



Service Description: Advanced Services – Fixed Price

Cisco Deployment Service for Cisco ONE – Prime Foundation (ASF-C1-PRIME-F)

This document describes Advanced Services Fixed Price: Cisco Services for Cisco ONE – Prime Foundation

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco Services for Cisco ONE - PRIME Foundation

Service Summary

Cisco Services for Cisco ONE – Prime Foundation provides design, installation and configuration service to Customer for the deployment of one (1) of the following deployment scenarios:

- Cisco Prime Infrastructure Lifecycle and Assurance (PI): provides design, installation, and configuration service to Customer for the deployment of the Cisco Prime Infrastructure Lifecycle and Assurance on single instance of Cisco's Prime Infrastructure running in a VMWare environment.
- Cisco Prime DataCenter Network Management (DCNM): provides design, installation and configuration service to Customer for the deployment of the Cisco DCNM on a single Cisco recommended hardware.
- Cisco Prime Virtual Network Analysis (vNAM) provides design, installation and configuration service to Customer for the deployment of the Cisco vNAM on a single Cisco recommended hardware to configure 1 vNAM supporting up to 2 customer configured span sessions

Once Customer selects the one (1) deployment scenario, the scenario cannot be changed or swapped by Customer at any time during duration of Services.

Deliverables

- As-built Document
- Acceptance Test Plan (ATP)
- Transfer of Information (TOI) Presentation slide deck

Location of Services

Services are delivered remotely and on site to Customer.

Planning Phase

Cisco Responsibilities

- Provide the pre-deployment questionnaire to Customer.
- Review the Customer response to the pre-deployment questionnaire for any applicable follow-up questions or clarifications.
- Use the Customer response to the pre-deployment questionnaire as input for planning in the Implementation Phase.

Customer Responsibilities

- Complete the pre-deployment questionnaire and choose the deployment scenario.
- Provide all information as requested by Cisco to be documented in the pre-deployment questionnaire within five (5) Business Days following receipt of the pre-deployment questionnaire.
- Designate key contacts and authorized personnel including network architects, system/application administrators and IT engineers who shall be available for on-going information gathering and feedback during the Services.
- Provide full details of:
 - Current network topology, including access, distribution, and core layers, types of switches and routers;
 - Internet Protocol (IP) addressing and sub-netting for each device planned to be managed along with SNMP Read community strings and device credentials; features and services that have been enabled on the network device.

Implementation Phase

Cisco Responsibilities

- Conduct project kick off meeting, providing representation from technical and project management team
- Create As-built Document for the services.
- Install one (1) instance of Prime Infrastructure (PI) OR DCNM OR Cisco vNAM on a single Cisco recommended hardware running ESXi or as Appliance
- Perform the following configuration tasks if the deployment scenario selected is PI:
 - Configure 1 map
 - Support discovery of up to 1000 devices with PI assuming device credentials are configured
 - Configure up to 2 NAMs as Data Collectors
 - Configure up to 2 devices for Netflow Collection
 - Configure upto 3 configuration provisioning templates
 - Configure Users & Roles (up to 5 users)
 - Logical Infrastructure Segmentation (up to 2 Virtual Domains, 4 Sites, 4 Device Groups)
 - Email Notifications Setup
 - Data Retention Configuration
 - Device Configuration Archiving
 - Software Image Repository Configuration

- Perform the following configuration tasks if the deployment scenario selected is DCNM:
 - Configure DCNM Discovery and support discovery of 50 devices assuming device credentials are configured correctly
 - Verify Topology
 - Configure up to 2 custom reports
 - Configure 1 Configuration Management Template
 - Configure Users & Roles (up to 5 users)
 - Inventory Configuration and Discovery
 - WebUI and LAN Topology
 - Report Generation
 - Device Configuration Archiving
- Perform the following configuration tasks if the deployment scenario selected is vNAM:
 - Configure Vnam to support up to 2 SPAN session
 - Configure IP, NTP and HTTP
 - Configure Application and Traffic Analysis
 - Data retention
 - vNAM latest software image implementation
- Update the As-built Document based on specific attributes of the system installation and configuration.
- Review As-built Document with Customer and provide the final version.
- Create the Acceptance Test Plan (ATP) document for the services
- Review ATP document with Customer and provide a final version.
- Execute acceptance testing for up to eight (8) hours, and documenting the test results in the ATP.

Customer Responsibilities

- Participate in the project kick off meeting providing representation from applicable technical teams.
- Rack, stack, power-up, and install operating system, applying any operating system patches and connecting the server to the network.
- If PI, DCNM or vNAM is installed on a virtual machine, Customer is responsible for creating the virtual machine as per the specification, installing guest operating system, applying any applicable operating system patches and connecting it to the network.
- Open applicable firewall ports to access PI or DCNM web server and PI, DCNM and vNAM application to connect to the devices.
- Configure the devices to allow SNMP communication from/to the PI, DCNM or vNAM application.
- Review the As-built Document with Cisco.
- Review the Acceptance Test Plan document with Cisco.
- Participate in the execution of the Acceptance Test Plan and provide any applicable feedback.
- Schedule the necessary facilities for onsite Acceptance Testing including conference rooms, projectors, and network connectivity for Cisco resource.

Knowledge Transfer Phase

Cisco Responsibilities

- Create TOI slide deck for the presentation in the onsite session.
- Provide for Customer stakeholders a presentation of TOI session on site for up to two (2) hours to include information on device discovery, application usage, management and troubleshooting tips.
- Provide the TOI Presentation slide deck materials to Customer.
- Provide up to four (4) hours of remote support over a maximum period of two (2) consecutive weeks for any questions or troubleshooting issues related to the PI, DCNM or vNAM implementation; remote support will commence on the following day after the implementation.

Customer Responsibilities

- Designate up to five (5) Customer stakeholders to participate in the onsite TOI session.
- Work with Cisco to schedule the onsite TOI session, scheduling the necessary facilities for the presentation, including conference rooms, projectors, and network connectivity.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within one fifty

days (150) calendar days from issuing a Purchase Order to Cisco.

- Customer to notify Cisco of any scheduling changes related to the project at least ten (10) Business Days prior of the scheduled activity.
- Customer expressly understands that the following are out of scope for the Services:
 - Routing and Switching and other network or security changes are excluded from the scope
 - Configuration of the network devices is excluded from the scope
 - Any integration with any 3rd party systems is out of scope
 - Management of any devices not supported by PI or DCNM is out of scope
 - VMWare infrastructure design and implementation is not part of the scope
 - Netflow design is not part of the scope
 - NAM Design and Implementation is not in scope
 - HA/Redundancy is not in scope
 - Any customizations

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.