

SERVICE DESCRIPTION: CISCO SEGMENT ROUTING KNOWLEDGE TRANSFER QUICK START

ASF-CORE-SPSR-QS

Services Summary

Segment Routing Knowledge Transfer Quick Start provides knowledge transfer and training for segment routing (SR) and use case(s) implementation in Cisco’s lab to augment staff SR skills.

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.

Deliverables

- Option – 1 - Segment Routing MPLS
 - Knowledge Transfer (Training & Use Case Demo & Practice in Cisco Lab)
- Option – 2 - Domain Level Analysis for SR-LDP Interoperability
 - Assessment Report

Location of Services

On Site and Remote

SERVICE SCOPE

Scope of the Service delivery is limited to only one of the following pre-defined options chosen by Customer before purchase of the service:

- Option – 1 - Segment Routing MPLS
- Option – 2 - Domain Level Analysis for SR-LDP Interoperability

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.
- The Project Management Service will include a Project Management Plan (“PMP”) provided by Cisco. The PMP is a baseline document from which the Cisco 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.
- Make key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) available to participate during the course of the Services (to provide information, participate in review 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 such as: features and services, route plans, addressing schema, call/data flow, security policies, network management and operational processes, respectively.
- Respond to Cisco’s requests for documentation or information within two (2) Business Days, unless otherwise agreed by Cisco.
- Coordinate with any Customer third parties, such as Customer service providers, suppliers, telecom carriers or operators.
- 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.

ASSESSMENT (Only with Option 2 - Domain Level Analysis for Segment Routing-LDP Interoperability)

Cisco Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> • Work with Customer to understand its existing environment and to qualify Cisco’s understanding of Customer requirements related to network infrastructure transformation. • Provide a pre-workshop questionnaire to the Customer aimed at gathering information about the current network architecture, design, technologies and services being used by the Customer. • Review all provided material, ahead of the Assessment workshop to ensure a productive and fruitful workshop with the Customer. • Conduct a two (2) Business Day onsite Assessment Workshop to, identify current and new services, growth challenges, network challenges, and Customer’s 3-5 years priorities. • Conduct (On Site/remote) interviews (the number and frequency of such interviews to be at Cisco’s discretion) with key members of Customer’s organization to establish current and future business and technology objectives pertinent to the assessment. • Collect information from Customer’s existing environment using Cisco assessment tools and techniques. • Draft the Assessment Report for Segment Routing and LDP interop/migration that includes: <ul style="list-style-type: none"> ○ Current state and upgrade requirements; ○ Migration strategy for individual project areas; ○ Service mapping, roles, responsibilities, organization and dependencies and risks. • Provide the Assessment Report for review and approval in accordance with Exhibit 2, Section 3 “Document Deliverable Review and Approval Process.” • Conduct a remote executive presentation, not to exceed three (3) hours, of the Assessment Report for key Customer stakeholders. 	<ul style="list-style-type: none"> • Designate a single point of contact to act as the primary technical interface for Cisco personnel and participate in workshop/interviews. • Provide timely responses to the questionnaire provided by Cisco as part of information gathering process. • Provide relevant material to Cisco to determine the current state of the network with respect to design, architecture, protocols, services as it pertains to the Segment Routing-LDP interop/migration project. • Five (5) Business Days prior to commencement of workshop and interviews with Cisco, provide Cisco with requirements and/or documentation related to the following: current network transformation plans including network infrastructure, virtualization, end customer services requirements, challenges, and end state goals. • Review and approve the Assessment Report in accordance with Exhibit 2, Section 3 “Document Deliverable Review and Approval Process.” • Ensure key Customer stakeholders attend Cisco’s executive presentation of the Assessment Report. • Provide signoff for Assessment Services in accordance with Completion of Services.

KNOWLEDGE TRANSFER (Only with Option 1 - Segment Routing MPLS (SR-MPLS))

Cisco Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> • Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop(s). Cisco will determine an appropriate format and delivery method for the Knowledge Transfer workshop(s). • Within five (5) Business Days following completion of course pre-requisites, reach agreement on the location and the commencement date of the Knowledge Transfer workshop(s). • The Knowledge Transfer workshop(s) will be facilitated by a Cisco Customer Experience (CX) engineer, or other senior-level Cisco engineer proficient in Segment Routing MPLS (SR-MPLS) technology and functionality. • Conduct a three (3) day (On Site/remote) Knowledge Transfer workshop focused on Segment Routing MPLS (SR-MPLS) technology 	<ul style="list-style-type: none"> • Provide further information about Customer’s requirements to enable Cisco to deliver a more focused and tailored Knowledge Transfer workshop. • Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop(s). • Within five (5) Business Days following completion of course pre-requisites, reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop(s). • In the event that the Knowledge Transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the workshop(s), in Cisco’s determination.

and use cases. Each workshop will be held for three (3) consecutive Business Days, with each day up to eight (8) hours and for up to a maximum of ten (10) participants.

- The workshop will contain a demo of SR-MPLS functionality and capability, to be showcased in Cisco's Demo Lab. The demo will be relevant to the Cisco products and technologies to be deployed in Customer's network.
- Provide related knowledge transfer material, if any.

- Ensure that Customer's personnel attending the Knowledge Transfer workshop(s) meet all course pre-requisites identified by Cisco.
- Knowledge Transfer does not replace product training related to the solution.
- Provide signoff for Knowledge Transfer Services in accordance with Completion of 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 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) perform the Services within a period not to exceed three (3) weeks, which, at the discretion of Cisco, may not be consecutive weeks, and (b) complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services.

GENERAL ASSUMPTIONS AND EXCLUSIONS

- No Cisco Products, including test and lab equipment, are provided, sold or licensed as part of these Services.
- Services will be provided by Cisco during Standard Business Hours.
- 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.
- 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.

Document Deliverable Review and Approval Process: Cisco will provide the Document Deliverable to Customer. Within two (2) Business Days of receipt, Customer will provide Cisco written comment (if needed) or approval of the Document Deliverable. If no written (including e-mail) comment or approval is received by Cisco within such period, the Customer shall be deemed to have accepted the Document Deliverable as provided by Cisco. If Customer provides comments, then Cisco shall address such comments in a timely manner and then resubmit for review and approval. This review and approval process is limited to two (2) comment cycles. No further Services will be performed until the Customer has accepted the Document Deliverable.

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: The [Glossary of Terms](#) and [Public Non-Entitlement Policy](#) posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

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/.