TO: Cisco 1-Tier and 2-Tier Partners

To ensure that Cisco IT systems continue to scale and grow with our partners, Cisco is upgrading its infrastructure to a “Cisco on Cisco” Unified Computing Solution. The upgrade for critical system tools has been scheduled to begin early morning March 4, 2011, and extend through early morning March 7, 2011. Cisco believes these upgrades will help increase system stability, resiliency, and capacity.

How does the extended system unavailability affect you?
This upgrade requires an extended downtime of multiple tools, including Cisco Service Contract Center and SCC for Indirect Resellers and Distributors (SMS3). The estimated downtime for all tools is 70.5 hours from early morning Friday, March 4, 2:00 a.m. CET, until early morning Monday, March 7, at 12:30 a.m. CET, resulting in limited functionality and tool availability. Specifically, we would like to call your attention to the following implications:

- **Cisco Service Contract Center and SMS3** will have limited availability for the first 24 hours (from Friday, March 4, 2 a.m. until Saturday, March 5, 2 a.m., CET). Both systems will be available to submit orders; however, order booking, invoicing, and revenue recognition for orders submitted during this 24-hour period will be held until downtime ends at 12:30 a.m. Monday, March 7, Pacific Time.

- **Cisco Service Contract Center and SMS3** will not be available from 2:00 a.m. Saturday, March 5 until 12:30 a.m. Monday, March 7.

- **Non-Standard Deals will not be processed** from 2:00 a.m., CET on Friday, March 4, until after go-live at 12:30 a.m., CET on Monday, March 7.

- **Performance Metrics Central** will not be impacted.

FAQs

Q: If an order is submitted on Thursday (latest before 2 a.m. Friday, March 4 CET), will it proceed to booking before the Cisco Service Contract Center and SMS3 “limited availability” begins?
A: Quotes submitted in the 24-hour period before the “limited availability” begins (Friday, March 4 at 2 a.m., CET) may or may not complete processing because the submission-to-booking process can take up to 24 hours. We recommend planning to accelerate your quote submission the week of February 28 to avoid missing any weekly requirements you may have.
Q: Is this 70.5-hour downtime in addition to the downtime that we normally expect for quarterly releases?
A: Downtime for Cisco Service Contract Center and SMS3 quarterly releases is included within this 70.5-hour period. No incremental downtime is planned.

Q: What happens if a quote is being edited as the system ramps down?
A: If a quote is being edited in Cisco Service Contract Center before the system ramps down, the changes will not be saved unless a user explicitly hits the “Save” button. SMS3 features an auto-save functionality that saves the changes that are made to the quote automatically.

Q: If a Mass Serial Number/PAK Number Search (SNIF) report is in process at the 2 a.m. Saturday, March 5, CET downtime, what happens to it?
A: If a SNIF report is in process at the 2 a.m. Saturday, CET downtime, the system will pick up the outstanding (and interrupted) SNIF requests. You do NOT need to resubmit these interrupted SNIF requests post go-live.

Q: How long will it take to clear the backlog of all those orders that were submitted during the “limited availability” period before full downtime began?
A: Clearing out the order backlog is a top priority. The estimated time to clear this backlog is 48 to 72 hours post go-live, depending upon the number of submitted orders on hold as well as the size of the orders.

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**CHECKLIST**

**T – 4 Weeks** (week of February 7)
- [ ] Communicate as appropriate within your organization about the 70-hour extended downtime.
- [ ] Make a plan to manage quote submissions the week of February 28. We recommend that you complete all quote submissions for the week of February 28 by close of business Wednesday (latest 2:00 a.m. CET Thursday morning).

**T – 3 Weeks** (week of February 14)
- [ ] Banners will be posted regarding the extended downtime on the Service Support Center Community page and on the Cisco Service Contract Center Tool Dashboard.
- [ ] Watch for templates to be distributed by your Cisco contact. Use your normal distribution process with these templates.

**T – 2 Weeks** (week of February 21)
- [ ] Watch for emails from Cisco reminding you of the downtime and of the shortened quote submission week.

**T – 1 Week** (week of February 28)
- [ ] Watch for emails from Cisco reminding you of the downtime and of the shortened quote submission week.
**T + 1 Day** (March 7)

- Watch for announcement of go-live and normalization emails, including updated estimate on clearing of submitted order backlog.
- Distribute backlog estimate as appropriate in your organization.

**T + 3 Weeks** (March 7 – March 28)

- Extended normalization period. Communications as needed.

Thank you for your patience as we upgrade our systems.