Service Description: Advanced Services – Fixed Price

NAC Design Validation and Testing Service (ASF-CORE-NAC-TEST)

This document describes Advanced Services Fixed Price: Network Admission Control (NAC) Design Validation and Testing Service.

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. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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NAC Design Validation and Testing Service

Service Summary

The NAC Design Validation and Testing service provides on-site and remote design review, lab set up and lab test execution, helping to create evaluation criteria for NAC deployments. The NAC Design Validation and Testing service includes customer requirements analysis, high level design review, test plan validation and test execution ("Services").

Location of Services

Services are provided as Remote and/or On Site at the Customer location.

The NAC Design Validation and Testing Service includes no more than two (2) On Site visits over the course of the delivery of Services.

Customer Requirements Analysis

Cisco Responsibilities

- Conduct the following to gather and review NAC customer requirements:
  - one (1) requirements workshop;
  - conduct interviews with Customer key personnel.
- Review with Customer the business, technical and operational requirements for the NAC system.
- Create a consolidated customer requirements document, which includes:
  - Customer's business, technical and operational requirements information;
  - description of the NAC system, addressing each requirement.
- Review with Customer the Consolidated Requirements Document for Customer feedback and reach agreement with Customer on the Consolidated Requirements Document.

Customer Responsibilities

- Participate in the following to provide and review the NAC requirements:
  - one (1) requirements workshop;
  - conduct interviews with Customer key personnel.
- Provide to Cisco the business, technical and operational requirements for the NAC system.
- Review with Cisco the Consolidated Requirements Document, providing feedback and reaching agreement with Cisco on the Consolidated Requirements Document.

High Level Design Review

Cisco Responsibilities

- Review with Customer high level design, network topology and diagrams, and any other relevant network architecture documentation to determine if Customer's existing network meets the requirements for the NAC system as documented in the Consolidated Customer Requirements document.
- Provide any recommendations to Customer as necessary that may optimize the NAC system design per the customer requirements.
- Review with Customer any proposed changes to NAC system design for Customer feedback and reach agreement with Customer on the proposed changes to the NAC system design.

Customer Responsibilities

- Provide and review with Cisco the existing high level design, network topology and diagrams.
- Review any recommendations provided by Cisco that may optimize the NAC system design.
- Review with Cisco any proposed changes to NAC system design, providing feedback and reaching agreement with Cisco on the proposed changes to the NAC system design.

Lab Configuration and Testing

Cisco Responsibilities

- Develop a NAC lab test plan including test cases and test procedures, or request from Customer its existing test plan.
- Review the test plan with Customer.
- Develop test evaluation criteria.
- Assist Customer in setting up the NAC lab environment per the test plan. Execute the test plan in the NAC lab environment.
- Provide the Test Plan and Results Document, which includes:
  - test cases;
  - test procedures;
  - NAC device configurations;
  - test results against success criteria.
- Review with Customer the Test Plan and Results Document for feedback and reach agreement with Customer on the Test Plan and Results Document.

Customer Responsibilities

- Assist Cisco in developing a NAC lab test plan including test cases and test procedures, or provide the existing test plan.
- Review the test plan with Cisco.
- Assist Cisco in developing test evaluation criteria.
- Set up the NAC lab environment per the test plan.
- Assist Cisco in executing the test plan in the NAC lab environment.
- Review with Cisco the Test Plan and Results Document providing feedback and reaching agreement with Cisco on the Test Plan and Results Document.

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.
- Services provided by Cisco comprise technical advice, assistance and guidance only.
- Equipment for testing must be provided by Customer or on-loan from Cisco prior to provision of Services. The testing service will be limited to the following equipment:
  - one (1) standalone or failover NAC Manager;
  - one (1) standalone or failover NAC Server (can be in-band or out-of-band);
  - one (1) Cisco NAC Profiler (if required);
  - one (1) Cisco NAC Guest server.
- Customer-provided equipment or equipment on-loan from Cisco must have been staged by Customer and ready for testing prior to provision of Services.
- Customer must provide a high level design or similar network architecture documentation prior to provision of Services.
- 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 Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.