



Service Description: Advanced Services – Fixed Price Cisco Mobility Strategy and Analysis Service (ASF-CORE-MOB-SA)

This document describes Advanced Services Fixed Price: Cisco Mobility Strategy and Analysis Service.

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 Mobility Strategy and Analysis Service

Service Summary

The Services are comprised of the following:

- Project Management
- Strategy and Analysis

Deliverables

- Project Plan
- Strategy Architecture and Roadmap Document
- Customer Requirements Document

Location of Services

Services are delivered on-site and remotely to Customer.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this service description.
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities under this service description.

- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide Services and comply with Cisco's responsibilities in this Service. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identifying primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within ten (10) Business Days of Cisco's request, unless the parties agree to another time period for response.

Strategy and Analysis

The Strategy and Analysis activities are intended to align and correlate Customer's enterprise mobility strategy to its network architecture strategy to address security, wireless, compliance risks, interoperability, integration, business outcomes, and user experience enhancements. The strategy process and service methodology is highly interactive bringing line-of-business and IT stakeholders together.

This service creates business and technical use cases, evaluates Mobility and Bring Your Own Device ("BYOD") business imperatives, and develops technology requirements along with their business implications.

Cisco Responsibilities

- Conduct one (1) strategy and architecture requirements session (up to 2 days on-site).
- Capture and review business imperatives, business requirements, use cases, and IT strategy at a high level for the mobility enablement.
- Assess the current state of the network, which may include some or all of the following: a) business drivers; b) current network strategy; c) current network key capabilities; d) network governance; e) infrastructure growth plans.
- Perform strengths, weaknesses, opportunities, and threats ("SWOT") analysis which may include some or all of the following: a) known strengths; b) weaknesses in the form of findings and recommendations; c) opportunities to

strengthen current practices and business positioning; d) threats due to lack of requisite controls.

- Capture and review the high level technical requirements: mobility and wireless, routing and switching, rich-media applications, mobile application, virtualization, mobile device management (MDM), network management, and security network sub-domains in the current-state network.
- Identify business and compliance policies for use case alignment.
- Work with Customer to identify applicable use cases within scope for the project.
- Formulate a use case prioritization based on business and technology requirements
- Provide guidance in analyzing the merits of various technology options and solutions.
- Document requirements and use case recommendations. Work with customer to mutually identify use cases within scope for the subsequent areas of this project.
- Provide mapping of use cases to Products and Services.
- Create a high level future state conceptual network architecture roadmap for the identified use case which may include some or all of the following: a) future goals; b) high level future architecture; c) strategy roadmap to transition from current state to future state.
- Draft a Customer Requirements Document ("CRD") documenting business and technical requirements.
- Draft a Strategy & Roadmap Document ("SAR") documenting the following:
 - Executive Summary.
 - Policy & Compliance requirements.
 - Business Use Cases.
 - Recommended future state conceptual architecture.
 - Gaps & recommendations to attain desired future state conceptual architecture.
 - Maturity/Readiness Index that indicates readiness to adopt future state architecture.
 - Strategy Roadmap to the proposed conceptual architecture.
- Conduct a meeting with Customer to present the findings of the strategy and architecture requirements session as well as the CRD and SAR to Customer key stakeholders and project sponsor

Customer Responsibilities

- Work with Cisco to schedule the strategy and architecture requirements session.
- Provide to Cisco a list of Customer project sponsor(s) and both key business and technical stakeholders (and/or decision makers) for mobility enablement.
- Designate Customer personnel responsible for providing use case analysis and feedback during the workshop.
- Participate in a conference call prior to session to provide information and review agenda for workshop.
- Ensure Customer key personnel participate in the session to include representation for each technology discipline.

- Ensure Customer key personnel are available for interviews before or after the workshop as required to develop and prioritize use cases.
 - Provide necessary documentation prior to the on-site strategy & roadmap discussions, which may include some or all of the following: a) business drivers that are enabled by the network; b) network architecture diagrams; c) any “in flight” projects that might be impacted by the project.
 - Identify use case within scope for the project.
 - Review and approve the CRD and SAR with Cisco
 - Participate in a conference call post workshop to validate/gather additional information to create the proposed conceptual architecture.
 - Schedule Customer key business and technical stakeholders and project sponsor to attend the presentation of the workshop summary.
- 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 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:
 - RF Network Design/Site Survey
 - Assessment Service for Mobility Solutions
 - Design and Deployment Service for Mobility Solutions

General Customer Responsibilities

- Unless otherwise agreed to by both parties, Customer shall respond within two (2) business days of Cisco’s request for documentation and information needed for the Services.
- 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.

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.