

**SERVICE DESCRIPTION: CISCO DNA ASSURANCE QUICK START USE
ASF-EN1-G-ASSU-USE****Services Summary**

Cisco Digital Network Architecture (DNA) Center Assurance Quick Start Use assists with implementation of the Cisco DNA Center with assurance.

Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

Accelerator Summary:

Cisco DNA Accelerators provide 1-on-1 fixed duration advisory coaching engagements covering topics that span DNA Intent Based Networking. Each engagement is delivered between 4-6 hours over a period of 10-15 Business Days (“Services”).

Ask the Expert Summary:

Cisco Ask the Expert (“ATX”) are sessions where experts share experiences and best practices on a Cisco technology. In these sessions, Customers watch demos to get up to speed on new technologies, learn industry insights that serve their business needs, and get best practices on utilizing product features to maximize product value. Each webinar runs between 1-2 hours.

Deliverables

- Implementation Readiness Document
- Solution Requirements Document
- Sensor Design Document
- Implementation Execution
- As-Built Document

Location of Services

Services are provided remotely unless otherwise expressly set forth.

Ask the Expert sessions are delivered remotely in two forms:

- Interactive sessions where technology experts “meet” with Customers in a live Cisco Webex session.
- Recorded Cisco Webex sessions that are either past ATX sessions or pre-recorded sessions.

Services Assumptions & Exclusions**Services Specific**

- Cisco DNA Center appliances are already racked, stacked and cabled.
- Customer has all applicable licenses that are available to load.
- All sessions will be conducted in English (other languages subject to availability).
- Knowledge Transfer does not replace product training related to the solution.

Prescribed Ask-The Expert Sessions (may be delivered as pre-recorded session)

- Cisco DNA-Center Project Planning Best Practices
- Cisco DNA-Center Getting Started
- Cisco DNA-Center Wireless Assurance Use Case Overview
- Cisco DNA-Center Post-Deployment Fundamentals
- Cisco DNA-Center Troubleshooting

Prescribed Accelerators

- Cisco DNA-Center Implementation Readiness
- Cisco DNA-Center Assurance Feature Planning
- Cisco DNA-Center Base Automation and Assurance Deployment
- Sensors + iCap Deployment

Out of Scope:

- Racking/stacking/cabling of equipment
- Network Infrastructure configuration (SNMP, SSH, Routing)
- Device migration configurations standards to be developed by customer
- WLC, Access Point, Sensor or SDA Design, Configuration, or Implementation
- ISE configuration or integration with DNA Center

- API development/integration
- Third-party devices
- Third-party software integration/configuration
- Network device software upgrades

General Project Management

Cisco Responsibilities

- Provide a list of designated Cisco personnel roles and responsibilities.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date.
- Schedule and facilitate a Project Kickoff meeting with Cisco and customer stakeholders.
- Coordinate and schedule prescribed Ask-The-Expert and Accelerator sessions.
- Provide a Project Management Plan (“PMP”). The PMP is a baseline document from which the Cisco Project Manager (“PM”) can manage deliverables, assess progress, and manage change management issues and any ongoing questions.

Customer Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Ensure key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) are available and participate throughout the course of the Services (to provide information, participate in meetings/sessions and to make the site(s) available for Services).
- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes, respectively.
- Respond within two (2) Business Days, unless otherwise agreed by the parties, to Cisco's request for documentation or information.
- Coordinate with any Customer third parties, such as the country carrier/Telco activities.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.
- Customer is solely responsible for the determination of its requirements and Customer's decision to implement design, business or other recommendations provided by Cisco.

Pre-Deployment Planning

Cisco Responsibilities

- Provide Customer with a pre-deployment questionnaire to identify customer business objectives and technological requirements for the solution and gather information about the Customer's network environment.
- Review existing Customer documentation related to current and planned architectural design(s).
- Review the completed pre-deployment questionnaire received from Customer and follow up on questions or further information which may be required.
- Provide inventory .csv file format, if Cisco determined is required.
- Conduct and/or provide access to the following Ask-The-Expert Sessions:
 - Cisco DNA-Center Project Planning Best Practices
 - Cisco DNA-Center Getting Started

Customer Responsibilities

- Complete and return the pre-deployment questionnaire to Cisco within five (5) Business Days following receipt of the questionnaire.
- Provide Cisco with input for each technology discipline by: a) actively participating in or consuming (in case of pre-recorded Ask-The-Expert session) prescribed and/or scheduled Ask-The-Expert and Accelerator sessions; b) returning the completed requirements questionnaire five (5) Business Days from receipt.
- If Cisco Common Services Platform Collector is not operational, Customer to provide device inventory in Cisco provided .csv file format.
- Provide relevant documentation related to the current architectural design(s).
- Provide Cisco with information related to the following as

<ul style="list-style-type: none"> ○ Cisco DNA-Center Wireless Assurance Use Case Overview ● Conduct the following Accelerator Sessions: <ul style="list-style-type: none"> ○ Cisco DNA-Center Implementation Readiness ○ Cisco DNA-Center Assurance Feature Planning ● Review and deliver Solution Requirements Document. ● Reivew and deliver Implementation Readiness Document. 	<p>required: a) design goals; b) business, technical and operational requirements; c) system and application interoperability requirements; d) network design/topology documents; e) network information and reports; f) existing and planned devices, code versions; f) current disaster recovery process and how disaster recovery can be achieved for the applications.</p> <ul style="list-style-type: none"> ● Provide Cisco with IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data prior to or during the reviews. ● If requested by Cisco, provide physical and logical network schematics for other network elements (e.g. Radius Server) with which the DNA Center will inter-work. ● Review and approve Solution Requirements Document. ● Review and approve Implementation Readiness Document. ● Provide signoff for DNA Assurance Pre-Deployment Planning Services.
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IMPLEMENTATION EXECUTION

Cisco Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> ● Conduct the Cisco DNA-Center Base Automation and Assurance Deployment Accelerator Session. ● Conduct Sensors & iCap Deployment Accelerator Session. ● Review with Customer and deliver Sensor Design Document. ● Cisco will support the Customer (up to and including performing) the following activities: <ul style="list-style-type: none"> ○ Installation and/or upgrade of the Cisco DNA Center application and configuring system settings in accordance with the Solution Requirements Document. ○ Deployment of High Availability Cluster only if Customer has exactly three (3) Cisco DNA Center nodes and Cisco DNA Center Assurance High Availability feature is made Generally Available as determined by Cisco; otherwise, Cisco will support deployment of DNA Center on a single node. ○ Configuration of DNA Center security settings leveraging leading practices. ○ Configuration of DNA Center local user accounts, role-based access and external authentication (if necessary). ○ Configuration of backups and validate backup completed successfully. ○ Enablement of Reporting. ○ Using the installed DNA Center application, perform and validate Device Discovery or Import one (1) Wireless LAN Controller (WLC) and up to one hundred (100) network devices). ○ Create a network hierarchy (Place APs on maps for one (1) floor, up to fifty (50) APs). ○ Assign Devices to Site & Set Device Roles for Accurate Topology. ○ Configure telemetry profiles and apply to compatible discovered devices. Validate inbound data from compatible sources. ○ Create one (1) Sensor Profile and onboard up to five (5) installed Aironet Active Sensor devices. ○ Configure and validate up to ten (10) Sensor-Driven Tests. ● Confirm that Customer has procured valid licenses for the software installation. ● Review of Discovery and Base Assurance Use case features and 	<ul style="list-style-type: none"> ● Designate Customer stakeholders responsible for supporting implementation tasks, to include: a) assemble system components in staging area, if required; b) install hardware and software, if required; c) complete cabling and other physical connectivity, if required; d) implementing and configuring the detailed design with the assistance of Cisco. ● Designate Customer stakeholders responsible for assisting Cisco with updating any of the following: a) solution design; b) detailed implementation procedures and device-specific configurations. ● Actively participate in prescribed and scheduled Accelerator sessions. ● With Cisco's input, coordinate and develop an implementation schedule that meets the Customer's change and release management processes and Cisco's resource availability. ● Manage the delivery, installation, and configuration of equipment not provided by Cisco, which is required to work with, or act as, part of the Cisco-provided equipment. ● Dispose of unwanted equipment packaging. ● Ensure Cisco has access to Customer personnel and/or Customer site (including physical/remote access to solution, devices, and facilities) as necessary for Cisco to perform the Implementation Execution Services. ● Manage any Customer internal change management procedures. ● Ensure that correct physical cables are accessible to the cabinet, assume responsibility for the installation, labelling and testing of all cabling that Customer supplies. ● Ensure that all required licenses are available to load. ● Ensure that all required hardware is available for application install (DNA Center Appliance). ● Ensure that Aironet Active Sensors are installed and available for

<p>capabilities.</p> <ul style="list-style-type: none"> • Advise the customer on placement for up to five (5) Aironet Active Sensor devices. • Create the As-Built Document according to the implemented environment. 	<p>configuration.</p> <ul style="list-style-type: none"> • Ensure all pre-implementation activities, such as ensuring availability of appropriate server hardware, installation and racking of the server hardware, installation of recommended OS and patches, network connectivity, and opening of the firewall as specified by Cisco in the Pre-Deployment Checklist have been performed prior to the scheduled implementation. • Make any corrections to Customer-provided and/or installed equipment, as required. • If applicable, provide input and assist in updating the solution design with final, “as-deployed” information. • Provide Cisco with the following documentation (if available): a) WLAN architectural design documents; b) WLAN detailed design documents; c) RF design documents. • Provide Cisco with technical documentation, network diagrams, topologies and network device configurations for all areas within the scope as required. • Provide Cisco with network device credentials (WLC and included routers/switches) and allow Cisco to add Syslog and SNMP configurations. • Provide Cisco digital floor plans with indications for AP locations • Perform software upgrades of network devices to support Assurance features as identified in the Pre-Deployment Checklist. • Review and approve Sensor Design Document. • Provide signoff for Implementation Execution Services.
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Accelerator Session

Cisco Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> • Schedule an overview remotely with Customer to establish training delivery schedule and obtain agreement on pre-determined measurable success criteria. • Provide engagement sessions for up to six (6) hours over a period of 10-15 Business Days that advise, guide, or build demos in the Customer’s lab environment. • For Accelerators that contain self guided labs: <ul style="list-style-type: none"> ○ Provide the self guided lab exercises. ○ Provide Customer 3-day remote access to a lab for completion of the hands-on lab exercises. ○ Provide support as needed during the 3-day Customer lab exercises. • Provide survey to gather Customer feedback from the engagement. • Upon completion of the services, confirm success criteria has been met. 	<ul style="list-style-type: none"> • Select the appropriate individual to attend the Accelerator session. • Participate with Cisco in the overview call and approve pre-defined success criteria. • Work with Cisco to schedule the engagement. • Designate Customer employee to participate in the engagement. • For Accelerators that contain self guided labs: <ul style="list-style-type: none"> ○ Schedule access to the lab within one business day after the completion of the two (2) training sessions. ○ Complete the self-guided lab exercises within the 3-day access to the lab. • Complete feedback survey upon completion of the Service.

Ask the Expert Session

Cisco Responsibilities

- Provide Customer notification of interactive sessions.
- Provide the Customer a username and password to access the session.
- Provide survey to gather Customer feedback from the session.

Customer Responsibilities

- Select the appropriate individual to attend the Ask the Expert session.
- Provide Cisco an email address for the username and password to access the session.
- If the Customer has ordered the service for multiple users, it is the Customer's responsibility to distribute the usernames and passwords to the additional authorized users within its organization.
- The Customer consents the usernames and passwords have not been distributed beyond the quantity purchased.
- Complete feedback survey upon completion of the Service.

KNOWLEDGE TRANSFER

Cisco Responsibilities

- Deliver and review As-Built Document.
- Recap Cisco DNA Center Implementation.
- Demonstrate Using Cisco DNAC Assurance Features.
- Conduct or provide access to the Cisco DNAC Post-Deployment Fundamentals Ask-The-Expert Session.
- Conduct or provide access to Cisco DNAC Troubleshooting Ask-The-Expert Session.

Customer Responsibilities

- Provide Cisco with further information about Customer's requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop.
- Actively participate in prescribed and scheduled Ask-The-Expert and Accelerator sessions.
- Provide Cisco with the names and basic profiles of personnel attending the sessions at least five (5) Business Days before the session.
- Review and approve As-Built Document.
- Provide signoff for Knowledge Transfer Services.

GENERAL CUSTOMER RESPONSIBILITIES

- Customer will provide relevant information to Cisco that is up-to-date and valid for the Customer's current environment. Customer acknowledges that Cisco will rely on such information to provide the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will 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, Ask-The-Expert sessions, Accelerator sessions and conference calls.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections of this Service Description to enable Cisco to (a) complete the Services within Ninety (90) calendar days after Cisco receives the Purchase Order for the Services.
- An Accelerator engagement can only be consumed one at a time. An additional Accelerator can be ordered after the final session of the current Accelerator is completed.

GENERAL

General Assumptions and Exclusions:

- No Cisco Product, including test equipment, is being provided, sold or licensed under this contract.
- All Document Deliverables will be provided to Customer in electronic format and in the English language. If Document Deliverables are required to be provided in another language such translation costs will be Customer's responsibility. In the event of a conflict between any English and any non-English Document Deliverable, the English version shall prevail.

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- If applicable, acceptance tests conducted as part of the Services apply only to those Services and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer.
 - Cisco's recommendations are based upon Customer information provided to Cisco at the time of Services and Cisco shall not be liable for the accuracy or completeness of Customer information contained in Cisco's recommendations.

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.

Incorporation by Reference: This document should be read in conjunction with the documents posted under "Related Documents" at www.cisco.com/go/servicedescriptions/, including End User Obligations, Glossary of Terms, List of Services Not Covered, and Severity and Escalation Guidelines.

If you purchased the Services directly from Cisco, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

If you purchased the Services through a Cisco Authorized Reseller then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.