



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services Assessment for Cloud Consumption for Medium Enterprises (ASF-CPSA-CACCM)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services (CPS) Assessment for Cloud Consumption for Medium Enterprises available under the Collaborative Professional Services Program (“Program”).

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicesdescriptions/: (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.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

Cisco CPS Assessment for Cloud Consumption for Medium Enterprises

Service Summary

Cisco will provide the Cisco CPS Assessment for Cloud Consumption for Medium Enterprises to Authorized Channel during Standard Business Hours. Cisco will work with the Authorized Channel to develop a Cloud Consumption Assessment Report. The Cisco Assessment for Cloud Consumption Report will include findings, analysis and recommendations, identifying and capturing Cloud Service Providers consumption characteristics relevant to the End User’s existing network environment. The report will also include risk analysis and financial analysis of authorized and unauthorized cloud consumption along with recommendations for on-going management of public cloud services. Cisco will collect data from the End User’s network routers for: discovery of the cloud services used by the organization; grouping of Cloud Service Providers into industry standard classifications; ranking of authorized and unauthorized Cloud Service Providers by consumption; associating data security and risk considerations (“Services”).

Services are limited to a maximum of three (3) instances of data collection software and enterprise size of up to fifteen thousand (15,000) employees.

Deliverables

Cloud Consumption Assessment Report

Location of Services

Services are delivered remotely to Authorized Channel.

Cloud Consumption Project Planning Meeting

Cisco Responsibilities

- Conduct a meeting with Authorized Channel for up to two (2) hours to explain the system requirements of the hardware for the Data Collection Tool, the required information about the network topology, the required routers for data collection, the required configuration to send NetFlow (Network Protocol) data to the Data Collection Tool, and how to complete the Cisco-provided cloud usage questionnaire.
- Review with Authorized Channel assessment pre-requisite questionnaires prior to data collection.
- Work with Authorized Channel to identify the specific routers and/or switches that will be used to forward the data from routers/switches to Data Collection Tool.
- Work with Authorized Channel to draft the project plan, including scheduling and agenda for the assessment.

Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including network architects and personnel and ensure that key networking personnel are available to participate in telephone interview session(s) as required to enable Cisco to understand End User’s business and technical requirements for the network.
- Provide all information as requested by Cisco to be documented in the pre-requisite questionnaire to include End User network information five (5) Business Days following receipt of the pre-requisite questionnaire from Cisco including:
 - network topology questionnaire;

- cloud usage questionnaire;
- financial analysis questionnaire.
- Review with Cisco the inventory of known cloud services.
- Review with Cisco the network topology and determine the appropriate router (router must support NetFlow) for data collection.
- Provide the data for the financial analysis.
- Confirm with Cisco the schedule to collect the data.

Cloud Consumption Data Collection

Cisco Responsibilities

- Provide support limited to technical advice and guidance for up to eight (8) hours to assist Authorized Channel with installation of Data Collection Tool on End User provided server, including remote support via phone or WebEx of screen shots of step-by-step installation process and router configuration to enable NetFlow; the Data Collection Tool will gather and validate cloud services consumption data.
- Create an account on the Cisco Cloud Consumption web portal for Authorized Channel to review data collection.
- Review end-to-end configuration testing to confirm that NetFlow data is being transferred from End User routers/switches to Cisco Data Collection Tool.

Authorized Channel Responsibilities

- Review with Cisco the discovery methodology and associated data collection activities.
- Support End User with Installation of the server and the Data Collection Tool for up to three (3) instances.
- Support End User with set up of the required hardware or virtual machine for the data collection Tool.
- Support End User to set up virtual private network (VPN) or equivalent that will allow Cisco engineer to remotely access the data collector server.
- Support End User to configure the router(s) to send NetFlow (v.5/or v.9) data to the Data Collection Tool.
- Conduct end-to-end configuration testing to confirm that NetFlow data is being transferred from End User routers/switches to Cisco Data Collection Tool.
- Work with Cisco to verify that the data collection is operational from end-to-end.
- Respond to Cisco requests for system or router changes within one (1) week of the project planning meeting.
- Run the Data Collection Tool on End User's network to collect data for up to four (4) weeks.

Cloud Consumption Data Analysis

Cisco Responsibilities

- Conduct grouping of collected data into industry standard categories.
- Tag the data, identifying authorized Cloud Service Providers aggregate and summarize the data of cloud Service Providers with duplicate functionality.
- Measure traffic and unique source Internet Protocol (IP) addresses for all authorized cloud services.
- Measure traffic and unique source IPs for unauthorized cloud services.
- Work with Authorized Channel to identify unknown cloud services.

Authorized Channel Responsibilities

- Review and validate unauthorized Cloud Service Providers with End User
- Work with End User to verify unknown cloud services.
- Review with Cisco unknown and unauthorized cloud services.

Findings and Recommendations

Cisco Responsibilities

- Integrate all project documents, findings, risk implications and recommendations in the Cloud Consumption Assessment Report:
 - risk analysis, including mitigation of potential risk exposure
 - analysis of cloud consumption, usage and trends;
 - identification of over-utilized and under-utilized services;
 - financial analysis;
 - recommendation for on-going management of cloud service providers.
- Review the Cloud Consumption Assessment Report with Authorized Channel for comments and approval before it is formally completed and released.
- Provide support up to two (2) hours to answer additional inquiries from final read-out to End User.

Authorized Channel Responsibilities

- Review the Cloud Consumption Assessment Report with Cisco for comments and approval.
- Review the Cloud Consumption Assessment Report with End User's stakeholders during final presentation.

Project Completion

Cisco Responsibilities

- Delete “End User” account that was temporarily created on cloud consumption web portal for the project.

Authorized Channel Responsibilities

- Work with End User to remove Data Collection Tool from server.
- Support End User to reconfigure routers to pre-project status.
- Support End User to reclaim server or virtual machine (VM) used for Data Collection Tool.

General Authorized Channel Responsibilities

- Designate a single point of contact to act as the primary technical interface with the designated Cisco engineer.
- Provide documented End User requirements (business and technical) and high-level network topology specifications.
- Provide documented information on End User's existing infrastructure design including known cloud service providers, security policies and operational processes.
- Unless otherwise agreed to by the parties, Authorized Channel shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Authorized Channel will ensure that End User will provide the required access to the network and required port connectivity for appliances and tools; and, End User will provide the required IP addresses to connect the devices and the necessary DNS/NIS, Windows domain/Active directory configuration details.
- Authorized Channel acknowledges that completion of Services is dependent upon Cisco's use of Data Collection Tool.
- Authorized Channel acknowledges that End User will provide a Linux server or virtual machine to run Data Collection Tool for discovery of cloud services with following HW/SW requirements:
 - CPU: 4-core Intel Xeon 3 GHz or better
 - RAM: 8GB
 - Disk: 2TB (dependent on network traffic)
 - OS: CentOS 6.4 or higher version
 - Required access to cloud server: Port 8080
- Authorized Channel acknowledges that End User shall ensure that such Data Collection Tool or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those End User employee(s) or contractor(s) who have a need to access the Data Collection Tool and/or a need to know the contents of the output of Data Collection Tool.
- Return immediately Data Collection Tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of Services; or (ii) Cisco's request to Authorized Channel that the Data Collection Tool(s) be returned to Cisco.

- Authorized Channel will ensure that End User will provide Cisco with a permission to utilize any Cisco or third-party software on the Network for the use of Data Collection Tool, network inventory and performance data gathering.
- Authorized Channel acknowledges that End User is responsible to implement system change requests (firewall, ACL configuration, user-id creation, etc.) to facilitate data gathering within one (1) business day of the initial request.
- Authorized Channel will ensure that End User agrees to make appropriate computers available and agrees to allow Cisco to install Data Collection Tool software as needed.
- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the End User's current environment. Cisco Services are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel'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 Authorized Channel'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.
- Services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco.
- Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

License of Deliverables

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Limitation

AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

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 Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.