



## Service Description: Advanced Services – Fixed Price

### Cisco IAC Training – Advanced Configuration and Customization (ASF-DCV2-CIAC-ADV)

This document describes Advanced Services Fixed Price: Cisco Intelligent Automation for Cloud ("IAC") Training – Advanced Configuration and Customization

**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. 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 for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

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#### Cisco IAC Training - Advanced Configuration and Customization

##### Service Summary

Cisco will provide the following Cisco IAC Training - Advanced Configuration and Customization services to provide training for the Customer's Cisco IAC users with knowledge of how to create custom content for the Cisco IAC 3.0 product, including Cloud Portal service content and Process Orchestrator/Server Provisioner workflows ("Services").

As a pre-requisite for Services, Cisco recommends that Customer participants will have completed course training in the Cisco IAC Training – Foundation and Cisco IAC Training – Implementation and Configuration.

##### Location of Services

Services are delivered on site to Customer.

#### Cisco IAC Training - Advanced Configuration and Customization

##### Cisco Responsibilities

- Designate a single point of contact ("Cisco Training Coordinator") to schedule and manage attendee registration and email notifications.
- Provide one (1) instructor lead training course limited to five (5) days on site delivered to up to twelve (12) Customer participants, which includes the following curriculum:
  - overview of Customization Options for Cisco IAC Starter Edition;
  - understanding of best practices for designing and configuring cloud services
  - knowledge and understanding on how to customize and build:
    - Portlets - Advanced
    - Service Forms
    - Cloud Portal Workflows
    - Cloud Portal Policy & Approvals
    - Process Orchestrator Workflows
    - Server Provisioner Workflows
  - Cisco Service Connector Customization using existing adapters;
  - knowledge and understanding on how to design and configure an end-to-end, automated cloud

- provisioning service using Cisco Cloud Portal and Cisco Process Orchestrator;
- knowledge and understanding on how to use and customize Cisco Automation Packs, Adapters, Content Libraries, Scripts, and Templates;
- advanced administration and role based access control
- Provide training program materials to Customer participants.

#### **Customer Responsibilities**

- Designate a single point of contact ("Customer Contact") to coordinate and disseminate all Cisco communication.
- Ensure that Customer's personnel attending the training sessions meet the training service pre-requisites as recommended by Cisco in Service Summary section.
- Work with Cisco to schedule the training session, providing the appropriate on site facilities and internet connectivity for course delivery.
- Designate up to twelve (12) participants to attend the scheduled training session.

#### **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. Cisco 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 to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **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.