



Service Description: Advanced Services – Fixed Price

Cisco Hybrid Architecture for Google Cloud's Anthos Advise and Implement QuickStart Service (SKU - ASF-DCV2-GGL-QS)

This document describes the Cisco hybrid architecture for Google Cloud's Anthos Advise and Implement QuickStart Service.

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Cisco hybrid architecture for Google Cloud's Anthos Advise and Implement QuickStart Service

Service Summary

The Cisco hybrid architecture for Google Cloud's Anthos Advise and Implement QuickStart Service provides Hybrid Cloud build out with Installation and configuration of Cisco HyperFlex System, Cisco Cloud Center, Cisco Container Platform, and security products – CSR1kv and Stealthwatch Cloud.

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.
- 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

Cisco Responsibilities

- Perform the installation and configuration tasks for the following:
 - Hyperflex Data Platform for one (1) cluster up to three (3) nodes.
 - Install UCSM, ESXi, vCenter, Network and Storage Drivers.
 - Setup HX Cluster
 - Run Post install scripts
- Perform setup tasks for the following:
 - Installation of GKE Admin workstation
 - Installation on GKE onprem Admin Cluster
 - Installation on GKE onprem User Cluster
- Deploy one (1) sample application to GKE onprem User Cluster.

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.
- Inspect Cisco equipment delivered to ensure Products received are in accordance with the Customer order; conduct an inventory listing and verify that Hardware components per the Cisco Products BOM are in accordance with the Customer order.
- Lead rack and stack of Hyperflex hardware components in Customer's data center per specified configuration.
- Customer to provide information and access to relevant systems as per the pre-installation check list.
- 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

Cisco 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

Cisco 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, Hyperflex Data Platform, CSR1kv, Cisco Cloud Platform, Cisco Cloud Center, Google Apigee, Stealthwatch Cloud and other third party software are purchased prior to commencement of Services.

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.

Invoicing and Completion

Invoicing

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