

SERVICE DESCRIPTION: CONTINUOUS AUTOMATION AND INTEGRATION TESTING

<p>Services Summary</p> <p>Continuous Automation & Integration Testing provides automation test consulting and an automation validation framework configured at the customer’s lab on a Customer’s provided computing platform. The service may include one or more the optional services: test plan development (if applicable), automated test cases, test execution and test report (if applicable), testing support or integrate with a Customer Continuous Integration and Continuous Delivery (CI/CD) environment.</p> <p>This Service is intended to supplement a current support agreement for Cisco Products and is only available if all Products in Customer’s Network are supported by a minimum of core services such as Core Networking, Data Center, Mobility, Security, or Video. This service excludes Collaboration. If available, 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.</p>	<p>Deliverables</p> <ul style="list-style-type: none"> • Test Plan (If applicable) • Automated Test Cases • Test Report (If applicable) <p>Location of Services</p> <p>Remote except for On Site for the installation and configuration of the test automation validation environment.</p>
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GENERAL SUPPORT PROVIDED FOR SELECTED SERVICES

Cisco will provide the Services described below, where available, during Standard Business Hours (unless stated otherwise). Cisco will provide the following Services as purchased by Customer:

PROJECT MANAGMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> ▪ Provide a project plan which is a baseline document from which the Cisco project manager can manage deliverables, changes management issues, and the overall project schedule. ▪ Work with Customer to identify and document dependencies, risks, and issues associated with completion of services. ▪ Provide Customer with identity of Cisco personnel requiring access to Customer premises, where applicable. ▪ Review the Project plan with the Customer. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> ▪ Ensure Cisco is provided with all information, data, and documentation as reasonably required to provide the services within five (5) business days of Cisco’s request. ▪ Provide Cisco with necessary physical and remote access and clearance to Customer site(s). ▪ Coordinate with any external third party, in relation to services being provided. ▪ Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer. ▪ Review and approve the Project Plan.
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AUTOMATION TEST PLAN DEVELOPMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> • Review Customer’s automation test requirements and objectives. • Review the Customer provided Test Plan. If Cisco is developing the Test Plan, review the Test Plan with the Customer. • Develop remotely the Automation Test Cases based on the Customer provided Test Plan. • Review the automated test cases with the Customer. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> • Identify to Cisco the test cases and automation requirements. • Provide remote out-of-band access to the Customer’s validation lab for test automation development. • Provide the Test Plan to Cisco for review. Customer may contract Cisco to develop the Test Plan. • Review the automated test cases provided by Cisco.
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IMPLEMENTATION

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> Review with the Customer compute platform requirements. Install and configure the automation validation framework on the Customer-provided compute platform in the Customer's validation lab. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> Install the required compute platform as defined by Cisco to run the test automation environment provided by Cisco.
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TEST EXECUTION (IF APPLICABLE)

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> Deliver the Test Report, if Cisco is executing the testing. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> Execute automation testing based on the Automated Test Plan. Customer may contract Cisco to execute the Test Plan.
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TEST SUPPORT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> Provide access to the Cisco Automation Test Library allowing customer execution automation testing during the length of the service contract. Schedule and conduct remote quarterly review session with the customer. Provide updates and maintenance to the Cisco automation environment. Depending on the service level purchased, conduct a remote forty (40) hour knowledge transfer session. Depending on the service level purchased, Cisco will integrate the Automated Test Library to Customer's CI/CD model. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> Provide Cisco the Customer personnel that will have access privileges to the Cisco Automation Test Library. Designate personnel to participate in the remote quarterly reviews. Depending on service level purchased, designate personnel to attend the remote forty (40) hour knowledge transfer. Depending on the service level purchased, provide Cisco engineers detail information and resources to develop the Cisco Automated Test Library integration with the Customer's CI/CD model.
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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.

GENERAL

Incorporation by Reference: The [Glossary of Terms](#), [List of Services Not Covered](#) and [Severity and Escalation Guidelines](#) 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/.