



Service Description: Cisco Hybrid Solution for Kubernetes on AWS Advise and Implement QuickStart Service (SKU - ASF-DCV2-AWS-QS)

This document describes the Cisco Hybrid Solution for Kubernetes on AWS Advise and Implement QuickStart Service Offering.

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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Advise and Implement QuickStart Service

Service Summary

The Cisco Hybrid Solution for Kubernetes on AWS Advise and Implement Quick Start Service provides complete Hybrid Cloud build out with Installation and/or configuration of, Cisco Container Platform and CSR1kv.

Deliverables

Pre-Deployment Checklist
As-Built Document
Test Plan
Knowledge Transfer

Location of Services

Services are delivered as a combination of remote and On Site to Customer.

Project Management

Project management will be provided in conjunction with and is limited to the management of the Services and Deliverables as described. Project management services will be provided for the duration of the project.

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide the following: a). Kick-off Meeting; b). Schedule Resources; and c). Project Schedule.
- Manage the project based on the Project Schedule.
- Provide the Service Deliverables.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco Project Manager ("PM") with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco PM to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.

Cisco Hybrid Solution for Kubernetes on AWS

- Work with Cisco PM to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables, roles, and responsibilities with Cisco PM.
- Schedule the necessary facilities for On Site implementation (such as conference rooms, projectors and conference bridges).
- Arrange for execution of any third party schedule communications for activities, deliverables or schedules as required for Cisco's completion of the Services.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

Implementation

Customer Responsibilities

- Perform the Installation and Configuration tasks On-prem for the following:
 - Cisco Container Platform (CCP) for one (1) control plane cluster.
 - Choice of CNI drivers - Calico or ACI Plugin
 - One (1) Master and Three (3) Worker VMs (kubernetes nodes).
 - Kubernetes Tenants for up to one (1) clusters up to four (4) VM's which includes:
 - One (1) Master and three (3) Worker VMs (Nodes).
 - Configure Hyperflex Data Platform or UCS servers for one(1) cluster upto three (3) nodes.
 - Configure UCSM, ESXi, vCenter, Network and Storage drivers
 - CSR1kv instances in on-prem and on AWS to establish VPN
 - Standalone Cisco CloudCenter in on-prem and AWS
 - Deploy Istio and Harbor registry
 - Showcase Application access on tenant Kubernetes cluster, exposed via ingress controller and kubernetes loadbalancer type.
 - Showcase Monitoring & logging services via Grafana and Kibana UI.
- Perform Setup tasks at AWS for the following:
 - Deploy and Manage EKS clusters in AWS using CCP with 3 worker nodes
 - Authentication: Integrate with AWS IAM (for both CCP Control Plane and K8s Tenant Clusters)
 - Image Registry: Integrate with AWS ECR
 - Kubernetes Network Policies for Application Access.
 - Showcase Application access on EKS cluster, exposed via native kubernetes loadbalancer.

- Deploy Applications in one (1) of three (3) scenarios:
 - Consume on-prem resources from Applications running on Public Cloud.
 - Consume Public Cloud Services from Application on-prem
 - Cross Environment CI/CD (DevOps).

Customer Responsibilities

- At project kick-off, reach agreement with Cisco on the physical location and the commencement date of the Implementation and Knowledge Transfer. The Knowledge Transfer must take place during the week of On Site implementation.
- Lead rack and stack of Hyperflex or UCS hardware components in Customer's data center per specified configuration.
- Review the pre-requisite checklist for this milestone.
- Confirm that the pre-requisites required by Cisco for this milestone are completed before the implementation starts.
- Customer to provide information and access to relevant systems if required.
- If there are any issues found during post-installation, Customer must inform Cisco of any related installation discrepancies for resolution within five (5) Business Days.

Knowledge Transfer

Customer Responsibilities

- Conduct a two (2) hour Knowledge Transfer session consisting of a review of the system information sheet and key features of the solution.

Customer Responsibilities

- Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the Knowledge Transfer Session commences.
- Schedule the necessary facilities for the Knowledge Transfer.

Post Implementation Support

Customer Responsibilities

- Provide customer up to eight (8) hours of remote Post Implementation support over a period of two (2) weeks.
- The Support will commence the next day after completion of the Implementation and knowledge transfer.
- The Support will be provided by a Cisco resource to provide troubleshooting assistance and resolve issues.

Customer Responsibilities

- Identify customer point of contact for Post Implementation Support.

- Perform any hardware and software execution, including scheduling, staff and coordination across customer teams.
- Provide remote access to the required equipment.

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.
- Customer will ensure that proper security procedures and access requirements are met in advance so that delivery personnel are able to enter the facility and perform the delivery with the necessary tools.
- 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 ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Ensure that the relevant software licenses for vCenter, vSphere, CSR1kv, AWS, and other third party software are purchased prior to commencement of Services.
- The Services are advisory and implementation services only; Cisco does not provide software or hardware under this Service.

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.

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