Service Description: Cisco Video Collaboration Advise and Implement Services

This document describes the Cisco Video Collaboration Advise and Implement Services.

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## Table of Contents

### 1.0 Services Summary and General Responsibilities ................................................. 3

#### 2.0 Video Collaboration Advise Services (VC-ADVISE) ........................................ 4

##### 2.1 Strategize Service ......................................................................................... 4

###### 2.1.1 Service Summary .................................................................................. 4

###### 2.1.2 Cisco Responsibilities may include the following: ................................. 4

###### 2.1.3 Customer Responsibilities may include the following: ......................... 5

###### 2.1.4 Deliverable(s) may include the following: ............................................. 5

##### 2.2 Assess Services ............................................................................................. 5

###### 2.2.1 Service Summary .................................................................................. 5

###### 2.2.2 Cisco Responsibilities may include the following: ................................. 5

###### 2.2.3 Customer Responsibilities may include the following: ......................... 5

###### 2.2.4 Deliverable(s) may include the following: ............................................. 5

##### 2.3 Design Services (BV-PB-DESIGN) ................................................................. 6

###### 2.3.1 Service Summary .................................................................................. 6

###### 2.3.2 Cisco Responsibilities may include the following: ................................. 6

###### 2.3.3 Customer Responsibilities may include the following: ......................... 6

###### 2.3.4 Deliverable(s) may include the following: ............................................. 6

### 3.0 Video Collaboration Implement Services (VC-IMPLEMENT) .................................. 6

#### 3.1 Validate Services ............................................................................................. 6

##### 3.1.1 Service Summary .................................................................................. 6

##### 3.1.2 Cisco Responsibilities may include the following: ................................. 7

##### 3.1.3 Customer Responsibilities may include the following: ......................... 7

##### 3.1.4 Deliverable(s) may include the following: ............................................. 7

#### 3.2 Migrate Services .............................................................................................. 7

##### 3.2.1 Service Summary .................................................................................. 7

##### 3.2.2 Cisco Responsibilities may include the following: ................................. 7

##### 3.2.3 Customer Responsibilities may include the following: ......................... 7

##### 3.2.4 Deliverable(s) may include the following: ............................................. 7

#### 3.3 Implement Services .......................................................................................... 8

##### 3.3.1 Service Summary .................................................................................. 8

##### 3.3.2 Cisco Responsibilities may include the following: ................................. 8

##### 3.3.3 Customer Responsibilities may include the following: ......................... 8

##### 3.3.4 Deliverable(s) may include the following: ............................................. 8

#### 4.0 Project Assumptions and Exclusions .................................................................. 8
1.0 Services Summary and General Responsibilities

Service Overview. The Cisco Video Collaboration Advise and Implement Services related to the following, but not limited to:

- Video Collaboration Infrastructure Products, Applications, and Solutions
  - Cisco Meeting Server (CMS)
  - Cisco TelePresence Management Suite (TMS)
  - Cisco TelePresence Management Suite Provisioning Extension (TMSPE)
  - Cisco TelePresence Management Suite Exchange Integration (TMSXE)
  - Cisco TelePresence Video Communication Server Control (VCS-C)
  - Cisco TelePresence Video Communication Server Expressway (VCS-E)
  - Cisco TelePresence Server (TPS)
  - Cisco TelePresence Conductor
  - Cisco Unified Communications Manager (CUCM)
  - Cisco Collaboration Meeting Rooms - On Premise and Hybrid (CMR)
  - Gateways (H.323)
  - Cisco Unified Border Element (CUBE)
  - Cisco Digital Media Suite (DMS)
  - Cisco Show and Share

- Video Collaboration Endpoint Products, Applications, and Solutions
  - Immersive Systems
    - Cisco TelePresence IX Series
    - Cisco TelePresence TX Series
  - Desktop or Room Systems
    - Cisco TelePresence MX Series
    - Cisco TelePresence SX Series
    - Cisco TelePresence EX Series
  - Cisco TelePresence Integrator C Series
  - Cisco Jabber Video for TelePresence (MOVI)

The Cisco Video Collaboration Advise and Implement Services may include the following services and deliverables:

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Service Deliverable(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advise Services</td>
<td>Project Management Plan</td>
</tr>
<tr>
<td></td>
<td>Customer Requirements Report</td>
</tr>
</tbody>
</table>
### Media Network Readiness Assessment Report
### Network Path Assessment Report
### High Level Design Report
### Low Level Design Report

<table>
<thead>
<tr>
<th>Implement Services</th>
<th>Validation Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Validation Support</td>
</tr>
<tr>
<td></td>
<td>Migration Plan</td>
</tr>
<tr>
<td></td>
<td>Migration Support</td>
</tr>
<tr>
<td></td>
<td>Post-Migration Support</td>
</tr>
<tr>
<td></td>
<td>Implementation Plan</td>
</tr>
<tr>
<td></td>
<td>Acceptance Test Plan</td>
</tr>
<tr>
<td></td>
<td>Solution Implementation</td>
</tr>
<tr>
<td></td>
<td>Acceptance Testing Support</td>
</tr>
<tr>
<td></td>
<td>Knowledge Transfer</td>
</tr>
<tr>
<td></td>
<td>Post-Implementation Support</td>
</tr>
</tbody>
</table>

## 2.0 Video Collaboration Advise Services (VC-ADVISE)

### 2.1 Strategize Service

#### 2.1.1 Service Summary:

The Strategize Services align business and technical requirements to solution feature and functionality while focusing on desired business outcomes of the solution.

#### 2.1.2 Cisco Responsibilities may include the following:

- Work with Customer to identify dependencies, risks, or issues associated with a successful completion of the project.
- Work with Customer to document a project schedule highlighting deliverables, milestones, planned project events, and resources.
- Participate in scheduled project review meetings or conference calls.
- Participate in any requirements workshops, conference calls, or emails and work with customer to document requirements.
2.1.3 Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Ensure that relevant resources are available to attend any project status meetings or requirements workshops.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.1.4 Deliverable(s) may include the following:

- Project Management Plan. The Project Management Plan provides an overview of the project tasks and milestones. This may be shared during a project kickoff meeting and updated periodically throughout the engagement to reflect updates to the plan. A Cisco Project Manager will provide management of project resources, deliverables, milestones, and scheduling of meetings or resources.
- Customer Requirements Report. The Customer Requirements Report documents business and technical requirements of the Cisco Solution that is collected through a series of requirements workshops or emails.

2.2 Assess Services

2.2.1 Service Summary:

The Assess Services will verify your network’s ability to support the proposed Cisco Solution, analyze gaps, and provide remediation steps to address prior to implementation.

2.2.2 Cisco Responsibilities may include the following:

- Work with Customer to perform interviews, use data collection tools, or review network documentation to gather required information to complete the assessment.
- Work with Customer to document assessment results including a gap analysis and remediation plan.

2.2.3 Customer Responsibilities may include the following:

- Provide Cisco permission to install data collection tools, as applicable.
- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Ensure that relevant resources are available to attend any project status meetings or requirements workshops.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.2.4 Deliverable(s) may include the following:

- Media Network Readiness Assessment Report. The Media Network Readiness Assessment Report provides the results of an application and/or infrastructure assessment that may include QoS, software levels, hardware levels, security policies, or WAN link configurations. Cisco may utilize data collection tools while performing this assessment.
- Network Path Assessment Report. The Network Path Assessment Report provides the path assessment results of the site links for point-to-point or multipoint video calls (if applicable) between two or more endpoints that may include a gap analysis and recommendations to provide an optimal video experience. Cisco may utilize data collection tools while performing this assessment.
• **Operational Readiness Assessment Report.** The Operational Readiness Assessment Report provides the assessment results related to Customer solution operations. This may include day 2 activities, staffing and education, incident management, configuration management, availability management, service continuity management, change management, problem management, capacity management, service level management, and service desk. Cisco may utilize data collection tools while performing this assessment.

• **Security Assessment Report.** The Security Assessment Report provides the assessment results of the customer’s security implementation based upon Cisco best practices. Cisco may provide proactive analysis of security advisories related to the Video Collaboration solution. Cisco may utilize data collection tools while performing this assessment.

2.3 Design Services (BV-PB-DESIGN)

2.3.1 **Service Summary:**

The Design Services will provide a high-level architectural design and/or a implementation-ready detailed solution design.

2.3.2 **Cisco Responsibilities may include the following:**

- Work with Customer to review, validate, and revise any existing architectural or logical network and application designs.
- Work with Customer to document design(s) and/or configurations.

2.3.3 **Customer Responsibilities may include the following:**

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.3.4 **Deliverable(s) may include the following:**

- **High Level Design Report.** The High Level Design Document provides a logical network and application design of the proposed Cisco Solution addressing documented business and technical requirements.
- **Low Level Design Report.** The Low Level Design Document provides technical configurations and/or architectural designs that may include network requirements, QoS configurations, Cisco Unified Communications Manager or other Dial Plan configurations, cluster sizing, device configurations, TMS or TMSPE configurations, VCS-C/E configurations, Cisco Unified Border Element or edge architecture configuration, call signaling, codecs, WAN configurations and/or future growth requirements.

3.0 **Video Collaboration Implement Services (VC-IMPLEMENT)**

3.1 **Validate Services**

3.1.1 **Service Summary**

The Validate Services will provide lab and testing resources such as proof of concept or solution pilots.
3.1.2 Cisco Responsibilities may include the following:
   • Work with Customer to perform proof of concept or pilot related tasks which may include setting up hardware or software in a lab, providing or obtaining access to software licenses, documenting success metrics, performing test cases, and troubleshooting issues related to the proof of concept or pilot.
   • Work with Customer to document validation activities and support plan(s).

3.1.3 Customer Responsibilities may include the following:
   • Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
   • Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

3.1.4 Deliverable(s) may include the following:
   • Validation Plan. The Validation Plan provides tasks, timelines, owners related to the proof of concept or pilot to be performed. This plan may include test cases and expected results, POC and/or pilot success metrics, and validation support plan.
   • Validation Support. Validation Support provides remote support of validation related activities and tasks.

3.2 Migrate Services

3.2.1 Service Summary
   The Migrate Services will provide a priorities-based, phased approach to solution migration.

3.2.2 Cisco Responsibilities may include the following:
   • Work with Customer to document activities, tasks, timelines, and owners related to solution migration.
   • Provide support during and post solution migration, as applicable.

3.2.3 Customer Responsibilities may include the following:
   • Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
   • Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

3.2.4 Deliverable(s) may include the following:
   • Migration Plan. The Migration Plan provides the tasks, timelines, and owners related to solution implementation.
   • Migration Support. Migration Support provides remote support of migration plan execution.
   • Post-Migration Support. Post-Migration Support provides remote support for a designated period of time after the successful implementation of the Cisco Solution.
3.3 Implement Services

3.3.1 Service Summary

The Implement Services provide expert assistance for implementation plans, acceptance testing, solution implementation support and/or post-implementation support.

3.3.2 Cisco Responsibilities may include the following:

- Work with Customer to document activities, tasks, timelines, and owners related to solution implementation.
- Work with Customer to document test plans and expected results to validate solution implementation.
- Provide support during and post solution implementation, as applicable.
- Work with Customer to deliver any knowledge transfer workshop(s) related to the project.

3.3.3 Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.
- Attend any knowledge transfer workshop(s) on topics related to the project.

3.3.4 Deliverable(s) may include the following:

- **Implementation Plan.** The Implementation Plan provides the tasks, timelines, and owners related to solution implementation.
- **Acceptance Test Plan.** The Acceptance Test Plan provides test cases, expected results, and is updated to include actual acceptance testing results and remediation plan.
- **Solution Implementation Support.** Solution Implementation Support provides remote support of implementation plan execution.
- **Acceptance Testing Support.** Acceptance Testing Support provides remote support of acceptance testing.
- **Knowledge Transfer.** Knowledge Transfer provides training related to project deliverables, solution administration, project hand-off and/or basic troubleshooting.
- **Post Implementation Support.** Post-Implementation Support provides remote support for a designated period of time after the successful implementation of the Cisco Solution.

4.0 Project Assumptions and Exclusions

- Services and service pricing are based upon the following assumptions and exclusions (“Assumptions”).
- Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.
- Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: www.cisco.com/go/servicedescriptions which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.
• All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.