform</strong></td>
<td>A Cisco Product family (i.e. ASR 9000 Series, ASR 1000 Series, NCS 5000 Series) and associated Software Release(s).</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
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</tbody>
</table>
| **Red Team/Purple Team** | - **Red Team** is Cisco acting as an external entity to test the efficacy of security controls that are in place. This is accomplished by monitoring the behavior of real-life attackers in how they target and attack an entity.  
- **Purple Team** is a combination of Red Team and Blue Team members collaborating to run through a real-life attack, or select attack phases, and dissecting each action to help Customer determine how the attack can be identified and countered. |
| **Software Feature** | User-configurable function for a Cisco technology, protocol, or application module on a single system. |