

Service Description: Video Collaboration Advise and Implement Subscription Service

This document describes the Video Collaboration Advise and Implement Subscription Service.

Related Documents: This document should be read in conjunction with the following documents also posted at <http://www.cisco.com/go/service-descriptions/> : (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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1.0 Services Summary and General Responsibilities

Service Overview. The Cisco Video Collaboration Advise and Implement Services related to the following, but not limited to:

- Video Collaboration Infrastructure Products, Applications, and Solutions
 - Cisco Meeting Server (CMS)
 - Cisco TelePresence Management Suite (TMS)
 - Cisco TelePresence Management Suite Provisioning Extension (TMSPE)
 - Cisco TelePresence Management Suite Exchange Integration (TMSXE)
 - Cisco TelePresence Video Communication Server Control (VCS-C)
 - Cisco TelePresence Video Communication Server Expressway (VCS-E)
 - Cisco TelePresence Server (TPS)
 - Cisco TelePresence Conductor
 - Cisco Unified Communications Manager (CUCM)
 - Cisco Collaboration Meeting Rooms - On Premise and Hybrid (CMR)
 - Gateways (H.323)
 - Cisco Unified Border Element (CUBE)
 - Cisco Digital Media Suite (DMS)
 - Cisco Show and Share
- Video Collaboration Endpoint Products, Applications, and Solutions
 - Immersive Systems
 - Cisco TelePresence IX Series
 - Cisco TelePresence TX Series
 - Desktop or Room Systems
 - Cisco TelePresence MX Series
 - Cisco TelePresence SX Series
 - Cisco TelePresence EX Series
 - Cisco TelePresence Integrator C Series
 - Cisco Jabber Video for TelePresence (MOVI)

The Cisco Video Collaboration Advise and Implement Services may include the following services and deliverables:

Service Category	Service Document Deliverable(s)
Advise Services	Project Management Plan
	Solution Requirements Report
	Assessment Report
	High-Level Design Document
	Low-Level Design Document
Implement Services	Implementation Plan
	Test Plan
	Test Report
	Knowledge Transfer Session Materials

2.0 Video Collaboration Advise Services

2.1 Strategize Service

2.1.1 Service Summary:

The Strategize Services align business and technical requirements to solution feature and functionality while focusing on desired business outcomes of the solution.

2.1.2 Cisco Responsibilities may include the following:

- Work with Customer to identify dependencies, risks, or issues associated with a successful completion of the project.
- Work with Customer to document a project schedule highlighting deliverables, milestones, planned project events, and resources.
- Participate in scheduled project review meetings or conference calls.
- Participate in any requirements workshops, conference calls, or emails and work with customer to document requirements.

2.1.3 Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Ensure that relevant resources are available to attend any project status meetings or requirements workshops.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.1.4 Deliverable(s) may include the following:

- **Project Management Plan.** The Project Management Plan provides an overview of the project tasks and milestones. This may be shared during a project kickoff meeting and updated periodically throughout the engagement to reflect updates to the plan. A Cisco Project Manager will provide management of project resources, deliverables, milestones, and scheduling of meetings or resources.
- **Solution Requirements Document.** The Solution Requirements Document documents business and technical requirements of the Cisco Solution that is collected through a series of requirements workshops or emails.

2.2 Assess Services

2.2.1 Service Summary:

The Assess Services will verify your network's ability to support the proposed Cisco Solution, analyze gaps, and provide remediation steps to address prior to implementation.

2.2.2 Cisco Responsibilities may include the following:

- Work with Customer to perform interviews, use data collection tools, or review network documentation to gather required information to complete the assessment.
- Work with Customer to document assessment results including a gap analysis and remediation plan.

2.2.3 Customer Responsibilities may include the following:

- Provide Cisco permission to install data collection tools, as applicable.
- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Ensure that relevant resources are available to attend any project status meetings or requirements workshops.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.2.4 Deliverable(s) may include the following:

- **Media Network Readiness Assessment Report.** The Media Network Readiness Assessment Report provides the results of an application and/or infrastructure assessment that may include QoS, software levels, hardware levels, security policies, or WAN link configurations. Cisco may utilize data collection tools while performing this assessment.
- **Network Path Assessment Report.** The Network Path Assessment Report provides the path assessment results of the site links for point-to-point or multipoint video calls (if applicable) between two or more endpoints that may include a gap analysis and recommendations to provide an optimal video experience. Cisco may utilize data collection tools while performing this assessment.
- **Operational Readiness Assessment Report.** The Operational Readiness Assessment Report provides the assessment results related to Customer solution operations. This may include day 2 activities, staffing and education, incident management, configuration management, availability management, service continuity management, change management, problem management, capacity management, service level management, and service desk. Cisco may utilize data collection tools while performing this assessment.
- **Security Assessment Report.** The Security Assessment Report provides the assessment results of the customer's security implementation based upon Cisco best practices. Cisco may provide proactive analysis of security advisories related to the Video Collaboration solution. Cisco may utilize data collection tools while performing this assessment.

2.3 Design Services

2.3.1 Service Summary:

The Design Services will provide a high-level architectural design and/or a implementation-ready detailed solution design.

2.3.2 Cisco Responsibilities may include the following:

- Work with Customer to review, validate, and revise any existing architectural or logical network and application designs.
- Work with Customer to document design(s) and/or configurations.

2.3.3 Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.

2.3.4 Deliverable(s) may include the following:

- **High Level Solution Design Document.** The High-Level Solution Design Document provides a logical network and application design of the proposed Cisco Solution addressing documented business and technical requirements.
- **Low Level Solution Design Document.** The Low-Level Solution Design Document provides technical configurations and/or architectural designs that may include network requirements, QoS configurations, Cisco Unified Communications Manager or other Dial Plan configurations, cluster sizing, device configurations, TMS or TMSPE configurations, VCS-C/E configurations, Cisco Unified Border Element or edge architecture configuration, call signaling, codecs, WAN configurations and/or future growth requirements.

3.0 Video Collaboration Implement Services

3.1 Implement Services

3.1.1 Service Summary

The Implement Services provide expert assistance for implementation plans, acceptance testing, solution implementation support and/or post-implementation support.

3.1.2 Cisco Responsibilities may include the following:

- Work with Customer to document activities, tasks, timelines, and owners related to solution implementation.
- Work with Customer to document test plans and expected results to validate solution implementation.
- Provide support during and post solution implementation, as applicable.
- Work with Customer to deliver any knowledge transfer workshop(s) related to the project.

3.1.3 Customer Responsibilities may include the following:

- Provide Cisco requested documentation, topologies, or requirements related to the successful completion of the project.
- Review any documentation provided by Cisco during the delivery of these services and provide feedback as requested.
- Attend any knowledge transfer workshop(s) on topics related to the project.

3.1.4 Deliverable(s) may include the following:

- **Implementation Plan.** The Implementation Plan provides the tasks, timelines, and owners related to solution implementation.
- **Test Plan.** The Test Plan provides test cases, expected results, and is updated to include actual acceptance testing results and remediation plan.
- **Implementation Support.** Implementation Support provides remote support of implementation plan execution.
- **Test Support.** Test Support provides remote support of acceptance testing.
- **Knowledge Transfer.** Knowledge Transfer provides training related to project deliverables, solution administration, project hand-off and/or basic troubleshooting.

4.0 Project Assumptions and Exclusions

- Services and service pricing are based upon the following assumptions and exclusions (“Assumptions”).
- Customer is responsible for determination and implementation of Customer design requirements and implementation of any recommendations provided by Cisco. Cisco recommendations are based upon information provided to Cisco at the time of the services. In no event shall Cisco be liable for the accuracy or completeness of the information contained in the Cisco recommendations.
- Service Description should be read in conjunction with the Advanced Services General Assumptions and Exclusions document posted at: www.cisco.com/go/servicedescriptions which is hereby incorporated for reference. To the extent there is a conflict between the terms of this Service Description and such document, the terms of this Service Description shall control.
- All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.