



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services Data Center Deployment Service for Cisco UCS Director (ASF-CPSA-DCDEP)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Data Center Deployment Service for Cisco UCS Director 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/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.

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 Collaborative Professional Services Data Center Deployment Services for Cisco UCS Director

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Data Center (“DC”) Deployment Service for Cisco UCS Director provides remote project management, design and test plan review, software installation, configuration and provisioning, and knowledge transfer to Authorized Channel for the deployment of UCS Director software in the End User’s Data Center infrastructure (“Services”).

Deliverables

Project Management Plan
Pre-requisites Checklist
High Level Design Document
Test Plan Document
As-Built Document

Location of Services

Services are delivered remotely to Authorized Channel.

Project Management

Cisco Responsibilities

- Provide a Project Management Plan (“PMP”). PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Deliver a weekly project status report to the Authorized Channel.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Authorized Channel Responsibilities

- The Authorized Channel PM will ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires for providing Services. This information includes, but is not limited to: (i) information relating to End User’s network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Provide an authorized End User signature for delivery of Cisco Products at End User location.

End User Environment Review

Cisco Responsibilities

- Conduct a remote project kick off meeting of up to four (4) hours to provide advice and guidance on the scope of the project and to review for understanding of the end user’s pre-production environment.
- Provide Authorized Channel with pre-requisites checklist prior to or during the project kick off meeting, for completion by the End User prior to the End User pre-production environment review session.
- Provide remote End User pre-production environment review session to provide advice and guidance to end user

related specifically to the End User's data center, systems management and provisioning environment, and associated End User pre-production environment documentation.

- During the End User pre-production environment review session, perform a review of the pre-requisites checklist as completed by the Authorized Channel, identifying any errors or gaps in the information provided and updating the pre-requisite checklist with any corrective actions required to be taken by the End User prior to installation.
- Provide the Pre-requisites Checklist to Authorized Channel for review and approval.

Authorized Channel Responsibilities

- Provide to Cisco the requested documentation prior to or during the project kick off meeting which may include:
 - business and IT strategy and vision;
 - data center architecture – and in particular the data center infrastructure to be managed by Cisco UCS Director;
 - cloud strategy documents – including planned cloud use cases;
 - systems management design documentation.
- Provide the completed Pre-requisites Checklist to Cisco, and complete any pre-requisite activities such as installation of VMware vCenter product, and provide to Cisco one (1) Business Day prior to the End User pre-production environment review session.
- Authorized Channel shall ensure that one of the selected compute infrastructure
 - Cisco UCS
 - NetApp FlexPod
 - VCE Vblock
 upon which the software installation shall later be performed, is fully installed and configured, in accordance with the requirements defined in the Pre-requisites Checklist.
- Provide remote access to relevant server and data center equipment to enable Cisco to deliver services remotely.
- For Active Directory-based Windows Authentication integration, ensure End User's LDAP system is available and is correctly configured by the End User (For this particular integration, use of Windows Server 2008 Active Directory is assumed).
- Perform any required corrective actions as requested by Cisco, including accordingly updating the Pre-requisites Checklist, prior to Cisco providing the Installation services.

High Level Design Review

Cisco Responsibilities

- Provide a High Level Design template (HLD) to the Authorized Channel at project kick off.
- Provide a one (1) remote HLD review session of up to two (2) hours to provide advice and guidance related to the proposed installation design of the Cisco UCS Director product into the End User's pre-production environment.

- Provide updated HLD Document after review session.

Authorized Channel Responsibilities

- Provide IP addressing, subnet masks, network physical schematics, required security policies and any other necessary data to Cisco prior to or during the project kick-off meeting. IP addressing will be IPv4 only; no IPv6 configuration is provided.
- Ensure Authorized Channel or End User design engineers for data center and systems management / automation / provisioning owners and staff are available to participate in the HLD review session to review the test plan.

Test Plan Review

Cisco Responsibilities

- Provide a Test Plan template (a pre-defined Test Plan) to the Authorized Channel at project kick off.
- Provide one (1) remote Test Plan review session of up to two (2) hours to provide advice and guidance related to the testing approach as documented in the Test Plan.
- Provide updated Test Plan Document after the review session.

Authorized Channel Responsibilities

- Ensure Authorized Channel or End User design engineers for data center and systems management / automation / provisioning owners and staff are available to participate in the Test Plan review session to review the test plan.

Software Installation

Cisco Responsibilities

- Review the End User's pre-production environment in accordance with the reviewed Pre-requisites Checklist document prior to installation of the software, including availability of appropriate End User-provided software licenses and any required third party software.
- Perform remote installation of the Cisco UCS Director Software into the End User's pre-production environment, in accordance with the HLD. Installation shall commence on the next Business Day following completion by Cisco of the Test Plan review session.

Authorized Channel Responsibilities

- Ensure that End User's pre-production environment, including the target compute infrastructure, is prepared in accordance with Pre-Requisites Checklist Document prior to installation of the software, including availability of appropriate software licenses and any required third party software.
- Authorized Channel is responsible for providing and ensuring availability of valid licenses for the software

installation – specifically Cisco UCS Director itself as well as any Cisco UCS Director required third party software as defined in the Pre-Requisites Checklist.

- Provide remote access (Internet and phone) to both the management server as well as all relevant data center equipment in this pre-production installation to ensure that the services can be delivered remotely.
- Provide relevant passwords and authentication credentials to Cisco staff in order for Cisco to provide the Services.
- Authorized Channel is responsible for coordinating and managing internal resources across End User network and application groups to support the installation of Cisco UCS Director in the pre-production environment.
- Provide at least one (1) suitably skilled and trained resource to support and participate in installation related activities during the pre-production environment installation.
- Ensure End User is responsible for making any necessary changes to the End User equipment and environment as required by the software installation.

Configuration and Provisioning

Cisco Responsibilities

- Perform remote configuration of the Cisco UCS Director installation according to the information contained in the Reviewed Pre-requisites Checklist and the HLD, which will commence following completion of the Cisco UCS Director installation.
- Configure the physical environment:
 - Install, configure, and validate UCS Director Network Services Appliance (CNSA)
 - Configure physical infrastructure for discovery, configuration, monitoring, and management for:
 - Up to one (1) of the following server/compute platform.
 - Cisco UCS
 - NetApp FlexPod
 - VCE Vblock
- Once Authorized Channel selects the infrastructure, the infrastructure cannot be changed or swapped by Authorized Channel at any time during the Duration of Services
 - Up to one (1) networking platform: Cisco Nexus
 - Up to one (1) storage platform: NetApp or EMC. Once Authorized Channel selects the storage platform, the storage platform cannot be changed or swapped by Authorized Channel at any time during the Duration of Services.
- Configure physical infrastructure for provisioning:
 - Configure up to one (1) bare metal server for hypervisor provisioning.
 - Configure up to three (3) network VLANs.
 - Configure up to three (3) storage volumes.

Configure the virtual environment

- Configure VMware virtual infrastructure for discovery, configuration, provisioning, monitoring and basic operations;

- Configure virtual constructs for:
 - Creation of up to three (3) virtual Data Center (vDC) tenants;
 - Creation of up to two (2) show back models.
- Configure self-service portal for:
 - Configure up to three (3) service catalog entries;
 - Configure self-service portal for up to two (2) groups or tenants;
 - Configure up to three (3) self-service orchestration flows.
- Demonstrate execution of up to three (3) built-in reports

Authorized Channel Responsibilities

- Provide relevant passwords and authentication credentials to Cisco for provision of Services
- Authorized Channel is responsible for coordinating and managing internal resources across End User network and application groups to support the installation of Cisco UCS Director into the pre-production environment.
- Provide at least one (1) suitably skilled and trained resource to assist Cisco during the software configuration
- Provide Cisco with a read-only account for the Active Directory/LDAP-based directory system. Access must be provided for all user names that should be synchronized with the Cisco UCS Director product. The Authorized Channel will ensure that LDAP is populated with clean, correct, and well-maintained data for all valid solution users, containing the following fields: First Name, Last Name, Email Address, Business Unit/Department, username; and will ensure that the field used for the login name (the username) must be unique, and likewise for any additional fields required.
- Ensure that the Active Directory/LDAP base domain name is appropriately set to enable Cisco UCS Director to synchronize the Active Directory users.
- Provide suitable Active Directory/LDAP connectivity to enable both integration and on-going synchronization between Cisco UCS Director and End User's Active Directory/LDAP system.
- Make any necessary corrections to the End User equipment and environment as required for the software configuration.

Testing Support (for Pre-Production Environment)

Cisco Responsibilities

- Provide up to a maximum of eight (8) hours of remote support services spread over three (3) consecutive Business Days. The testing support will commence on the next Business Day following completion by Cisco of the software configuration.
- The testing support will be provided by Cisco as remote consultative support, to resolve testing issues and provide troubleshooting assistance, which shall be limited to supporting test activities defined in the Cisco-supplied Test Plan, in the End User's pre-production environment.

- The testing support will only apply to standard product features as set out in the Test Plan.

Authorized Channel Responsibilities

- Authorized Channel understands and agrees that it is responsible for the selected server installation and any server issues that arise during Cisco UCS Director testing.
- Authorized Channel must provide the following to Cisco for the provision of support services:
 - access to the server and related third party software;
 - relevant user accounts, passwords and authentication credentials;
 - access to user account Active Directory data as required by the Cisco UCS Director application.

Knowledge Transfer

Cisco Responsibilities

- Provide information to Authorized Channel regarding any course and/or skillset pre-requisites for Authorized Channel personnel nominated to attend the knowledge transfer sessions. Cisco will determine an appropriate format and delivery method for the knowledge transfer sessions.
- Provide a single two (2) hour remote web-based knowledge transfer session for up to six (6) participants.
- Write the As-Built Document, which documents details of the software installation, based upon the HLD.
- Provide the As-Built Document to Authorized Channel.

Authorized Channel Responsibilities

- Work with Cisco to schedule the knowledge transfer sessions.
- Designate up to six (6) participants to attend the knowledge transfer sessions.
- Provide further information about End User's requirements to enable Cisco to deliver a knowledge transfer session specific to the End User's environment.

General Authorized Channel Responsibilities

- 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.

License of Deliverables

Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

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 COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S

NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

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.