



## Service Description: Advanced Services – Fixed Price Cisco Data Center Assessment for Cloud Consumption for Medium Enterprises (ASF-DCV2-CLOUD-M)

This document describes Advanced Services Fixed Price: Cisco Data Center Assessment for Cloud Consumption for Medium Enterprises.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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 Data Center Assessment for Cloud Consumption for Medium Enterprises

#### Service Summary

Cisco will provide the Cisco Data Center Assessment for Cloud Consumption for Medium Enterprises to Customer during Standard Business Hours. Cisco will work with the Customer 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 Customer's existing network environment. The report will also include risk analysis of authorized and unauthorized Cloud consumption along with recommendations for on-going management of public cloud services. Cisco will collect data from the Customer'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 (15) thousand employees.

#### Methodology

Services will utilize the following:

- Network topology questionnaire
- Cloud usage questionnaire
- Cloud maturity questionnaire
- Installation and configuration of data collector software (Data Collection Tool) and associated routers

#### Deliverables

Cloud Consumption Assessment Report  
Cloud Management Best Practices Workshop

#### Location of Services

All meetings and services are provided onsite and remotely.

## **Cloud Consumption Project Planning Meeting**

### **Cisco Responsibilities**

- Work with Customer to establish scheduling and agenda.
- Work with Customer to identify the single point of contact and confirm list of all Customer stakeholders, including data center and cloud subject matter experts (SMEs) participating in the meeting.
- Conduct an onsite meeting 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 Customer the discovery methodology and associated data collection activities and request Customer to make the necessary server configuration available to enable data collection.
- Work with Customer 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 Customer to draft the project plan, including scheduling and agenda for the assessment.

### **Customer Responsibilities**

- Review with Cisco the scheduling and agenda, including for the onsite project planning meeting.
- Assign a single point of contact for the assessment project.
- Provide a list of all Customer stakeholders participating in the project planning meeting: project sponsor, director of applications or equivalent, director of networks or equivalent, Linux system administrator, and network administrator.
- Conduct inventory of known cloud services and complete the cloud usage 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.

## **Cloud Consumption Data Collection**

### **Cisco Responsibilities**

- Provide support limited to technical advice and guidance to assist Customer with installation of the Data Collection Tool on the Customer-provided server; the Data Collection Tool will gather and validate cloud services consumption data.

- Create an account on the Cisco Cloud Consumption web portal for Customer to review data collection.
- Conduct end-to-end configuration testing to confirm that NetFlow data is being transferred from customer routers/switches to Cisco Data Collection Tool.

### **Customer Responsibilities**

- Review with Cisco the discovery methodology and associated data collection activities.
- Install the server and the Data Collection Tool for up to three (3) instances.
- Set up the required hardware or virtual machine for the Data Collection Tool.
- Set up VPN or equivalent that will allow Cisco engineer to remotely access the data collector server.
- Configure the router(s) to send NetFlow (v.5/or v.9) data to the 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.

## **Cloud Consumption Data Analysis**

### **Cisco Responsibilities**

- Run the Data Collection Tool on Customer network to collect data for up to four (4) weeks.
- 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 Customer to identify unknown cloud services.

### **Customer Responsibilities**

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

## **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;
  - recommendation for on-going management of cloud service providers;
  - cloud maturity assessment.
- Review the Cloud Consumption Assessment Report with Customer stakeholders during final presentation at the onsite meeting.

#### **Customer Responsibilities**

- Work with Cisco to schedule and confirm list of all attendees and stakeholders during final presentation at the onsite meeting.
- Review with Cisco the Cloud Consumption Assessment Report.

#### **Project Completion**

#### **Cisco Responsibilities**

- Work with Customer to remove Data Collection Tool from server.
- Delete Customer account on cloud consumption web portal.

#### **Customer Responsibilities**

- Reconfigure routers to pre-project status.
- Reclaim server or VM used for Data Collection Tool.

#### **General Customer Responsibilities**

- Designate a single point of contact to act as the primary technical interface with the designated Cisco engineer.
- Provide documented Customer requirements (business and technical) and high-level network topology specifications.
- Provide documented information on Customer's existing infrastructure design including known cloud service providers, security policies and operational processes.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Customer will create and manage an internal email alias for communication with the Cisco team.

- Customer will provide the required access to the network and required port connectivity for appliances and tools; and, Customer will provide the required IP addresses to connect the devices and the necessary DNS/NIS, Windows domain/Active directory configuration details.
- Customer acknowledges that completion of Services is dependent upon Cisco's use of Data Collection Tool.
- Customer 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
- Customer 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 Customer 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.
- 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.
- Customer 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.
- Customer 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 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.
- 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.