Service Description: Cisco Optimization Service for Service Orchestration

This document describes Cisco Optimization Service for Service Orchestration.

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) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

This Cisco Optimization Service for Service Orchestration is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer’s Network is supported by the necessary maintenance contracts for Cisco products or third party products. Cisco shall provide the Optimization 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. Availability of Services described herein and service delivery may vary by geographical region.

Cisco Optimization Service for Service Orchestration

- Service Summary
  Cisco Optimization Service for Service Orchestration provides post-implementation optimization, solution support and adoption acceleration by identifying potential gaps as necessary as Customer evolves software, design and solution business requirements. Cisco will review Customer’s current service orchestration and evaluate future state requirements of business and operations needs, recommend a roadmap for improvements targeting service orchestration outcomes and service lifecycle management.

Cisco Responsibilities

Cisco Optimization Service for Service Orchestration consists of the Services described below, which Cisco shall provide for the Customer’s during Standard Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer under the Cisco Optimization Service for Service Orchestration:

- General Support
  - Designate an engineer (“Network Consulting Engineer”) to act as the primary interface with the Cisco project manager appointed for the Customer.
  - Participate in regular meetings with the Customer as required by the project manager either via phone or in-person to review proactive deliverables, activities and to plan for next quarter. In-person visits not to exceed eight (8) days in aggregate. Additional visits will be mutually agreed at Cisco’s then-current travel and labor rates.
  - Designate additional engineer(s) to work with the Cisco project management and the primary NCE (Network Consulting Engineer).
  - Monitor a Customer-specific Cisco email alias to facilitate communication with primary Network Consulting Engineer as well as the engineers on Cisco’s other engineering teams.
  - Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer operations environment.

- Design Collaboration
  The activities and deliverables for the Design Collaboration tasks are the following:
  - Review of Customer’s design requirements, priorities and goals and/or review of Customer’s design document.
  - Analysis of impact of new requirements on existing Service Orchestration.
  - Engaging during design whiteboards and workshops, and providing Service Orchestration knowledge.
  - Providing design assistance in aligning service orchestration design with deployment architecture evolution and service model development.
  - Design interlock sessions with Cisco engineering experts.

- Platform Performance Audit
  Cisco will consult with Customer to understand Customer’s network service orchestration (NSO) focusing on capacity, performance and scalability.
Cisco will perform Incident and Problem Management, consisting of one or more of following service activities:

- Implement the incident and problem management processes.
- Identify and document software bugs.
- Recreate bugs in lab to validate.
- Provide bug advisories/report.
- Help create and implement workaround.
- Assist Cisco business units to understand the impact and drive bug resolution in subsequent releases of software or point patches for customized SW only (general support provided under the standard TAC support).
- Drives product development/enhancement interlock with the Cisco product business units.

### Software Management Strategy Review

Provide a software recommendations report for NSO applications. The following may be included:

- Identification of appropriate Software versions.
- Review of Software Feature Set Upgrade triggers and lifecycle considerations.
- Identify overall software and feature set recommendations & dependencies on any upgrade testing.
- High-level analysis of End of Life or End of Sale, releases and software advisories.
- Provide critical bug analysis (for P1 and P2 bugs) for identified software versions or key software feature categories.
- Forecast licensing requirement.

### Testing and Validation Support

Cisco will consult with Customer via a series of meetings to develop a thorough understanding of Customer's solution-oriented testing goals and requirements. Testing and Validation Support may include, among other information, the following:

- Review of Customer’s testing goals and business objectives.
- Test Plan development assistance or review/refine existing test plan.
- Test Results Analysis – Document the analysis of the results in a Test Report.
- Testing and Validation Support is only available to certain geographic locations and will be specified in the Quote for Services.

### Service Model Development Support

Cisco will work collaboratively with Customer by embracing a DevOps lifecycle of analyzing, developing, enhancing, testing and deploying Customer’s NSO service offerings and models with multiple iterations / instances. The following may be included as requested by the Customer:
• Analyze and develop new service models in a iterative DevOp environment.
• Assist with device configurations as part of new services.
• Advise with YANG modeling, FastMap/Java, NED validation.

• Migration Planning Support
Provide migration-consulting services that support migration from one environment to another (e.g., device service config to service model), Service transformation (manual to automated) and device swap) and may include, among other information, the following:

• Review the requisite list of high level events, phased changes and activities in order to introduce new service orchestration solutions.
• Identify solution dependencies and impact and recommend risk mitigation steps for the migration.
• Review Method Of Procedure (MOPs) documentation for pre and post cut-over connectivity and testing.
• Review Master configuration templates for representative device or site types.
• Review solution test procedures for the ready-for-use (RFU) solution testing.
• Assist with migration change windows – outcome: remote/on call support during the change window (up to 4 hours).

• Integration Support
Provide remote service orchestration support on how to use or integrate with the application(s) in question, which may include:

• Addressing issues concerning the operation of the application programming interface.
• Support on how the product APIs should be used within the context of an overall workflow.
• Report describing the analysis comparing Customer’s current practices and capabilities to Cisco’s recommended best practices, and recommendations to meet Customer’s service orchestration business requirements.

• Knowledge Transfer
Provides a customized knowledge transfer (“How to”) for the service orchestration with emphasis on providing guidance on basic troubleshooting, maintenance, and functionality.

• Program Management

• Onsite Option

• General Responsibilities
Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the service orchestration composition has increased beyond the original pricing quote for Services.

- Create and manage an internal email alias for communication with Network Consulting Engineer.

- Retain overall responsibility for any business process impact and any process change implementations.

- **Design Collaboration**

  In addition to the General Responsibilities, Customer shall provide the following:

  - Provide the design and process documents describing how Customer NSO is built and engineered to meet a specific set of technical requirements and design goals. The level of details must be sufficient to be used as input to review any of the services being delivered to the Customer.

  - Ensure key detailed design stakeholders and decision-makers are available to participate during the course of the service(s).

  - Provide or extract additional information required in the design effort (e.g., current and planned operational framework).

- **Software Management & Support**

  In addition to the General Responsibilities, Customer shall provide:

  - Information on current operating system and application levels of the NSO components in scope of these services.

  - Information on Customer business and technical requirements for new Software releases.

  - Review details of planned changes with Network Consulting Engineer.

  - Information on Customer certification process and lab testing process.

  - Information on Customer change control process.

- **Focused Knowledge Transfer**

  In addition to the General Responsibilities, Customer shall:

  - Provide Details of Customer requirements on the NSO related topics that the customer wants to see covered through transfer and mentoring together with background information on the skill sets of the audience.

  - Ensure that facilities and equipment are available to host the informal technical update sessions, if needed.

- **Testing and Validation Support**

  In addition to the General Responsibilities, Customer shall:

  - Perform the physical test setup.

  - Document the Test plan.

  - Execute the test plan with Cisco's assistance.

- **Migration Planning Support**

  In addition to the General Responsibilities, Customer shall:

  - Provide all the Customer required migration documents.

  - Plan the migration schedule.