



## Service Description: Advanced Services – Fixed Price

### Media Network Readiness Assessment (Enterprise Lite) ASF-CORE-UC-MRA

This document describes Advanced Services Fixed Price: Media Network Readiness Assessment (Enterprise Lite).

**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 and (3) Cisco Network Data Collection Tools Supplement. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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#### Media Network Readiness Assessment (Enterprise Lite)

#### Service Summary

The Media Network Readiness Assessment Service will assess the Customer network for ability to support the proposed voice/video traffic and provide recommendations.

The Media Network Readiness Assessment (Enterprise Lite) Service will cover:

- Two (2) Data Centers
- Seven (7) devices per Data Center
- Two (2) Remote Sites
- Five (5) devices per Remote Site
- To be completed in four (4) weeks
- Up to one (1) On Site travel included.

#### Deliverables

- Media (Voice/Video) Network Assessment Report

#### Location of Services

Services are delivered remotely to Customer.

#### Project Management

##### Cisco Responsibilities

- Provide a list of designated Cisco personnel roles and responsibilities that are applicable under this Services.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date such personnel requires access.
- The Project Management Service will include a mutually agreed Project Management Plan ("PMP") provided by Cisco. 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.

##### Customer Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Make available key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) are available to participate during the course of the Services (to provide information, participate in review sessions and to make the site(s) available for Services).
- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documentation on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow,

dial plans, security policies, network management and operational processes, respectively.

- Respond within two (2) Business Days, unless otherwise agreed by the parties, to Cisco's request for documentation or information.
- As necessary for the delivery of the Services by Cisco, coordinate with any Customer third parties, such as the country carrier/Telco activities.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.
- Customer is solely responsible for the determination of Customer's requirements and for Customer's decision to implement design, business or other recommendations provided by Cisco.

### **Assessment**

#### **Cisco Responsibilities**

- Agree with Customer on the sites to be associated with the assessment, as it relates to (2) data centers, (2) campus-like buildings, and (4) remote small branch offices.
- The Network Readiness Assessment will assess up to 10 devices for the Data Center; up to 4 devices for the remote sites.
- Work with Customer to understand its existing environment and to qualify Cisco's understanding of Customer requirements for the Assessment Services.
- Install Cisco-provided hardware and/or software on Customer-provided PCs with support from Customer.
- Data collection tools will only be set up once to collect data for all locations
- Cisco will run the voice simulation for a duration of one (1) business week.
- Collect information from Customer's existing environment using Cisco assessment tools and techniques.
- Assess technical controls and architecture of existing environment.
- Conduct interview sessions (the number and frequency of such interviews to be at Cisco's discretion) with key Customer technical and operational personnel to gather and analyze all required components pertinent to the assessment.
- Use Cisco Data Collection Tools to gather and validate information about the Customer's business video infrastructure including architecture, topologies, usage requirements, design goals, and security policy. The Data Collection Tools include: a) Business Video Collector (installed on Customer provided laptop/PC); b) Video SLA Assessment Agent (USB) (installed on Customer provided laptop/PC).
- Based on the information gathered, evaluate the suitability of the Customer's network for carrying video traffic. The evaluation will consider a) Network capacity and performance; b) Network availability; c) Quality of Service; and d) Multicast protocols.
- Draft the Media Assessment Report and Network Assessment Report which includes: a) Executive summary; b) Summary of the network architecture; c) Summary of the representative network; d) Summary of the gathered

information; e) Assumptions made by Cisco in performing the assessment; and f) Assessment results and recommendations.

- Deliver one (1) technical session on Executive Summary details of the project to the Customer Responsible Technical Team for this project.
- Upon completion of the technical session, provide the Media Assessment Report and Network Assessment Report for review and approval.

#### **Customer Responsibilities**

- Designate a single point of contact to act as the primary technical interface for Cisco personnel and participate in interviews.
- Five (5) Business Days prior to commencement of interviews with Cisco, provide Cisco with requirements and/or documentation related to the following: a) solution standards, design, configuration, operations, and topology; b) technical infrastructure hardware, software, application, and operation; c) solution connectivity; d) security policy and requirements; e) additional applications and technology related information (e.g., data center, network, mobility, video, security; f) service descriptions; g) channel counts; h) service scaling projects; i) networks; j) diagrams; k) network design information; and l) loop length.
- Provide technical resource to work with Cisco engineer to install the Data Collection Tools. The technical resource will also be responsible to resolve any network or firewall related issues that may cause issue to the smooth operation of Data Collection Tools.
- Ensure engineers knowledgeable about the Customer's network design and operation participate in interviews and respond to Cisco's requests for additional information or clarification.
- Provide laptops/PCs that meet Cisco provided requirements at each location in scope of the assessment.
- Provide personnel to support installation of Cisco-provided hardware and/or software on Customer-provided PCs.
- Monitor network performance during testing and report anomalies.
- Review and approve the Assessment Report.

#### **Not Included In Scope**

- Remediation of issues uncovered during the assessment.
- If more devices or sites are to be added to the Assessment other than what is mentioned in this Service Description, a separate Statement of Work will need to be created for those additional devices or sites

#### **General Customer Responsibilities**

- 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. The 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.
- Provide necessary resources and assistance as requested by Cisco to allow the Services to take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services, including providing information and participating in scheduled information gathering sessions, interviews, meetings and conference calls.
- It is acknowledged that the Services comprise technical advice, assistance and guidance only.
- Customer is responsible to install the Data Collection Tools with the help of Cisco engineer.
- Customer is responsible to deploy the probes (USB probes or Open Virtual Appliance (OVA) template).
- All Hardware, Software and licenses to stand up data collection base server.
- For USB solution, Services require one (1) Customer supplied laptop with a USB drive, and Video SLA Assessment Tool (VSAA) where the Video or TelePresence endpoint will be deployed.
- For OVA solution, Services require one (1) Customer supplied Windows laptop with VSAA OVA where the Video or TelePresence endpoint will be deployed.
- Ensure that any network or security (firewall) ports needed, will be opened in time for traffic simulation. Cisco will provide a list of necessary ports.
- Troubleshoot any network or security (firewall) issues that arise during traffic simulation.
- Troubleshoot any network or security (firewall) issues that arise during traffic simulation.
- Retain overall responsibility for any business process and process change impact
- Customer supplied laptop(s) for the engagement should meet the following specifications: a) Intel Pentium 4 processor or higher; b) CPU Speed: 2 GHz or higher; c) RAM Size: 2 GB minimum; d) Ethernet: 1 Gig; e) Swap Size: None Required; f) USB Flash Drive: Required for USB solution and not required for OVA solution. USB 2.0 drives of size 8 GB to 32 GB. USB flash drives larger than 32 GB

will not work and are not supported. USB 3.0 drives and the USB 3.0 ports on the PC or laptop are not supported; g) Disk Space: Minimum 16 GB for OVA and not required for USB solution; h) Software: a) For USB solution: Fedora 20 Linux Operating System, VSAA Creator Software; b) For OVA solution: VSAA OVA file, Virtual Box Manager or VMware Workstation player; i) Admin privileges are required on host machine.

- Minimum hardware and software requirements for a server-based installation: a) Operating System: For USB solution: Linux Fedora 20 only; b) Operating System: For OVA solution: Linux Centos 7 only; c) Hardware: 2 or more XEON processors with a speed of 3.0 GHz or higher, 4 GB RAM maximum, GigE Ethernet interface built into the motherboard, and SCSI Hard drives - 100GB or larger total capacity.
- The Data Collection Tools installed during the engagement must be up and running until the final data being collected by Cisco engineer and transferred via secure media.
- Services assume Customer supplied laptop(s) are installed and running on the Customer network for a minimum of 24 hours in order to collect the required information for assessment(s).
- Information gathered during the assessment will be uploaded to a cloud-based server to develop the Assessment Report. This cloud-based server is not publicly accessible.
- Services do not include remediation of issues uncovered during the Assessment Services.

## 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.