



## Service Description: Advanced Services – Fixed Price

### Cisco ONE Access Foundation Design Services for Brownfield Implementation (ASF-C1-ACC-F-B)

This document describes Advanced Services Fixed Price: Cisco ONE Access Foundation Design Services for Brownfield Implementation.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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 ONE Access Foundation Design Services for Brownfield Implementation

##### Service Summary

The Cisco ONE Access Foundation Design Service provides planning and design for the Access components to enable a Customer to transition to the next phase of Customer's Converged access evolution. The Cisco ONE Access Foundation Design Services identify Customer's future state design requirements and include, high level design development, detailed design development, design validation and migration to the existing infrastructure, commonly referred to as "Brownfield".

The service shall cover the following areas:

- Wired infrastructure within the access layer (Note: Wireless Design Services are not a part of the services and are available under a separate service offering)
- Design and connectivity requirements between access and aggregation layers
- Considerations for layer 2 and 3 design optimization
- Identification of optimal features and hardware to be deployed to achieve stated design goals
- Standard configuration templates for access-layer
- Method of Procedures for migration

##### Deliverables

- Customer's Requirement Document
- Assessment Report
- High Level Design Document,
- Detailed Design Document
- Design Validation
- Migration Plan Document (for Brownfield environments)

##### 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.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Plan.

- 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 Management Plan.
- Manage the project to the agreed upon Project Management Plan.
- Ensure completion of the deliverable documentation set out in Deliverables.
- Participate in scheduled project review meetings or conference calls, if required.
- 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.
- Work with the Cisco Project Manager 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.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables and roles and responsibilities with Cisco.
- Schedule the necessary facilities for on-site meetings (such as: conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors.
- Confirm execution of any third party contract and 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.

#### **Customer Requirements Document**

Cisco will collect and document Customer network architecture requirements based on business strategy or requirements.

#### **Cisco Responsibilities**

- Conduct some or all of the following to gather and review customer network architecture requirements for each technology discipline: a). one (1) requirements workshop; b). conduct interviews with Customer key personnel; and c). provide a requirements questionnaire for Customer to complete.
- Gather from Customer and review the following information: a). business, technical and operational requirements; b). future technology plans; and c). network design/topology documents.

- Create the Customer Requirements Document (CRD).
- Review with Customer the CRD for comments and approval before it is formally completed and released.

#### **Customer Responsibilities**

- Provide input for each technology discipline to Cisco through some/all of the following methods: a). one (1) requirements workshop; b). interviews of key personnel conducted with Cisco; and c). completing requirements questionnaire provided by Cisco.
- Provide and review with Cisco the following information: a). business, technical and operational requirements; b). future technology plans; and c). network design/topology documents.
- Review with Cisco the CRD, providing comments and approval before it is formally completed and released.

#### **Assessment**

The Network Assessment details a high level, actionable, statement of direction to meet business objectives through detailed planning, design, and implementation activities. Cisco will work with the Customer to develop this roadmap by first assessing their current network architecture to determine how well it aligns with requirements enumerated in the CRD as well as industry and Cisco identified leading practices.

Cisco will assess current customer network and create network strategy recommendations based on assessment findings within the specific scope of the project. Governing areas for the assessment will include:

- Availability
- Scalability
- Security
- Resiliency of network
- Ease of adoption of new services to the network infrastructure

#### **Cisco Responsibilities**

- Work with Customer to understand their network environment and to qualify Cisco's understanding of the business and technical requirements for this project.
- At Cisco's discretion, collect network information using Cisco Network Collector (CNC) or manually. If CNC is not on Customer's network, Cisco will install it for the duration of the engagement
- Work with Customer to schedule a workshop session and/or interview(s) and to identify Customer participants. If required, provide a requirements questionnaire to Customer for completion.
- Gather and review Customer network architecture requirements via: a). one (1) requirements workshop; and b). interviews (no more than five (5)) with Customer key stakeholders.
- Gather from Customer and review some or all of the following information: a). business, technical and operational requirements; b). future technology plans; c). network design/topology documents; d) network

services and application initiatives e). site specific naming conventions; and f). feature requirements.

- Cisco will provide analysis on the Customer's current network for the in scope places in the network (PINs).
- Cisco will assess the network's alignment with the requirements enumerated and agreed to during the workshop and discussions of the Customer requirements, gaps in the network.
- Create Assessment Report to include: a) summary of Customer's current network strengths and weaknesses; b). description of specific gaps in the network and technical controls

#### **Customer Responsibilities**

- Participate and provide information and feedback during workshop, interview(s), and/or completion of requirements questionnaire.
- Customer may review with Cisco some or all of the following: a). business, technical and operational requirements; b).future technology plans; c). Network design/topology documents; d).site specific naming conventions; and e).feature requirements.
- Provide remote network access to Cisco.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody. Customer must immediately return Data Collection Tool(s) to Cisco as instructed by Cisco, upon the earlier of: (i) expiration or termination of the contract or (ii) Cisco's request to Customer that the Data Collection Tools(s) be returned to Cisco.
- Provide assessments data collection support. Customer agrees to help install the Data Collection Tools into its production, and if applicable, test Network environment. Customer shall ensure that Cisco has all relevant device information needed for the audits, including the required device lists.
- Review with Cisco the Assessment Report, providing comment and approval before it is formally completed and released.

#### **High Level Design Document**

Cisco will map client business objectives and technical requirements to develop a high level architecture design document.

#### **Cisco Responsibilities**

- Review the Customer Requirements Document and re-validate the requirements with Customer.
- Review Customers existing network architecture strategy and designs, and planned designs (if exist) including some or all of the following: a). core network infrastructure design; b) security infrastructure design.
- Create and provide the High Level Design Document which shall be limited to the following: a) new technical objectives and requirements fulfillment; b). definition of design recommendations; c). network topology; d). switching protocols; e). routed and routing protocols; f). high availability platform features/protocols; g). quality of service; h). security infrastructure; i). required data rates, target throughput, desired availability.
- Review the first draft High Level Design with Customer for comment and approval.
- Update the High Level Design in accordance with Customer comments and provide for final review before it is formally completed and released.
- Provide final High Level Design incorporating feedback from Customer following their final review.
- Present summary of High Level Design Document to the Customer key stakeholders and project sponsor.

#### **Customer Responsibilities**

- Designate and ensure key Customer networking contacts are available for on-going information gathering and feedback with Cisco.
- Review Customer Requirements Document with Cisco to re-validate business and technical requirements.
- Provide information for some or all of the following, as requested: a). existing and planned core network infrastructure design; b). existing and planned data center infrastructure design; c). existing and planned security infrastructure design; d). existing and planned branch infrastructure design; e). existing and planned host/endpoint design; f). existing and planned network management design; and g). future growth requirements and network build out time frames.
- Review the first draft High Level Design with Cisco and providing comments within five (5) Business Days immediately after review with Cisco.
- Review the updated High Level Design within five (5) Business Days immediately after review with Cisco, before it is formally completed and released.
- The Customer must sign-off on the High Level Design within five (5) Business Days upon receipt of the final High Level Design, giving their approval to the proposed design, before the project can proceed.
- Ensure that key Customer stakeholders and project sponsors are available to attend.

#### **Migration Plan Document**

#### **Cisco Responsibilities**

Provide migration-consulting services that support network refresh and product migration activities:

- Develop a requisite list of high level events, phased changes and activities in order to introduce new hardware and protocols into the network.
- Identify network dependencies and impact and provide risk mitigation steps for the migration.
- Align plan to organizational implementation policies and change management goals.
- Gather information from Customer for organizational change management processes and recurring time periods that prohibit implementation activities
- Create Method Of Procedure for cut-over and post cutover connectivity planning and testing
- Create Master configuration templates for representative device or site types
- Provide reusable templates and standardized methods of procedures for maximum 10 representative sites
- Site Specific Configurations based on Master Template for up to 5 hardware platform types
- Create Site specific test procedures for the network-ready-for-use (NRFU)

#### **Customer Responsibilities**

- Designate and ensure key Customer networking contacts are available for on-going information gathering and feedback with Cisco.
- Review Migration Plan Document with Cisco to validate the documented approach and steps.
- Provide any additional detailed information pertaining to the legacy/brownfield environment that Cisco may need in the process of developing the migration plan.

#### **Detailed Design Document**

##### **Cisco Responsibilities**

- Gather information from Customer containing Hardware, Software levels, topologies, and as-built configurations.
- Review the High Level Design document and Migration Plan Document as inputs to be used in the detailed design.
- Create Detailed Design Document including detailed design specifications, using information from the High Level Design and any additional input provided by Customer. The Detailed Design Document may include some or all of the following: a). network logical and physical topology; b). Internet Protocol (IP) addressing scheme; c). switching and routing; d). Quality of Services; e). Multicast; f). Platform high availability protocols/features; g). security infrastructure; h). hardware platform recommendations; i). Cisco platform configuration templates for the aforementioned protocols and features; and j). Software release recommendations based on features and/or functionality.
- Review with Customer the Detailed Design Document for comment and approval before it is formally completed and released.

- Present summary of the Detailed Design Document to the Customer key stakeholders and project sponsor.

##### **Customer Responsibilities**

- Provide any additional detailed information as requested by Cisco , including: a). Hardware; b). Software versions; c). topologies; and d). as-built configurations.
- Work with Cisco to develop detailed design templates providing information and feedback.
- Review with Cisco the Detailed Design Document providing comment and approval before it is formally completed and released.
- Ensure that key Customer stakeholders and project sponsors are available to attend Cisco presentation of the Detailed Design Document.

##### **Design Validation**

Cisco will validate the High Level Design, as needed, through limited test planning and execution on Cisco or Customer premises.

##### **Cisco Responsibilities**

- Review of specific testing goals based on hardware and software features deployed and business objectives for the solution;
- Analysis of requirements such as target software, platforms, topology, protocols, and configurations
- Test Set Up will be contingent upon the design validation requirements arrived at by Cisco. Cisco will perform the Physical and Logical Lab Setup at Cisco site, if needed.
- Test Execution – Verification of proposed design and features
- Test Results Analysis – Document the validation results in the Low Level Design deliverable
- Validation and Testing Support is only available in cases where Cisco resources believe the Customer environment, interoperability and recommended features require validation in emulated or physical hardware.

##### **Customer Responsibilities**

Provide information to Cisco as requested pertaining to the feature/design validation.

##### **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 210 calendar days from issuing a Purchase Order to Cisco for the Services herein.

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.

<b>Invoicing and Completion</b>
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#### **Invoicing**