



Service Description: Advanced Services – Fixed Price

Cisco Container Platform Advise and Implement QuickStart Service (SKU – ASF-DCV2-CCP-QS)

This document describes the Cisco Container Platform Advise and Implement QuickStart Service Offering.

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 Container Platform Advise and Implement QuickStart Service Offering

Service Summary

The Cisco Container Platform Advise and Implement Quick Start Service Offering covers the project management, installation, knowledge transfer and post implementation support of the Cisco Container Platform (CCP).

Deliverables

Prerequisite Checklist
Runbook
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;
- Provide the Prerequisite Checklist to the customer for review.
- 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.
- Schedule the necessary facilities for On Site implementation (such as conference rooms, projectors and conference bridges).
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

Cisco Container Platform Implementation

Cisco Responsibilities

- Installation and Configuration of Hyperflex Data Platform for one (1) cluster up to three (3) nodes.
- Setup of UCSM, ESXi, vCenter, Network and Storage Drivers.
- Installation and Configuration of Cisco Container Platform (CCP) on Hyperflex for one (1) cluster up to four (4) VM's
- Setup of Control Plane Kubernetes cluster, User setup and RBAC.
- Setup of Kubernetes Tenants for up to two (2) clusters up to four (4) VM's which includes:
 - One (1) Master
 - Three (3) Worker Nodes
- Configuration of Contiv Networking and Definition of Policies.
- Deploy up to two (2) sample applications on the Tenant Kubernetes clusters.
- Apply Contiv Policies for Application Access.
- Showcase Application monitoring and logging.

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 onsite 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,
- 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 Cisco Container Platform Implementation and key features of the solution.
- Provide customer with Knowledge Transfer slide deck materials.

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 with 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 or 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.
- If the Post Implementation support requires changes to infrastructure/applications outside the scope of this engagement, assign resources and execute necessary remediation plans.

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.

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.

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