



Service Description: Infrastructure Integration Applications (IIA) Services

This document describes Cisco's IIA Services.

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.

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This IIA Services is intended to supplement a current support agreement for Infrastructure Integration Applications product only. Where available, Cisco shall provide the IIA Services 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 and duration that Cisco shall provide such Services. 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.

Service Summary

IIA Services provides Customer with guidance on architectural design and deployment of Cisco's IIA software. Cisco will also review Customer's current infrastructure integration and evaluate future state requirements of business needs, recommend improvements targeting infrastructure integration outcomes.

As part of these services, Cisco shall assist the Customer in the following high-level activities:

- Discover and review of Customer requirements & use cases
- Customer Architectural assessment & design for IIA installation
- IIA installation, configuration and validation
- Evaluate Customer's infrastructure integration requirements & recommend improvements targeting infrastructure integration outcomes

IIA Services

IIA Services consists of the Services described below, which Cisco shall provide to the Customer during Standard Business Hours (unless stated otherwise). Cisco shall provide the following Project Management related General Support provisions for all Services selected by Customer under the Services.

General Project Management

Cisco Responsibilities:

- Provide Customer with a list of designated Cisco personnel roles and responsibilities delivering the services.
- Provide a Project Management Plan ("PMP"). The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a project schedule highlighting deliverables, corresponding milestones, planned project events, resourcing and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least mutually agreed upon number of Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities:

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.

- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide the Services. This information includes, but is not limited to: (i) information relating to Customer'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.
- Identify primary and backup Customer authorized site contacts who shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties such as the in country carrier/telco, in relation to deliverables and schedules.
- Ensure that any request by Cisco for information or documentation needed for the project is provided within mutually agreed upon number of Business Days of the request.

Customer Requirements Discovery and Assessment

Cisco Responsibilities:

- Conduct a discovery workshop with key Customer stakeholders and business architects to understand Customer's business objectives, technical requirements, and B2B and/or B2C requirements.
- During the discovery workshop, review technical and functional capabilities of Customer's existing network infrastructure (including but not limited to details on platforms, servers, applications, and legacy systems).
- Identify application integration requirements.
- Conduct an assessment of Customer-provided high level use-cases.
- Create the High Level Design (HLD) which is an architectural blue print outlining Customer's core requirements and objectives related to design. The HLD also includes the Customer provided use cases.

Customer Responsibilities:

- Ensure key stakeholders participate in the discovery workshop by providing business objectives and technical requirements.
- Provide Cisco with necessary information and documentation related to technical and functional capabilities of Customer's existing network infrastructure.
- Provide Cisco with high level use cases to be included in the assessment.

Architectural Design

Cisco Responsibilities:

- Conduct detailed design discussions with Customer's application owners, application subject matter experts and architects.
- Based on the high level use cases provided by Customer during the discovery workshop, create detailed use cases per the following technical specifications and functional requirements:
 - a) Integration points and type of integrations needed;
 - b) Version and compatibility consideration;
 - c) Mediation (message and/or service);
 - d) Routing (content, context, policy, rule-based, Pub/Sub, queue, automatic LB, automatic failover);
 - e) Messaging (persistence, non-persistence, sequencing, distribution);
 - f) Data transformation (e.g., CSV, JASON, XML);
 - g) Protocol transformation (e.g., HTTP/S, JMS, JDBC,SMTP);
 - h) Web service transformation (e.g., SOAP, REST);
 - i) Error and exception handling;
 - j) Logging and auditing;
 - k) Security (e.g., access control, LDAP, integrity, confidentiality);
 - l) Scalability, redundancy and load-balancing;
 - m) Mail system interaction; and
 - n) Determine number and type of environments to deliver (test, dev, production).
- o) Create mapping documents between applications to be integrated
- Create the Customer Requirements Document (CRD) which outlines the detailed functional requirements for IIA.
- Create the Detailed Design Document (DDD) which outlines the detailed system design and proposed architecture diagrams for IIA deployment.
- Provide consultative guidance to the Customer regarding code development/design based on system design for the detailed use cases. The detailed use cases will serve as a model for any further use cases.
- Provide Customer with best practices and recommendations related to integration patterns for the IIA deployment.

Customer Responsibilities:

- Ensure application owners and architects participate with Cisco in the design discussions.
- Ensure information security and development operations resources are available throughout the project.
- Provide Cisco with necessary information and documentation for identifying existing enterprise integration patterns.
- Collaborate in determining integration patterns for the IIA deployment.

IIA Deployment Services

Cisco Responsibilities:

- Provide consultative guidance to Customer with installation, configuration and validation of IIA into Customer's testing, development, and/or production environments.
- Provide Customer with recommendations related to: a) capacity planning; b) performance tuning; c) monitoring and management; d) governance; e) continuous integration; and f) IIA deployment.
- Review Customer-provided bill(s) of materials ("BOM"), network resources and services, and compute requirements for the deployment.
- Create the Implementation Plan which outlines the procedures to be taken for the deployment.
- Create the System ready for use (SRFU) which documents the test cases to be used to validate system integration.
- Provide consultative guidance to Customer during Customer's performance of use case testing.
- Create the IIA Run Book for development operations.
- Conduct knowledge transfer sessions with Customer teams

Customer Responsibilities:

- Provide Cisco with compute requirements, network resources and services, and BOMs.
- Provide Cisco with the infrastructure set up, testing data (if any) and timely access to relevant functional, technical and business resources, such as appropriate architects and engineers with adequate skills and knowledge, to support the deployment.
- Provide input necessary for Cisco to develop the test criteria and procedures to be used in the SRFU.
- Provide Cisco with availability and full access rights (whether via console or remote as required by Cisco) to the target deployment environment (physical or virtual server).
- Ensure Customer's development operations team is available to provide support during the deployment.
- Ensure Customer's application owners and architects validate the success of the deployment in accordance with the agreed upon SRFU.
- Perform use case testing (including UAT, stress and/or performance testing) per the agreed upon SRFU.
- Identify Customer resources who will participate in the knowledge transfer sessions, and agree with Cisco on the delivery method and topics of the knowledge transfer sessions within mutually agreed upon Business Days from completion of IIA deployment.

Recommend infrastructure integration improvements

Cisco's responsibilities:

- Evaluate infrastructure integration requirements and recommend improvements targeting infrastructure integration outcomes

Customer responsibilities:

- Provide Cisco with necessary information and documentation related to technical and functional capabilities of Customer's existing network infrastructure.
- Provide Cisco with the infrastructure set up, testing data (if any) and timely access to relevant functional, technical and business resources, such as appropriate architects and engineers with adequate skills and knowledge, to support Cisco's activities around requirements evaluation & recommendations.