

Cisco Collaborative Professional Services Cisco Video Service Level Agreement Assessment Service



Cisco® TelePresence® solutions provide high-quality, lifelike video to all users and environments in any organization, creating high volumes of video traffic. The Cisco Video Service Level Agreement Assessment Service uses automated processes to assess a customer network's readiness for Cisco TelePresence, helping to ease the burden on engineers, increase the quality of Cisco TelePresence deployments, and lower the costs. This service is easy to use, and works for large and small deployments, as well as expansion efforts.

During the planning phase of a Cisco TelePresence deployment, it's crucial to confirm that the network infrastructure has sufficient bandwidth so that video and audio streams are transmitted within performance parameters. To perform the Cisco Video Service Level Agreement Assessment Service, actual video and audio traffic streams must be generated and transmitted over the network from endpoint to endpoint. As packets are transmitted, they are tracked to determine the rate of success.

The assessment presents the results through three measurements:

- **Latency:** Latency is measured as the difference between the time at which a request packet is sent and the time the reply packet is received.
- **Jitter:** Jitter is the variation in the time between packets arriving, caused by network congestion, timing drift, or route changes. The jitter value is calculated as the distance between the maximum variance of packets arriving early and the maximum value of packets arriving late over a given 10-second interval.
- **Packet loss:** Packet loss is reported as the sum of the packets that have been lost in transmission (network packet loss) and the number of packets assumed to be discarded for being late (packet discards), divided by total number of packets that were expected to have been sent during the 30-second interval.

Collectively, this assessment provides valuable information to determine whether or not network infrastructure can support a Cisco TelePresence deployment. The assessment saves you time and money by allowing you to plan for an effective Cisco TelePresence solution deployment (Figure 1).

Figure 1. The Cisco Video Service Level Agreement Assessment Service in the Network Planning Phase



Benefits

The Cisco Video Service Level Agreement Assessment Service offers these benefits:

- Analyzes networks to help ensure that Cisco TelePresence technology delivers a unique, “in-person” experience over the network
- Helps ensure that the customer’s network runs Cisco TelePresence business video without interruption
- Generates recurring revenue streams with personalized solutions that meet the latest customer challenges in Cisco TelePresence experiences

Cisco Video Service Level Agreement Assessment Service Deliverables

The Cisco Video Service Level Agreement Assessment Service is delivered remotely from Cisco’s Centers of Excellence. Project kickoff and delivery begin within seven business days of order placement. Table 1 describes this service.

Table 1. Cisco Video Service Level Agreement Assessment Service

Service	SKU	What It Does	Deliverables	Specializations Required
Cisco Video Service Level Agreement Assessment Service	ASF-CPST-VSLA	Performs an automated analysis to assess the customer network’s readiness for the high volumes of video traffic required by Cisco TelePresence	Cisco Video Service Level Agreement Assessment Report: <ul style="list-style-type: none"> • Video SLA Recommendation Overview • TelePresence Path Characteristics Analysis • Path Analysis Results 	Cisco TelePresence Authorized Technology Program (ATP) OR Cisco TelePresence-Satellite ATP OR Cisco TelePresence Video Master ATP OR Cisco TelePresence Video Satellite ATP

The Cisco Video Service Level Agreement Assessment Service Report includes the information described in Table 2.

Table 2. Cisco Video Service Level Agreement Assessment Service Report Details

Report Section	Description
TelePresence Path Characteristics Analysis	<ul style="list-style-type: none"> Performs a statistical measurement of Cisco TelePresence path characteristics in terms of latency, jitter, and packet loss to help ensure their readiness based on Cisco TelePresence requirement guidelines.
Path Analysis Results	<ul style="list-style-type: none"> Identifies the service-level agreement measurement of simulated Cisco TelePresence traffic between TelePresence sites.

Hardware and Software Requirements

The Cisco Video Service Level Agreement Assessment Service is supported by the Cisco Video SLA Assessment Agent (VSAA), an application developed by Cisco that assesses the capability of the targeted network paths to carry the video and voice data generated by a Cisco TelePresence broadcast. The VSAA has 16 different traffic profiles on which to base a simulation test. Partners will be provided with instructions about how to download and install the software, as well as how to upload the collected data for analysis by Cisco network engineers.

Cisco recommends the following system and hardware:

- Laptop computer running Intel Pentium Processor or and Microsoft Windows XP/2000/ME
- One USB slot for each endpoint in the Cisco TelePresence System
- 2-GHz CPU or greater
- 4-GB RAM or higher
- Network connectivity such as Ethernet or wireless to connect to the server

Collected data is encrypted and transmitted to Cisco using the VSAA.

Sizing and Limitations

Limited to one TelePresence endpoint per instance

Engagement

The Cisco Video Service Level Agreement Assessment Service is delivered remotely from Cisco's Centers of Excellence. Project kickoff and delivery begin within seven business days of order placement. Table 3 describes the roles and responsibilities of Cisco and the partner in delivering the Cisco Video SLA Assessment Service.

Table 3. Roles and Responsibilities of Cisco and Partner in Cisco Video Service Level Agreement Assessment Service

Phase	Owner	Description
1.	Partner and Customer	<ul style="list-style-type: none"> Partner works with the customer to familiarize them with the service, set expectations, and collect information about the customer network.
2.	Partner	<ul style="list-style-type: none"> Partner downloads, installs, and configures the Cisco VSAA software on laptops. Then the partner places laptops at each Cisco TelePresence endpoint.
3.	Partner	<ul style="list-style-type: none"> Partner runs the VSAA software on the customer's network. Partner uploads the data collected by the VSAA to Cisco.
4.	Cisco	<ul style="list-style-type: none"> Cisco network engineers analyze the uploaded data. Cisco produces the report.
5.	Partner	<ul style="list-style-type: none"> Partner reviews the report, adds their own recommendations, and creates a final report for the customers.
6.	Partner and Customer	<ul style="list-style-type: none"> Partner and customer review the final reports together, agreeing on recommendations to implement.
7.	Partner	<ul style="list-style-type: none"> Partner implements the recommendations on the customer's network.



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