



Service Description: Curriculum Planning Review

This document describes Cisco's Curriculum Planning Review Service.

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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Cisco shall provide the Curriculum Planning Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Responsibilities

Cisco shall provide the following Curriculum Planning Review during Standard Business Hours, unless stated otherwise:

Curriculum Planning Review

- Coordinate, perform and deliver a training needs assessment through a data gathering and reconciliation process for up to two job roles and one technology. During such assessment, Cisco may:
 - Assign a designated curriculum planner ("Planner") to project manage the completion of Services.
 - Engage additional Cisco resources as necessary to complete Services specified herein.

- Identify, coordinate, and interview selected Customer network staff.
- Work with the Customer coordinator to schedule and execute information gathering sessions.
- Participate in regularly scheduled meetings with Customer coordinator to discuss project scope, schedule and status of the project.
- Conduct a presentation with Customer that reviews a draft of recommendations, findings and gaps.
- Create and provide to Customer with a curriculum training plan ("Curriculum Training Plan").

Curriculum Assessment and Planning Report.

- Provide Customer with a curriculum roadmap for each functional group interviewed that contains recommended courseware that may help close any identified gaps between Customer need and skill set.

Assessment Analysis Readout.

- Provide a presentation summarizing the results arising out of the assessment. The presentation may include, but is not limited to, the following: Cisco's findings, identified gaps, and gap recommendations arising out of the assessment.

Post-Assessment Consultation. There is no post-assessment consultation provided by Cisco.

Assumptions.

- **Network Devices:** With regard to non-Cisco equipment, Planner will not represent the operational characteristics or box internals of network equipment not manufactured or sold by Cisco. The assessment is limited to Cisco manufactured equipment.
- **Network Topology:** Any assessment performed by Cisco will be based on information provided by Customer in a high level Network topology map.

Customer Responsibilities

- Designate a single point of contact to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the Services and shall be available during Standard Business Hours.

- Designate a back up when the Customer contact is not available who has the authority to act on all aspects of the Services in the absence of the primary contact.
- Act as single point of contact for any questions or inquiries that the Planner may have.
- Unless otherwise agreed to by parties, provide information and documentation required by Cisco within five (5) business days of Cisco's request.
- Ensure key Customer staff is available for scheduled information gathering sessions such as interviews.
- Initiate the project by conducting kickoff meetings, define project scope, project schedule and work breakdown structure.
- Provide all necessary technical documentation including, but not limited to network designs and implementation plans and job descriptions for the target audiences being assessed.

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