

**Service Description: Advanced Services --- Fixed Price
Secure Agile Exchange Advise and Implement (Quick Start)
(ASF-CORE-SAI-QS)**

This document describes Cisco’s Secure Agile Exchange Advise and Implement (Quick Start). The Quick Start Service provides for a Secure Agile Exchange solution installed in a customer’s lab location. The Customer may select up to two (2) use cases from a number of standardized Virtual Network Functions (VNFs). The customer is limited to selecting up to one (1) consumer service chain and one (1) provider service chain.

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1 General Terms

Incorporation by Reference: The [Glossary of Terms](http://www.cisco.com/go/servicedescriptions/) and [List of Services Not Covered](http://www.cisco.com/go/servicedescriptions/) posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

If you purchased the Services directly from Cisco, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, then this Service Description governs such conflict.

If you purchased the Services through a Cisco Authorized Reseller then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.

This Service is for Customer-hosted, on-premises deployment only. If available, Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Cisco will provide a Quote for Services (“Quote”) setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

Deliverables

- Pre-Requisites Checklist (Site Readiness)
- Solution Design Document
- Test Plan
- Implementation Execution
- Test Execution (with Test Results Report)
- Knowledge Transfer

Location of Services

Service is provided remotely.

Secure Agile Exchange Advise and Implement Quick Start

The Quick Start Services for Secure Agile Exchange are limited to:

- Cisco Starter Kit for Secure Agile Exchange Quick Start, CSPs and N9Ks in one (1) customer site.
- Configuration to automate two (2) use cases (VNFs) each with one (1) pre-defined consumer and one (1) pre-defined provider service chain.
- Validating the service management, traffic flow, performance, and availability.

General Customer Responsibilities

- Be responsible for receipt of all inventory and delivery of all equipment at all Customer locations.
- Be responsible for selecting Use cases and service chains appropriate for its anticipated use.
- Provide Cisco timely remote access to the equipment on-site and Customer’s other infrastructure (including obtaining any internal approvals), as reasonably required for Cisco to perform the Services.
- Provide any specialized training of Cisco personnel required for onsite access as requested by Cisco.

2 General Project Management

Cisco will

- 2.1.** Provide a list of designated Cisco personnel roles and responsibilities under this Service Description.
- 2.2.** Participate in scheduled project review meetings or conference calls, if required.
- 2.3.** Provide the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date.

Customer will

- 2.4.** Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- 2.5.** Make key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) available to participate during the course of the Services (to provide information, participate in review sessions and to make the site available for Services).
- 2.6.** Provide documented Customer requirements (business and technical) and high-level network architecture

design specifications.

- 2.7.** Provide documented information 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.
- 2.8.** Respond within two (2) Business Days, unless otherwise agreed by the parties, to Cisco's request for documentation or information.
- 2.9.** Coordinate with any Customer third parties, such as the country carrier/Telco activities.
- 2.10.** If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- 2.11.** Make Cisco-requested Customer test equipment available and remotely accessible to Cisco for Service-related testing. Such test equipment should not be currently used or needed for Customer's current production environment.
- 2.12.** Customer is solely responsible for the determination of its requirements and Customer's decision to implement design, business or other recommendations provided by Cisco.

3 Site Readiness

Cisco will

- 3.1.** Provide a Pre-Deployment Questionnaire to gather information about the Customer's network environment.
- 3.2.** Conduct a one (1) Business Day remote design review meeting with Customer to review the Questionnaire and Customer's existing environment and future goals.
- 3.3.** Discuss review and assist the customer in selecting the two (2) use cases (VNFs).
- 3.4.** Discuss, review and assist the customer in selecting the consumer service chain and provider service chain desired.
- 3.5.** Based on the information collected in the Pre-Deployment Questionnaire, create the Pre-Requisites Checklist, which documents requirements to design, implement and test a defined scope for the Secure Agile Exchange solution. The Pre-Requisites Checklist will identify physical installation requirements and documentation for equipment listed in the applicable Bill of Materials, and recommendations and corrective actions to be performed by Customer prior to installation.
- 3.6.** Confirm Customer has procured valid licenses for the software installation.
- 3.7.** Provide the Pre-Requisites Checklist for review and approval.

Customer will

- 3.8.** Complete and return the Pre-Deployment Questionnaire to Cisco within five (5) Business Days following receipt of the questionnaire.
- 3.9.** Inform Cisco of the two (2) selected use cases (VNFs) and selected the one (1) consumer and one (1) provider service chain selected.
- 3.10.** Ensure that remote access with VPN capability is provided to Cisco.
- 3.11.** Provide Cisco with information related to the following during the design review: a) design goals; b) business, technical and operational requirements; c) system and application interoperability requirements; d) network design/topology documents; e) network information and reports; f) existing and planned devices, code versions; f) current disaster recovery process and how disaster recovery can be achieved for the applications.
- 3.12.** Ensure compliance to all items defined in the Pre-Requisites Checklist, including but not limited to: correct

setup of relevant infrastructure including network and server platforms, and compliance to the third party software dependencies.

- 3.13.** Provide Cisco with IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data prior to or during the design review.
- 3.14.** If requested by Cisco, provide physical and logical network schematics for other network elements (e.g., consumer access chain, WAN connectivity, availability features, management connectivity, application infrastructure and interaction chain) with which the Secure Agile Exchange equipment will inter-work.
- 3.15.** Review and approve the Pre-Requisites Checklist.

4 Solution Design

Cisco will

- 4.1.** Review the Pre-Deployment Questionnaire and Pre-Requisites Checklist and re-validate the requirements expressed as business intent for the Secure Agile Exchange services as part of the end-to-end solution with Customer.
- 4.2.** Review Customer's existing and planned network and application connectivity designs.
- 4.3.** Review the customer selection of two (2) use cases (VNFs) and service chains.
- 4.4.** Create the Solution Design Document (SDD) to define the Secure Agile Exchange services at an abstract level to align with the business intent for the Secure Agile Exchange services, and define how the services map across the technology domains of data center fabric, virtualization, VNFs, and VNF management. Use the selected use cases and service chains in the SDD. The SDD includes information necessary to carry out the implementation at the Customer location and to verify basic operation and Ready for Service configuration. "Ready for Service" means that the Secure Agile Exchange solution is implemented in accordance with the design, and is functioning as per the specifications documented in the Test Plan.
- 4.5.** Confirm that third-party virtual appliances included in the SDD have completed Cisco certification and are listed on CCO.
- 4.6.** Provide the SDD for review and approval.
- 4.7.** Conduct a one (1) Business Day remote executive summary presentation of the SDD for key Customer stakeholders and project sponsor.

Customer will

- 4.8.** Designate and ensure key Customer contacts are available for ongoing information gathering and feedback with Cisco.
- 4.9.** Provide Cisco with information related to existing and planned Secure Agile Exchange
- 4.10.** Solution strategy and designs, as requested, e.g. application manifest files containing connectivity needs.
- 4.11.** Provide full details of the following: a) current network topology, including access, distribution, and core layers, types of switches and routers; b) Internet Protocol (IP) addressing and sub-netting for each device planned to be managed along with device access information as detailed in the design.
- 4.12.** Review and approve the SDD.
- 4.13.** Ensure that key Customer stakeholders and project sponsors attend Cisco's executive summary presentation of the SDD.

5 Test Plan Development

Cisco will

- 5.1. Draft a Test Plan that defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Customer that is necessary to test the Cisco Secure Agile Exchange solution and to declare that the solution is ready for use. Successful test execution will signify completion of the Secure Agile Exchange solution implementation.
- 5.2. The Test Plan will reference a base configuration defined in the SDD, and the focus will be on VNF spin-up, Day 0 configuration, Day 1 configuration, and common failure scenarios and recovery. The test plan will require management through the CSP GUI, with validation of functional operation at the VNF and core switching components.
- 5.3. Provide the Test Plan for review and approval.

Customer will

- 5.4. Provide input necessary for Cisco to develop the test criteria to be used in the Test Plan.
- 5.5. Review and approve the Test Plan.

6 Implementation Execution

Cisco will

- 6.1. Install the solution software, including in-scope VNF images, management software, and configuration files in storage repository in accordance with SDD; configure the fabric switching, CSP virtualization and virtualization management system settings per product specification in accordance with the agreed SDD and test in accordance with the Test Plan.
- 6.2. Confirm Customer has procured valid licenses for the software installation.
- 6.3. Create up to five (5) Simple plug and play profiles. "Simple" means fewer than 250 lines of configuration commands and using variable substitution, multi-line commands, enable mode commands, and interactive commands.
- 6.4. Populate image repository with up to five (5) images.
- 6.5. Implement VNF appliances and virtual networking in the Customer site environment (e.g., deploy VNFs with Day 0 configurations, CSP and VNF management connection, manage VNF virtual resources and network configuration through GUI, and configuration of Secure Agile Exchange solution products in accordance with the Implementation Plan and SDD.)
- 6.6. Implement Day 1 configurations of Cisco and third-party VNF products, including configurations needed in the underlay network elements and for external connectivity in accordance with the Implementation Plan and SDD.

Customer will

- 6.7. Manage delivery, installation, and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the equipment that Cisco is providing.
- 6.8. Make any necessary corrections to Customer-provided and/or installed equipment.
- 6.9. Ensure all pre-implementation activities, such as ensuring availability of appropriate server hardware, installation and racking of the server hardware, installation of recommended OS and patches, network connectivity, and opening of the firewall as specified by Cisco in the Pre-Requisites Checklist have been performed prior to the scheduled implementation.

- 6.10.** Provide software for any third party VNFs, including appropriate software versions, as specified by Cisco.
- 6.11.** Ensure that all required licenses are available to load.
- 6.12.** Ensure that all required hardware is available for application install (storage or Appliances).
- 6.13.** Configure specific device family / series with additional recommended configuration settings provided by Cisco in the SDD and Pre-Requisites Checklist.

7 Testing Execution

Cisco will

- 7.1.** Perform testing in accordance with the Test Plan.
- 7.2.** Update the Test Plan to include the test results, test failures, problem identification, and recommended resolution.
- 7.3.** Provide the Test Plan updated with Test Results for review and approval.

Customer will

- 7.4.** Review and approve the Test Plan updated with test Results.

8 Knowledge Transfer

Cisco will

- 8.1.** Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the knowledge transfer workshop. Cisco will determine an appropriate format and delivery method for the knowledge transfer workshop.
- 8.2.** Within five (5) Business Days following completion of the implementation (including installation and configuration), seek agreement on the location and the commencement date of the knowledge transfer workshop.
- 8.3.** Conduct one (1) knowledge transfer session for a maximum of ten (10) Customer resources at a Cisco location or remotely for up to two (2) hours. This session covers information related to the Secure Agile Exchange implementations only and is not formal product training.
- 8.4.** Provide any related knowledge transfer material, as applicable.

Customer will

- 8.5.** Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the commencement of the session.
- 8.6.** Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer workshop.
- 8.7.** Within five (5) Business Days following completion of the implementation, reach agreement with Cisco on the commencement date and time of the knowledge transfer session.

9 Assumptions

The Services are based upon the following assumptions and exclusions (“Assumptions”).

9.1 General

- 9.1.1.** No Cisco Product, including test equipment, is being provided, sold or licensed under this Service Description.
- 9.1.2.** Costs incurred by Cisco that Cisco is unable to mitigate or to cancel associated with (i) Customer’s failure to meet its responsibilities hereunder; or (ii) Project schedule delays outside of Cisco’s control.
- 9.1.3.** All Document Deliverables will be provided to Customer in electronic format and in the English language. If Document Deliverables are required to be provided in another language, such translation costs will be Customer’s responsibility. In the event of a conflict between any English and any non-English Document Deliverable, the English version shall prevail.
- 9.1.4.** If applicable, acceptance tests conducted as part of the Services apply only to those Services and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer.
- 9.1.5.** Cisco’s recommendations are based upon Customer information provided to Cisco at the time of Services and Cisco shall not be liable for the accuracy or completeness of Customer information contained in Cisco’s recommendations.

9.2 Service Specific

- 9.2.1.** The solution will be deployed with one Network File System (NFS) used as repository for FNV and Day 0 configuration files.
- 9.2.2.** Entire project time not to exceed 3 weeks in total from Kick off call to close of project.
- 9.2.3.** Deliverables are specific to Bill of Materials (BoM) and traffic generator.
- 9.2.4.** Customer’s multi-clouds hardware edge are pre-configured and managed independently from Secure Agile Exchange NSO services.
- 9.2.5.** The Customer is responsible on providing Secure Agile Exchange hand-off connectivity to the supported cloud environment.
- 9.2.6.** Services assume Customer has assessed applications both for the target infrastructure and for grouping based on communication policies.
- 9.2.7.** Any pre-requisite changes in the consumer access chain and provider application interaction chain are Customer’s responsibility.

9.3 Exclusions

The following are out of scope:

- 9.3.1.** Internet connectivity or any equipment necessary to establish such connectivity.
- 9.3.2.** Software or hardware upgrades unless expressly referenced in this Service Description.

- 9.3.3. API development/integration; Software licenses; Racking/stacking/cabling of equipment; Custom scripting or software development.
- 9.3.4. The design and build of the storage for image repository or any data center / co-lo interconnect for managing images and configuration files.
- 9.3.5. Services do not include changes outside of the Secure Agile Exchange switching environment.
- 9.3.6. Services do not include technical integrations outside of the product level configuration with equipment listed in the applicable Bill of Materials (e.g., no IPAM integration. Fabric and VNFs various configuration parameters (hostnames, VLANs, IP subnets, DNS, NTP, etc.).
- 9.3.7. Cisco NSO or third party automation or orchestration.
- 9.3.8. Monitoring is out of scope; the Customer is responsible for discovery and monitoring of new resources.
- 9.3.9. Application and/or data migration.
- 9.3.10. Design and configuration/automation of day 2 configurations and policies.
- 9.3.11. Requirements or detailed design.
- 9.3.12. Circuit connections and routing design and configuration implementation to DC, WAN, and/or Cloud.
- 9.3.13. Availability testing other than virtual appliance availability with Secure Agile Exchange.
- 9.3.14. Service assurance other than Secure Agile Exchange solution health checks during the period of performance.

9.4 Invoicing and Completion

- 9.4. **Invoicing:** Services will be invoiced upon completion of the Services.
- 9.5. **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.